

## Issues

Estimated time: 4.0 Estimated remaining time: 4.0

| #    | Project     | Tracker     | Status | Priority | Subject             | Assignee       | Updated              | Category | Start date  | Due date    |
|------|-------------|-------------|--------|----------|---------------------|----------------|----------------------|----------|-------------|-------------|
| 1521 | FTTH Uganda | Issues      | OPEN   | P2       | Administration      | raj sompura    | 16 Mar 2026 12:25 PM |          | 16 Mar 2026 |             |
| 1520 | FTTH Uganda | Issues      | OPEN   | P1       | Administration      |                | 16 Mar 2026 12:21 PM |          | 16 Mar 2026 |             |
| 1519 | FTTH Uganda | Requirement | OPEN   | P2       | Revenue Management  | raj sompura    | 16 Mar 2026 12:17 PM |          | 16 Mar 2026 |             |
| 1518 | FTTH Uganda | Issues      | OPEN   | P1       | Customer Management | raj sompura    | 16 Mar 2026 12:16 PM |          | 16 Mar 2026 |             |
| 1517 | FTTH Uganda | Requirement | OPEN   | P1       | Revenue Management  | raj sompura    | 16 Mar 2026 12:14 PM |          | 16 Mar 2026 |             |
| 1516 | FTTH Uganda | Requirement | OPEN   | P1       | Integration         | raj sompura    | 16 Mar 2026 12:12 PM |          | 16 Mar 2026 | 05 Apr 2026 |
| 1515 | FTTH Uganda | Requirement | OPEN   | P1       | Customer Management | raj sompura    | 16 Mar 2026 12:10 PM |          | 16 Mar 2026 |             |
| 1514 | FTTH Uganda | Requirement | OPEN   | P3       | Administration      | raj sompura    | 16 Mar 2026 12:08 PM |          | 16 Mar 2026 | 05 Apr 2026 |
| 1513 | FTTH Uganda | Requirement | OPEN   | P2       | Customer Management | raj sompura    | 16 Mar 2026 11:58 AM |          | 16 Mar 2026 | 05 Jun 2026 |
| 1509 | FTTH Uganda | Requirement | OPEN   | P1       | Customer Management | raj sompura    | 16 Mar 2026 11:53 AM |          | 16 Mar 2026 |             |
| 1507 | FTTH Uganda | Requirement | OPEN   | P1       | Settings            | raj sompura    | 16 Mar 2026 11:48 AM |          | 16 Mar 2026 |             |
| 1503 | FTTH Uganda | Requirement | OPEN   | P3       | Global              | raj sompura    | 16 Mar 2026 10:10 AM |          | 16 Mar 2026 |             |
| 1502 | FTTH Uganda | Requirement | OPEN   | P1       | Radius Management   | raj sompura    | 16 Mar 2026 10:00 AM |          | 16 Mar 2026 |             |
| 1501 | FTTH Uganda | Requirement | OPEN   | P1       | Customer Management | raj sompura    | 16 Mar 2026 09:58 AM |          | 16 Mar 2026 |             |
| 1500 | FTTH Uganda | Requirement | OPEN   | P1       | Integration         | raj sompura    | 16 Mar 2026 09:54 AM |          | 16 Mar 2026 |             |
| 1499 | FTTH Uganda | Requirement | OPEN   | P1       | Mobile App          | Ashish makwana | 16 Mar 2026 08:20 AM |          | 16 Mar 2026 |             |
| 1498 | FTTH Uganda | Issues      | OPEN   | P1       | Task Management     | raj sompura    | 16 Mar 2026 08:18 AM |          | 16 Mar 2026 |             |
| 1497 | FTTH Uganda | Requirement | OPEN   | P1       | Reports             | raj sompura    | 16 Mar 2026 08:15 AM |          | 16 Mar 2026 | 20 Mar 2026 |

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|------|-------------|-------------|--------|----------|--|-------------------------|----------------------|----------|-------------|-------------|
| 1496 | FTTH Uganda | Requirement | OPEN   | P1       | Ticket Management  | raj sompura             | 16 Mar 2026 08:12 AM |          | 16 Mar 2026 |             |
| 1495 | FTTH Uganda | Requirement | OPEN   | P1       | Ticket Management  | raj sompura             | 16 Mar 2026 08:09 AM |          | 16 Mar 2026 |             |
| 1494 | FTTH Uganda | Issues      | OPEN   | P1       | Ticket Management  |                         | 16 Mar 2026 08:08 AM |          | 16 Mar 2026 |             |
