



## Teradata Service Focus Statement

<b>Customer Company Name</b>		<b>Customer Contact Name/Position</b>		<b>Tracking Number</b>
<b>Customer Contact Phone &amp; E-mail Address</b>		<b>Teradata Owner/Organization(s)</b>		<b>Status (Open, Closed, Suspended, Rejected)</b>
<b>Date Opened</b>	<b>Date Accepted by SFT</b>	<b>Date Last Updated</b>	<b>Date Closed</b>	
<b>Problem Description</b>				
<b>Specific Examples and Dates (if available)</b>				
<b>Consequences to Customer</b>				
<b>Expected or Desired Resolution</b>				