

Trouble Administration

User Guide











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Chapter 1 About This Guide

Purpose

The purpose of this user guide is to aid you in learning to use the Trouble Administration application. Both experienced and inexperienced users can use the guide. New users may want to read the entire manual; experienced users may just need to look up a specific functionality.

Regional Differences

Trouble Administration has slight differences in what is provided for states supported by Southwestern Bell (SWB) and states supported by Pacific Bell (PB) and Nevada Bell (NB). Differences will be noted by the corporate holding name for the region (SWB, PB, and NB).

Organization

This user guide is divided into the following parts:

- Chapter 1 About this Guide
- Chapter 2 Introduction
- Chapter 3 Getting Started
- Appendix A TN Status Descriptions-LMOS
- Appendix B TN Trouble Cause Codes-LMOS
- Appendix C TN Trouble Disposition Codes-LMOS
- Appendix D Trouble Type Codes and Descriptions
- Appendix E Circuit ID Status Descriptions

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- Appendix F Circuit ID Log Functions

Chapter 1, About this Guide, tells you the purpose of this guide, details its organization; discusses any special notes, warnings, or conventions.

Chapter 2, Introduction, discusses Trouble Administration and its installation requirements, how to connect through Toolbar, what the system hours and availability are, specific questions about Microsoft Windows[®], and specific procedures for accessing Trouble Administration's online help.

Chapter 3, Getting Started, discusses Trouble Administration, logging on and logging off, the Trouble Administration desktop and its menus and windows.

Conventions Used in the Guide

Icon, keyboard, field, window, tab, button, menu, and option names are in **bold**.

Steps in the task-based procedures are in **bold** and numbered. Screen prints related to the step follow the step.

Chapter 2 Introduction

Overview

Trouble Administration is an application that allows your company to handle trouble reports via an on-line, graphical user interface that communicates directly to Southwestern, Pacific, and Nevada Bell's (SWB, PB, and NB, respectively) systems. Trouble Administration provides the following functionality:

- Entry of a new trouble on a SWB/PB/NB circuit
- Entry of a new trouble on a SWB/PB/NB telephone number
- Status of an open trouble on a SWB/PB/NB telephone number
- Status of an open trouble on a SWB/PB/NB circuit
- Status of a closed trouble on a SWB circuit
- History on a SWB/PB/NB telephone number
- History on a SWB/PB/NB circuit
- Viewing a list of currently open troubles on SWB/PB/NB circuits and/or telephone numbers
- Viewing a list of closed troubles on SWB/PB/NB circuits and/or telephone numbers (limited by date range)
- Ability to initiate an MLT test on a SWB/PB/NB telephone number and on a SWB telephone number-formatted circuits and views the results. Also, ability to initiate an MLT test on an unbundled network element (UNE) combination using the telephone number, or a UNE analog port using the telephone number-formatted circuit ID.
- Loop enhancement: the ability to choose an MLT test type from full, quick, loop, and central office on a SWB/PB/NB telephone number and a SWB telephone number-formatted circuit.
- An inventory of all SWB circuits.
- Viewing binding post information on a PB/NB telephone number.

To use the application, you must have a Southwestern Bell Toolbar user ID with the authority to access Trouble Administration. If you already have a Toolbar user ID, you may need to have Trouble Administration access authority added.

Installation Requirements

Software Requirements

Toolbar and its Trouble Administration application run in the Windows® 95™, or Windows NT™ environment. Toolbar is accessible through dial-up or private line connections. If you have installed a private-line connection to Southwestern Bell, you will need to have a Transmission Control Protocol (TCP) stack on your PC. We recommend Chameleon 4.x, Microsoft, or Windows 95/NT. Using a different TCP stack may produce unreliable results.

Hardware Requirements

Computer:	IBM PC compatible: 486 or greater
RAM:	Win 95: 16 MB or higher / NT: 32 MB or higher
Hard Drive:	30 MB of available space or higher
Disk Drives:	3.5 inch high density / CD ROM drive
Monitor:	VGA-compatible video driver
Modem:	(Required for dial-up access) 14,400 bps minimum; 28,880 bps recommended
Mouse	

Connecting to Trouble Administration

Access to Trouble Administration is through the Toolbar. Please see the Toolbar user's guide for connecting instructions.

System Availability and Support

Hours of Business

Trouble Admin Server Hours for All Users

Monday through Friday: 5:00 a.m. to 10:00 p.m. (local time)

Saturday & Sunday: 5:00 a.m. to 9:00 p.m. (local time)

Exception: POTS (plain old telephone service) history is available until 10:00 p.m. (CST) and 8:00 p.m. (PST).