| 1493 | FTTH Uganda | Issues      | OPEN   | P1       | Revenue Management   | raj sompura             | 16 Mar 2026 08:06 AM |          | 16 Mar 2026 |             |
| 1477 | FTTH Uganda | Issues      | OPEN   | P1       | Bulk Upload in Inward  | support@dirainfotech.ae | 15 Mar 2026 07:11 PM | L1       | 15 Mar 2026 |             |
| 1303 | FTTH Uganda | Issues      | OPEN   | P1       | Problem domain - Billing Issue   | raj sompura             | 09 Mar 2026 10:07 AM |          | 09 Mar 2026 | 20 Mar 2026 |
| 1166 | FTTH Uganda | Requirement | OPEN   | P2       | I would like for Savbill through the Radius inform BRAS on what IP pool to use and also assignment of static IPs. This feature is currently not available. | raj sompura             | 03 Mar 2026 12:56 PM |          | 02 Mar 2026 | 05 Apr 2026 |
| 1164 | FTTH Uganda | Issues      | OPEN   | P1       | Duplicate TID, Duplicate Invoice and Plans present in customer   | raj sompura             | 02 Mar 2026 07:13 AM |          | 02 Mar 2026 | 05 Mar 2026 |
| 1150 | FTTH Uganda | Issues      | OPEN   | P1       | Inventory Management   | dharmesh chavda         | 03 Mar 2026 01:25 PM |          | 02 Mar 2026 | 05 Apr 2026 |
| 1149 | FTTH Uganda | Issues      | OPEN   | P1       | Agent to be able to change Service Area.   | dharmesh chavda         | 03 Mar 2026 01:16 PM |          | 02 Mar 2026 | 05 Apr 2026 |
| 1148 | FTTH Uganda | Issues      | OPEN   | P1       | When we search in CAF, we have use the entire word instead of partial characters   | dharmesh chavda         | 02 Mar 2026 05:57 AM |          | 02 Mar 2026 | 05 Apr 2026 |
| 1147 | FTTH Uganda | Issues      | OPEN   | P1       | When searching for Accounts in CAF   |                         | 02 Mar 2026 05:55 AM |          | 02 Mar 2026 | 05 Apr 2026 |
| 1145 | FTTH Uganda | Issues      | OPEN   | P1       | The In Transit Quantity cannot be negative unless there is a bug in the system.  | raj sompura             | 03 Mar 2026 01:05 PM |          | 02 Mar 2026 | 05 Apr 2026 |
| 1144 | FTTH Uganda | Issues      | OPEN   | P3       | UI is not responsive,  | dharmesh chavda         | 02 Mar 2026 05:52 AM |          | 02 Mar 2026 | 05 Jun 2026 |
| 1143 | FTTH Uganda | Issues      | OPEN   | P1       | When a staff picks a CAF,  | dharmesh chavda         | 02 Mar 2026 05:40 AM |          | 02 Mar 2026 | 05 Mar 2026 |
| 1142 | FTTH Uganda | Issues      | OPEN   | P1       | Ticket number getting duplicated   | raj sompura             | 02 Mar 2026 05:42 AM |          | 02 Mar 2026 | 05 Mar 2026 |
| 1141 | FTTH Uganda | Issues      | OPEN   | P1       | when change plan is done in CAF  | raj sompura             | 02 Mar 2026 05:43 AM |          | 02 Mar 2026 | 05 May 2026 |
| 1140 | FTTH Uganda | Issues      | OPEN   | P1       | Client unable to make payment once the account is put on hold  | raj sompura             | 02 Mar 2026 05:43 AM |          | 02 Mar 2026 | 05 Mar 2026 |
| 1139 | FTTH Uganda | Issues      | OPEN   | P1       | Hold service bug   | raj sompura             | 02 Mar 2026 05:43 AM |          | 02 Mar 2026 | 05 Apr 2026 |

| #    | Project     | Tracker     | Status | Priority | Subject   | Assignee        | Updated              | Category | Start date  | Due date    |
|------|-------------|-------------|--------|----------|---|-----------------|----------------------|----------|-------------|-------------|
| 1132 | FTTH Uganda | Requirement | OPEN   | P3       | Master Data Form: Fill in all the details in one form, that is Buildings, Floors on the building  | raj sompura     | 03 Mar 2026 01:27 PM |          | 27 Feb 2026 | 05 Jul 2026 |
| 1131 | FTTH Uganda | Requirement | OPEN   | P3       | Master Data Form: Fill in all the details in one form, that is Buildings, Floors on the building  | dharmesh chavda | 03 Mar 2026 01:26 PM |          | 27 Feb 2026 | 05 Jul 2026 |
