

Student Customer Sheet

Use the contact information and problem description below to report the following information to a level-two technician:

Contact Information

Company Name: JH Travel, Inc.

Contact: Dan Handy

Company Address: 204 N. Main Street

Company Phone: 1-866-555-0998

Problem Description

Ok, so I work with cars all the time and I know how they work, but I do not know how my computer works. This morning was pretty slow because I guess more and more people are using those Internet travel sites. So, after my morning coffee, I decided to figure out what makes my computer work. I opened up the case and just started looking at the different things inside. When I put everything back together, everything seemed to fit and I didn't see any leftover parts. Now it does not work at all. It beeps at me all the time.

Note: After you have given the level-two tech the problem description, use the Additional Information to answer any follow up questions the technician may ask.

Additional Information

- Windows 7
- Computer has no new hardware
- Computer has not been moved recently
- Except for the beeping, I did not hear any other strange sounds from the computer
- I do not smell any electronics burning or smoke
- Computer looks the same as it did yesterday