Help Desk

Competitive Local Exchange Carriers (CLECs)

The Information Services (IS) Call Center is your single point of contact for assistance in answering questions and resolving issues such as expired passwords, application and network problems, and installation and configuration of software.

IS Call Center Hours for SBC CLECs:

(Note: off-shift hours covered by voice mail activated pager for emergencies.)

7:00 a.m. to 9:00 p.m.	Central Time (CST)	Monday through Friday
5:00 a.m. to 7:00 p.m.	Pacific Time (PST)	Monday through Friday
8:00 a.m. to 5:00 p.m.	Central Time (CST)	Saturday
6:00 a.m. to 3:00 p.m.	Pacific Time (PST)	Saturday

IS Call Center phone number for CLECs: 314-235-7225

All other Customers

Toolbar Customer Support is your single point of contact for assistance in answering questions and resolving issues such as expired passwords, application and network problems, and installation and configuration of software.

Toolbar Customer Support Hours for All Other Customers:

(Note: off-shift hours covered by voice mail activated pager for emergencies.)

6:00 a.m. to 10:00 p.m.	Central Time (CST)	Monday through Friday
4:00 a.m. to 8:00 p.m.	Pacific Time (PST)	Monday through Friday
Toolbar Customer Support Toll Free Number		800-262-6672
Toolbar Customer Support Toll Free Fax Number		800-698-0611

Questions about Microsoft Windows[®]

Windows is a graphical user interface (GUI), which means you can work with your computer by clicking buttons and dragging icons. You can also understand how the computer works by looking at its graphical display. This is better than remembering command lines that you need to type in, as in Microsoft DOS[™] applications.

Windows displays rectangular areas on the screen in a document or an application. Because Trouble Administration works under the Windows environment, you can switch back and forth between a Trouble Administration window and another application's window. Also, once you've learned how to work with menus and buttons in one Windows application, you can use that knowledge in Trouble Administration.

The Trouble Administration documentation assumes you have some familiarity with Microsoft Windows[™]. The intention of the following tips is to cover a few basic principles. Please see your Microsoft Windows[™] user guide or online help for more detailed instructions and documentation.


Using the Mouse


In Windows applications, you use your mouse to maneuver your pointer around the application. You may use your mouse to:

Point	Move the pointer to a specified place on your screen.
Click	Press and release your mouse button.
Drag	Hold down your mouse button, drag the mouse while holding the button down then release the mouse button.


Double-click Press and release your mouse button twice in rapid succession.

Your primary mouse button is the left button on your two-button mouse. If you are left-handed, you may switch your buttons in your Windows **Control Panel** and move your mouse to the left side of your workstation. Your mouse pointer displays differently depending on where it is in your window.

 The standard pointer displays as an arrow pointing up and slightly to the left.

 When you move your pointer close to the edge of a moveable window or column, it changes to a two-headed arrow.

I A blinking I-beam indicates that you have entered a text area, such as a field in a window in Trouble Administration.

 An hourglass denotes that the program is busy.

Using Keyboard Shortcuts

Every menu name or command in Windows contains keyboard shortcuts. You may use the shortcuts by pressing the **ALT** key plus the underlined character of the menu name or command at the same time. For example, you can activate the **F**ile menu by pressing **ALT+F**.

Many of the menu options contain other keyboard shortcuts. Once the drop-down menu has been activated, the keyboard shortcut is the underlined letter of each option. For example, once you've activated the **F**ile menu, you may exit the Trouble Administration application by pressing **X**. you may also use your directional arrows (**↑** and **↓**) to move to the **E**xit option.

For additional shortcut key information, type "Keyboard Shortcuts" in your Windows help **Index**.

Selecting Icons and Activating the Toolbar

Icons are graphical elements that represent an object that you can manipulate. Our Toolbar contains an icon that allows you to access the Trouble Administration application. You click icons to activate them.



The Toolbar desktop icon requires a double-click to activate. Once activated, you log on to the Toolbar and from there, you have access to the Trouble Administration application.



The Trouble Administration icon on the Toolbar requires a single click to activate. Clicking on the icon logs you on to the Trouble Administration application. You must go through the Toolbar to get to this icon.