| 1130 | FTTH Uganda | Requirement | OPEN   | P1       | Customer App, add Password reset.   | Ashish makwana  | 27 Feb 2026 05:28 AM |          | 27 Feb 2026 | 05 Jul 2026 |
| 1129 | FTTH Uganda | Requirement | OPEN   | P2       | "On Support/shifting workflow unable to assign to infra Actions: Remove inventory Assign inventory Service Activation Digital Document Conditions: Feasibility required ( For this we will have to add drop down of feasibility in Shift Location)" | raj sompura     | 27 Feb 2026 05:25 AM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1128 | FTTH Uganda | Requirement | OPEN   | P2       | "On Support/shifting workflow unable to assign to infra Actions: Remove inventory Assign inventory Service Activation Digital Document Conditions: Feasibility required ( For this we will have to add drop down of feasibility in Shift Location)" | dharmesh chavda | 27 Feb 2026 05:25 AM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1127 | FTTH Uganda | Requirement | OPEN   | P3       | On the Home Pass page, add column for Building Type and Number of units. Also, the home pass that do not have a corresponding building in the building file or where the building has been deleted, should not appear on this page                  | raj sompura     | 03 Mar 2026 01:23 PM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1126 | FTTH Uganda | Requirement | OPEN   | P3       | On the Home Pass page, add column for Building Type and Number of units. Also, the home pass that do not have a corresponding building in the building file or where the building has been deleted, should not appear on this page                  | dharmesh chavda | 03 Mar 2026 01:23 PM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1125 | FTTH Uganda | Requirement | OPEN   | P2       | In CAF, when logged in as Commercial, only Commercial staff should be visible. Each sales agent should see only their own leads.  | raj sompura     | 27 Feb 2026 05:18 AM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1124 | FTTH Uganda | Requirement | OPEN   | P2       | In CAF, when logged in as Commercial, only Commercial staff should be visible. Each sales agent should see only their own leads.  | dharmesh chavda | 27 Feb 2026 05:17 AM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1123 | FTTH Uganda | Requirement | OPEN   | P3       | System should check if the building already has a home pass and not allow for a second one to be added  | raj sompura     | 03 Mar 2026 01:15 PM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1122 | FTTH Uganda | Requirement | OPEN   | P3       | System should check if the building already has a home pass and not allow for a second one to be added  | dharmesh chavda | 03 Mar 2026 01:15 PM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1121 | FTTH Uganda | Requirement | OPEN   | P2       | Ability to pick a task that is already allocated to a team member so I can work on it and move it to the next stage   | raj sompura     | 03 Mar 2026 01:13 PM |          | 27 Feb 2026 | 05 Jun 2026 |

| #    | Project     | Tracker     | Status | Priority | Subject   | Assignee        | Updated              | Category | Start date  | Due date    |
|------|-------------|-------------|--------|----------|---|-----------------|----------------------|----------|-------------|-------------|
| 1120 | FTTH Uganda | Requirement | OPEN   | P2       | Ability to pick a task that is already allocated to a team member so I can work on it and move it to the next stage   | dharmesh chavda | 03 Mar 2026 01:13 PM |          | 27 Feb 2026 | 05 Jun 2026 |
