TECHNICAL ACTION PLAN · MESSAGE POINT MEDIA · PRODUCT

Customer On-Site Service Engagement

What is being resolved, for which products, where.

DOCUMENT	REVISION	DATE	CUSTOMER	ENGAGEMENT
TAP-MPM-SUBJ-01	0.1 · Draft	Nov 6, 2026	Customer · Partner	Dates

SUPERSEDES / REFERENCES	Prior plans, bulletins, RMAs
DISTRIBUTION	Customer | Partner
AFFECTED PRODUCTS	Product names and part numbers
FIELD TECHNICIAN	Name, role
TECHNICAL OVERSIGHT	Jason Stedwell, Director of Technical Services
ENGAGEMENT SITE	Facility, City, ST

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1. PURPOSE AND SCOPE

What this plan covers and the shared objective.

> **WHAT CHANGED IN THIS REVISION**
> Only from 1.1 on: the scope change in one paragraph.

2. BACKGROUND AND KNOWN-ISSUE SUMMARY

REJECT #	ISSUE	GROUP	STATUS
00000	Reported issue	A	On-site

TABLE 1 Known-issue register.

3. INFORMATION REQUIRED PRIOR TO ENGAGEMENT

ACTION REQUIRED

Customer response needed to finalize the visit

#	INFORMATION NEEDED	WHY IT MATTERS
1	Units staged	Work starts on arrival

4. PERSONNEL

Who is on site, who oversees, who coordinates.

7. PROCEDURES BY GROUP

7.1 GROUP A

1. Step.
2. Step.

9. ACCEPTANCE CRITERIA

- [ ] Pass criterion.

PREPARED AND APPROVED BY

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REVISION HISTORY

0.1	Nov 6, 2026	Initial draft.