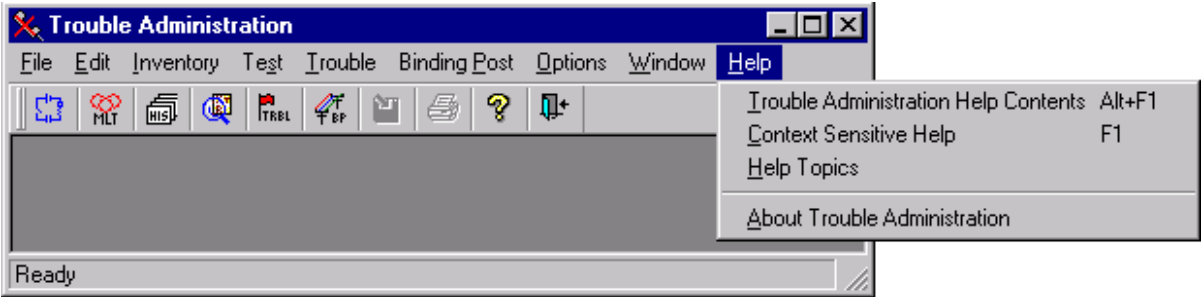
Note: The icons that will be available to you will depend upon which applications you have been assigned.

Accessing Online Help

There are three levels of online help in Trouble Administration:

- Help Menu
- Context Sensitive help
- Micro-level help

Help Menu and Button

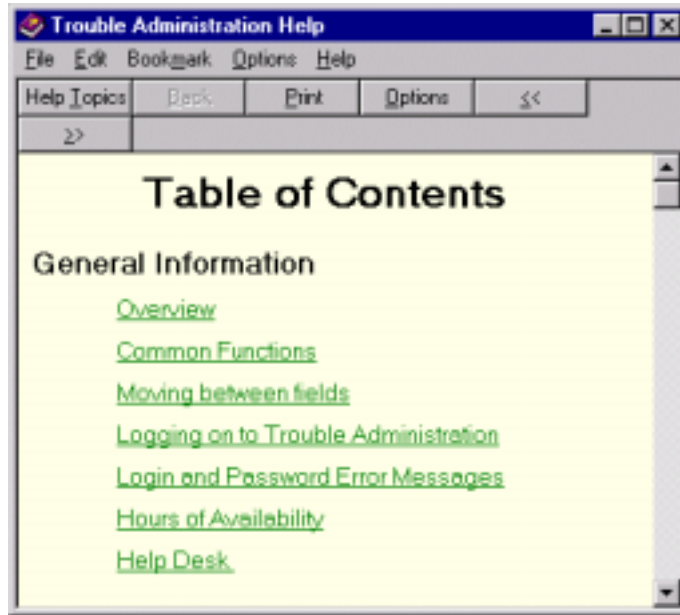


The **H**elp menu or button allows you to view general topics about Trouble Administration, such as an overview of the system or the telephone number for the Help Desk Support. It also provides an index that allows you to search for topics.

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Help Contents Page

When you open the help from the **H**elp menu > **H**elp Contents option, or click on the Help Button, the help file displays the **Table of Contents**.