| 1119 | FTTH Uganda | Requirement | OPEN   | P1       | Wifi password : active clients with Mac and Serial Addresses to be activated, those without Mac and Serial Addresses Prompt the client to take a photo of the MAC and Serial Address, | raj sompura     | 27 Feb 2026 05:03 AM |          | 27 Feb 2026 | 05 Apr 2026 |
| 1118 | FTTH Uganda | Requirement | OPEN   | P1       | Wifi password : active clients with Mac and Serial Addresses to be activated, those without Mac and Serial Addresses Prompt the client to take a photo of the MAC and Serial Address, | Ashish makwana  | 27 Feb 2026 05:02 AM |          | 27 Feb 2026 | 05 Apr 2026 |
| 1117 | FTTH Uganda | Requirement | OPEN   | P2       | Able to view or notify of any outage raised ticket. E.g if OLT 2 is down and a ticket is raised to indicate.  | raj sompura     | 03 Mar 2026 01:09 PM |          | 27 Feb 2026 | 05 May 2026 |
| 1116 | FTTH Uganda | Requirement | OPEN   | P2       | Able to view or notify of any outage raised ticket. E.g if OLT 2 is down and a ticket is raised to indicate.  | dharmesh chavda | 03 Mar 2026 01:09 PM |          | 27 Feb 2026 | 05 May 2026 |
| 1115 | FTTH Uganda | Requirement | OPEN   | P1       | "Revenue assurance Head to be able to cancel package > Need option of stop service from "   | raj sompura     | 27 Feb 2026 04:52 AM |          | 27 Feb 2026 | 05 May 2026 |
| 1114 | FTTH Uganda | Requirement | OPEN   | P1       | "Revenue assurance Head to be able to cancel package > Need option of stop service from "   | dharmesh chavda | 27 Feb 2026 04:49 AM |          | 27 Feb 2026 | 05 May 2026 |
| 1113 | FTTH Uganda | Requirement | OPEN   | P2       | Ability to edit a ticket e.g Wrong category selected can be edited  | dharmesh chavda | 03 Mar 2026 01:03 PM |          | 27 Feb 2026 | 05 Apr 2026 |
| 1112 | FTTH Uganda | Requirement | OPEN   | P2       | Ability to edit a ticket e.g Wrong category selected can be edited  | raj sompura     | 03 Mar 2026 01:03 PM |          | 27 Feb 2026 | 05 Apr 2026 |
| 1111 | FTTH Uganda | Requirement | OPEN   | P1       | Follow up not to escalate   | raj sompura     | 27 Feb 2026 04:32 AM |          | 27 Feb 2026 | 05 Mar 2026 |
| 1103 | FTTH Uganda | Requirement | OPEN   | P1       | To be able to approve all Items on inventory at once  | raj sompura     | 26 Feb 2026 09:40 AM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1102 | FTTH Uganda | Requirement | OPEN   | P1       | To be able to approve all Items on inventory at once  | dharmesh chavda | 26 Feb 2026 09:40 AM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1100 | FTTH Uganda | Requirement | OPEN   | P2       | All Reports within the Savbill Dashboard  | raj sompura     | 26 Feb 2026 09:38 AM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1098 | FTTH Uganda | Requirement | OPEN   | P3       | "The Savbill system should restrict assignments below 1000 meters of drop cables in outward > This field needs to be configurable"  | dharmesh chavda | 03 Mar 2026 01:24 PM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1097 | FTTH Uganda | Requirement | OPEN   | P3       | "The Savbill system should restrict assignments below 1000 meters of drop cables in outward > This field needs to be configurable"  | raj sompura     | 03 Mar 2026 01:24 PM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1096 | FTTH Uganda | Requirement | OPEN   | P2       | Changing the building name should automatically change the home pass name. Home pass is always linked to a building id not building name.   | raj sompura     | 03 Mar 2026 01:21 PM |          | 26 Feb 2026 | 05 Jun 2026 |

| #    | Project     | Tracker     | Status | Priority | Subject  | Assignee        | Updated              | Category | Start date  | Due date    |
|------|-------------|-------------|--------|----------|--|-----------------|----------------------|----------|-------------|-------------|
