



Email completed form to [VIPER@ncshp.gov](mailto:VIPER@ncshp.gov)

**Note: If this is an issue with consoles you need to contact your vendor**

<b>VIPER USER ISSUE REPORTING FORM</b>			
<i>Reporting Party Name</i>	<i>Reporting Party Agency</i>	<i>Callback Number</i>	
Problem Type	<input type="checkbox"/> Degraded Audio <input type="checkbox"/> Degraded Coverage <input type="checkbox"/> Dropped Audio <input type="checkbox"/> Other		
Problem Direction	<input type="checkbox"/> Field unit to Field Unit <input type="checkbox"/> Field Unit to Dispatch <input type="checkbox"/> Dispatch to Field Unit		
Date/Time(s) of Problem(s)	<b>Exact Address /Location that problem(s) are occurring</b> <small>(Note: More detail is better to assist technicians in troubleshooting)</small>		
Is problem noted on multiple radios?	<input type="checkbox"/> Yes <input type="checkbox"/> No	What type of radios does this affect?	<input type="checkbox"/> Mobile <input type="checkbox"/> Portable <input type="checkbox"/> Both
What site are the units affiliated to?			
<b>Detailed Description of the problem(s) being experienced</b>			
Radio ID(s) of affected unit(s)			Radio Alias
<b>Additional Information Pertinent to Issue</b>			