| 1095 | FTTH Uganda | Requirement | OPEN   | P2       | Changing the building name should automatically change the home pass name. Home pass is always linked to a building id not building name.  | dharmesh chavda | 03 Mar 2026 01:21 PM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1094 | FTTH Uganda | Requirement | OPEN   | P2       | System should only allow deletion of a building that has no home pass attached to it or whose home pass is already deleted, and the building should not be part of the present customer address attached to any customer | raj sompura     | 03 Mar 2026 01:20 PM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1093 | FTTH Uganda | Requirement | OPEN   | P2       | System should allow to delete if the home pass is not associated with any current customer addressing and it should also give the right pop-up message   | raj sompura     | 03 Mar 2026 01:20 PM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1092 | FTTH Uganda | Requirement | OPEN   | P2       | System should allow to delete if the home pass is not associated with any current customer addressing and it should also give the right pop-up message   | dharmesh chavda | 03 Mar 2026 01:19 PM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1091 | FTTH Uganda | Requirement | OPEN   | P3       | There should be a pop-up alert saying the add was not successful because the building already exists.  | dharmesh chavda | 03 Mar 2026 01:20 PM |          | 26 Feb 2026 | 05 May 2026 |
| 1090 | FTTH Uganda | Requirement | OPEN   | P3       | Add a column, between the Name and OLT column to show the Road attached and also sort the data by FAT name.  | dharmesh chavda | 03 Mar 2026 01:19 PM |          | 26 Feb 2026 | 05 May 2026 |
| 1089 | FTTH Uganda | Requirement | OPEN   | P2       | System slowness was experienced for approximately two hours due to a high number of staff accounts (about 4,200) being added.  | raj sompura     | 26 Feb 2026 08:00 AM |          | 26 Feb 2026 | 05 May 2026 |
| 1088 | FTTH Uganda | Requirement | OPEN   | P2       | System slowness was experienced for approximately two hours due to a high number of staff accounts (about 4,200) being added.  | dharmesh chavda | 26 Feb 2026 07:59 AM |          | 26 Feb 2026 | 05 May 2026 |
| 1087 | FTTH Uganda | Requirement | OPEN   | P3       | The Road should show because two FAT can share the same name and the difference is only the Road attached  | dharmesh chavda | 03 Mar 2026 01:16 PM |          | 26 Feb 2026 | 05 May 2026 |
| 1086 | FTTH Uganda | Requirement | OPEN   | P2       | Ability to filter task assign to one of my team members. Or all assigned to my team  | raj sompura     | 03 Mar 2026 01:12 PM |          | 26 Feb 2026 | 05 May 2026 |
| 1085 | FTTH Uganda | Requirement | OPEN   | P3       | Sort or allow on the fly searching for the FAT drop down   | dharmesh chavda | 03 Mar 2026 01:12 PM |          | 26 Feb 2026 | 05 May 2026 |
| 1084 | FTTH Uganda | Requirement | OPEN   | P3       | Provide a bulk upload option for the FAT, Service Area, OLT master data  | raj sompura     | 26 Feb 2026 07:54 AM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1083 | FTTH Uganda | Requirement | OPEN   | P3       | Provide a bulk upload option for the FAT, Service Area, OLT master data  | dharmesh chavda | 26 Feb 2026 07:53 AM |          | 26 Feb 2026 | 05 Jun 2026 |
| 1082 | FTTH Uganda | Requirement | OPEN   | P3       | Customer App: Remove the Part showing connection server on top,  | Ashish makwana  | 26 Feb 2026 07:51 AM |          | 26 Feb 2026 | 05 Mar 2026 |

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|------|-------------|-------------|--------|----------|--|-----------------|----------------------|----------|-------------|-------------|
| 1081 | FTTH Uganda | Requirement | OPEN   | P1       | Shorten payment Links to reduce SMS cost   | dharmesh chavda | 26 Feb 2026 07:50 AM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1080 | FTTH Uganda | Requirement | OPEN   | P1       | Ability to add comments to an existing/open ticket for additional information to the team  | dharmesh chavda | 03 Mar 2026 01:08 PM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1079 | FTTH Uganda | Requirement | OPEN   | P1       | "email address when creating CAF should be mandatory > This field has to be configurable"  | dharmesh chavda | 03 Mar 2026 01:07 PM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1078 | FTTH Uganda | Requirement | OPEN   | P2       | "Have account status, for example, VIP, Staff, Complimentary, Inactive, Active. Additional status: -☐Active = Active -☐Inactive = NPD - Suspended = Churn -☐STF = Staff -☐CMP = Complimentary -☐NSR = Not service ready (Shift location to an area where there | dharmesh chavda | 03 Mar 2026 01:06 PM |          | 26 Feb 2026 | 05 May 2026 |
| 1077 | FTTH Uganda | Requirement | OPEN   | P2       | List the inventory ordered by warehouse name then product  | dharmesh chavda | 03 Mar 2026 01:05 PM |          | 26 Feb 2026 | 05 May 2026 |
| 1076 | FTTH Uganda | Requirement | OPEN   | P2       | Add Account number to the details being shown in the customer plans sub-tab  | dharmesh chavda | 26 Feb 2026 07:45 AM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1075 | FTTH Uganda | Requirement | OPEN   | P1       | Plans should be visible based on teams (ACL) required while creating plans, so only staff of that team can see those plan in renewal/change plan   | dharmesh chavda | 26 Feb 2026 07:44 AM |          | 26 Feb 2026 | 05 May 2026 |
| 1074 | FTTH Uganda | Requirement | OPEN   | P2       | Add notes when transfer / extend/ .., needs to go as note in the customer notes. This also helps agents troubleshoot quicker on call   | raj sompura     | 26 Feb 2026 07:41 AM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1073 | FTTH Uganda | Requirement | OPEN   | P1       | Add what the user is doing when they login on the Audit trail  | raj sompura     | 26 Feb 2026 07:38 AM |          | 26 Feb 2026 | 05 Apr 2026 |
| 1072 | FTTH Uganda | Requirement | OPEN   | P2       | The login shd have Username, Password, Login Button, Forgot Password Link  | dharmesh chavda | 03 Mar 2026 01:01 PM |          | 26 Feb 2026 | 05 Jul 2026 |
| 1071 | FTTH Uganda | Requirement | OPEN   | P2       | Change the whole work flow to escalate to department inside of individuals   | raj sompura     | 26 Feb 2026 07:24 AM |          | 26 Feb 2026 | 05 May 2026 |
| 1070 | FTTH Uganda | Requirement | OPEN   | P1       | Struggling to assign ONUs if they are many. Kindly add a bulk upload. > Bulk upload CSV in outward   | raj sompura     | 25 Feb 2026 04:44 PM |          | 25 Feb 2026 | 05 Apr 2026 |
| 1069 | FTTH Uganda | Requirement | OPEN   | P1       | "Struggling to assign ONUs if they are many. Kindly add a bulk upload. > Bulk upload CSV in outward"   | dharmesh chavda | 25 Feb 2026 04:41 PM |          | 25 Feb 2026 | 05 Apr 2026 |
| 1068 | FTTH Uganda | Requirement | OPEN   | P1       | "The general workflow was okay; tickets were coming through to Service Delivery. (Only customers that have paid should be shown not all customers on the dashboard) > Need multiple filter option in CAF"  | raj sompura     | 25 Feb 2026 04:34 PM |          | 25 Feb 2026 | 05 Apr 2026 |

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|------|-------------|-------------|--------|----------|---|-----------------|----------------------|----------|-------------|-------------|
| 1067 | FTTH Uganda | Requirement | OPEN   | P1       | "The general workflow was okay; tickets were coming through to Service Delivery. (Only customers that have paid should be shown not all customers on the dashboard) > Need multiple filter option in CAF" | dharmesh chavda | 25 Feb 2026 04:32 PM |          | 25 Feb 2026 | 05 Apr 2026 |
| 1066 | FTTH Uganda | Requirement | OPEN   | P1       | Add the option of createdby Under Prepaid customers so that agents can easily see their clients installed in the Mobile App. It is available on the Web, add a search option                              | Ashish makwana  | 25 Feb 2026 04:24 PM |          | 25 Feb 2026 | 05 Apr 2026 |
| 1065 | FTTH Uganda | Requirement | OPEN   | P3       | Payment Confirmation message after the Prompt is sent ( Change it to "Prompt sent to customer. Pending Approval")   | dharmesh chavda | 25 Feb 2026 04:15 PM |          | 25 Feb 2026 | 05 Mar 2026 |
| 1064 | FTTH Uganda | Requirement | OPEN   | P3       | I need to be able to filter task by name of the Issue description   | raj sompura     | 03 Mar 2026 01:00 PM |          | 25 Feb 2026 | 05 May 2026 |
| 1063 | FTTH Uganda | Requirement | OPEN   | P3       | I need to be able to filter task by name of the Issue description   | dharmesh chavda | 03 Mar 2026 12:59 PM |          | 25 Feb 2026 | 05 May 2026 |
| 1062 | FTTH Uganda | Requirement | OPEN   | P1       | Payment link to be generated for customers who have complimentary/staff plans (0 UGX)   | raj sompura     | 25 Feb 2026 03:46 PM |          | 25 Feb 2026 | 05 Mar 2026 |
| 1061 | FTTH Uganda | Requirement | OPEN   | P1       | Payment link to be generated for customers who have complimentary/staff plans (0 UGX)   | dharmesh chavda | 25 Feb 2026 03:44 PM |          | 25 Feb 2026 | 05 Mar 2026 |
| 1060 | FTTH Uganda | Requirement | OPEN   | P3       | Bulk Renewal  | raj sompura     | 25 Feb 2026 03:29 PM |          | 25 Feb 2026 | 05 May 2026 |
| 1059 | FTTH Uganda | Requirement | OPEN   | P3       | Bulk Transfers  | raj sompura     | 25 Feb 2026 03:25 PM |          | 25 Feb 2026 | 05 May 2026 |
| 1058 | FTTH Uganda | Requirement | OPEN   | P3       | Bulk Extend Validity  | raj sompura     | 25 Feb 2026 03:23 PM |          | 25 Feb 2026 | 05 Apr 2026 |
| 1057 | FTTH Uganda | Requirement | OPEN   | P3       | Bulk Credit Notes   | raj sompura     | 25 Feb 2026 03:20 PM |          | 25 Feb 2026 | 05 May 2026 |
| 1056 | FTTH Uganda | Requirement | OPEN   | P1       | sss   | Akshay dhakane  | 25 Feb 2026 02:43 PM | L1       | 25 Feb 2026 |             |
| 1055 | FTTH Uganda | Requirement | OPEN   | P1       | Assigned to my team: to have only Open and Inprogress tickets.  | raj sompura     | 25 Feb 2026 02:54 PM |          | 25 Feb 2026 | 05 Apr 2026 |
| 1054 | FTTH Uganda | Requirement | OPEN   | P1       | Search inside input to be available on ticketing  | dharmesh chavda | 25 Feb 2026 02:55 PM |          | 25 Feb 2026 | 05 Mar 2026 |
| 1023 | FTTH Uganda | Issues      | OPEN   | P1       | change plan in CAF  | raj sompura     | 23 Feb 2026 01:29 PM |          | 23 Feb 2026 |             |
| 1022 | FTTH Uganda | Issues      | OPEN   | P1       | payment link not genrated   | raj sompura     | 23 Feb 2026 01:03 PM |          | 23 Feb 2026 |             |
| 1021 | FTTH Uganda | Issues      | OPEN   | P1       | Hold service  | raj sompura     | 23 Feb 2026 12:53 PM |          | 23 Feb 2026 |             |
| 932  | FTTH Uganda | Requirement | OPEN   | P1       | sas   | cto dira        | 23 Feb 2026 06:20 AM | L1       | 23 Feb 2026 | 24 Feb 2026 |

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|-----|----------------|-------------|----------------------|----------|---------|----------------|-------------------------|----------|----------------|----------------|
| 725 | FTTH<br>Uganda | Requirement | IN PROGRESS          | P2       | aaa     | Akshay dhakane | 23 Feb 2026<br>06:18 AM | L3       | 13 Feb<br>2026 |                |
| 693 | FTTH<br>Uganda | Requirement | QA IN<br>DEVELOPMENT | P1       | sss     | shridhar patil | 19 Feb 2026<br>08:34 AM | L2       | 13 Feb<br>2026 | 14 Feb<br>2026 |