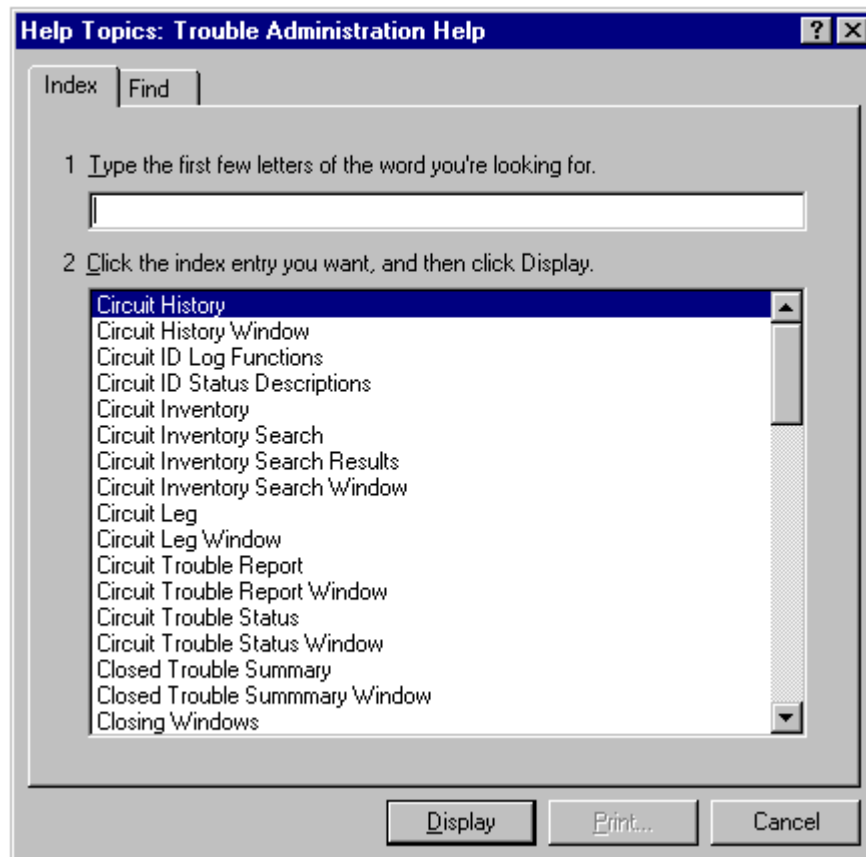


Clicking on a topic listed in the Contents page will display information about that topic.

Help Search Page

When you open the help from the **Help > Context Sensitive Help** option, or click on the Search Button within the Help Contents page, the **Help Topics: Trouble Administration Help** window is displayed. This window has two tabs available, the **Index** and the **Find** tabs.

Index tab

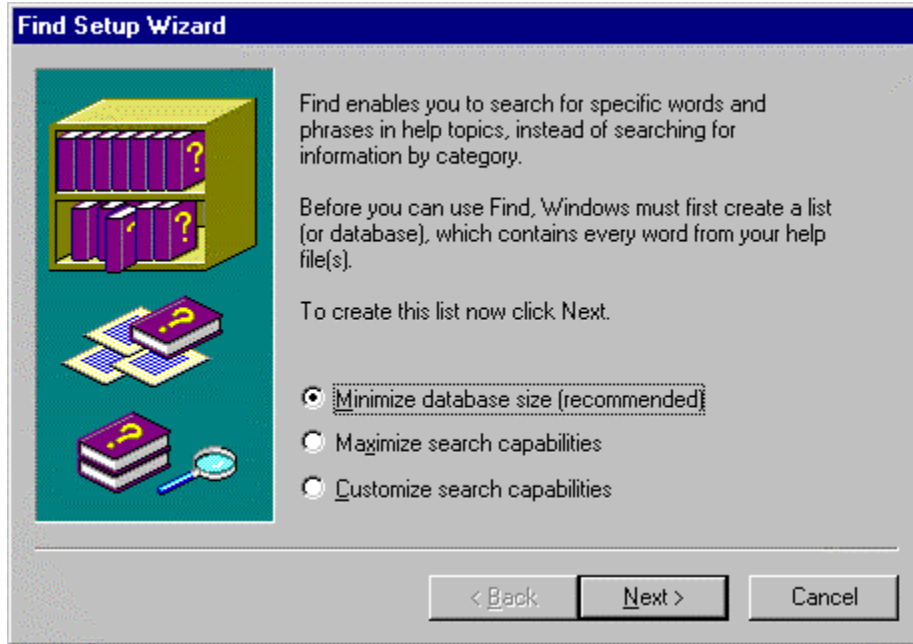


In the section 1 field window, you can type in the first few letters of the word you are looking for. As you type, Help will show matches in the section 2 window. When you see a topic you want information on, you can click the topic to highlight it, then click the **Display** button to show that topic.

Find Tab - Building the Database

Trouble Administration Help allows you to perform a complete search using words or phrases of the online help database using the **Find** tab. The first time that you access the Find tab, you will be asked to allow the help database to be built. The following steps indicate the process:

1. Click the Find tab. The Find Setup Wizard window opens.

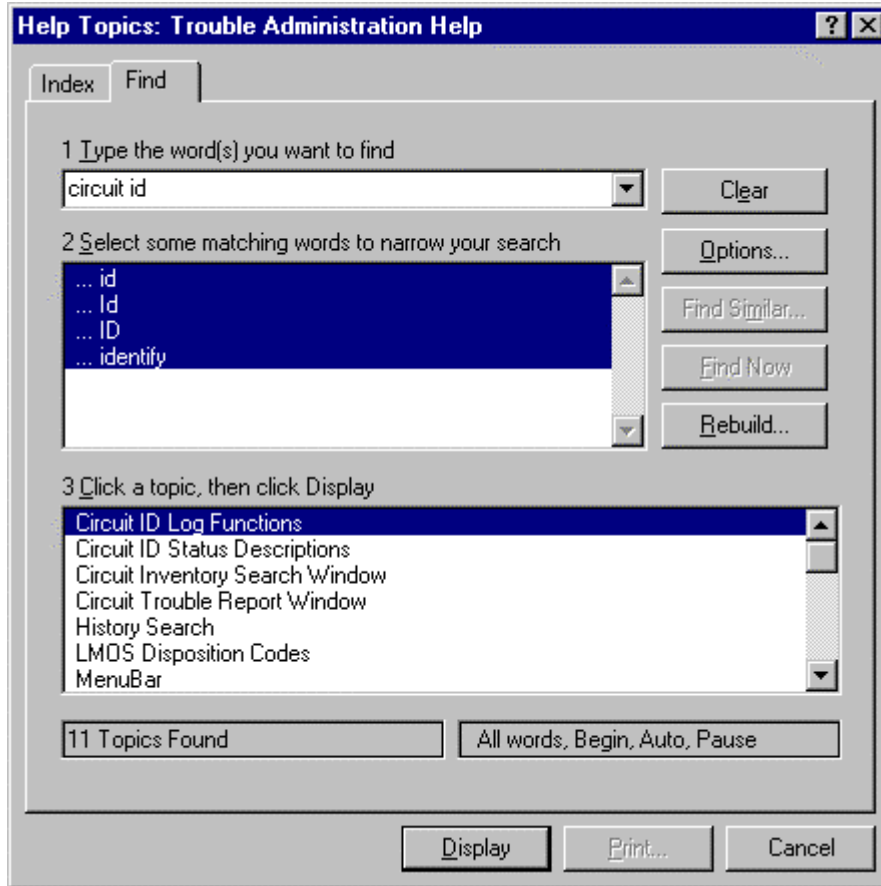


The **Minimize database size (recommended)** listing is pre-chosen by default. This is the most efficient type of build and you should keep it selected.

2. Keeping the default settings, click the **Next** button. The Find Setup Wizard will prompt you with the following window.



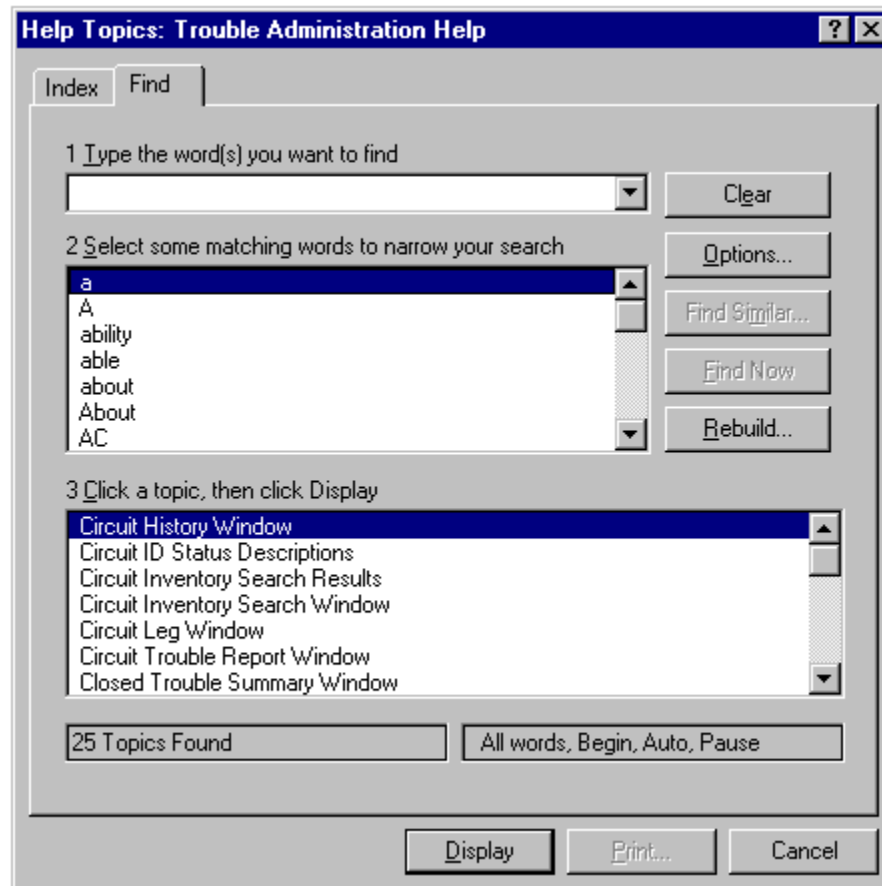
3. Click the Finish button. The Help system will create the Find database and display the *Help Topics: Trouble Administration Help* dialog box showing the Find tab.



When you have completed these steps, you should be able to access Find without having to rebuild the database again.

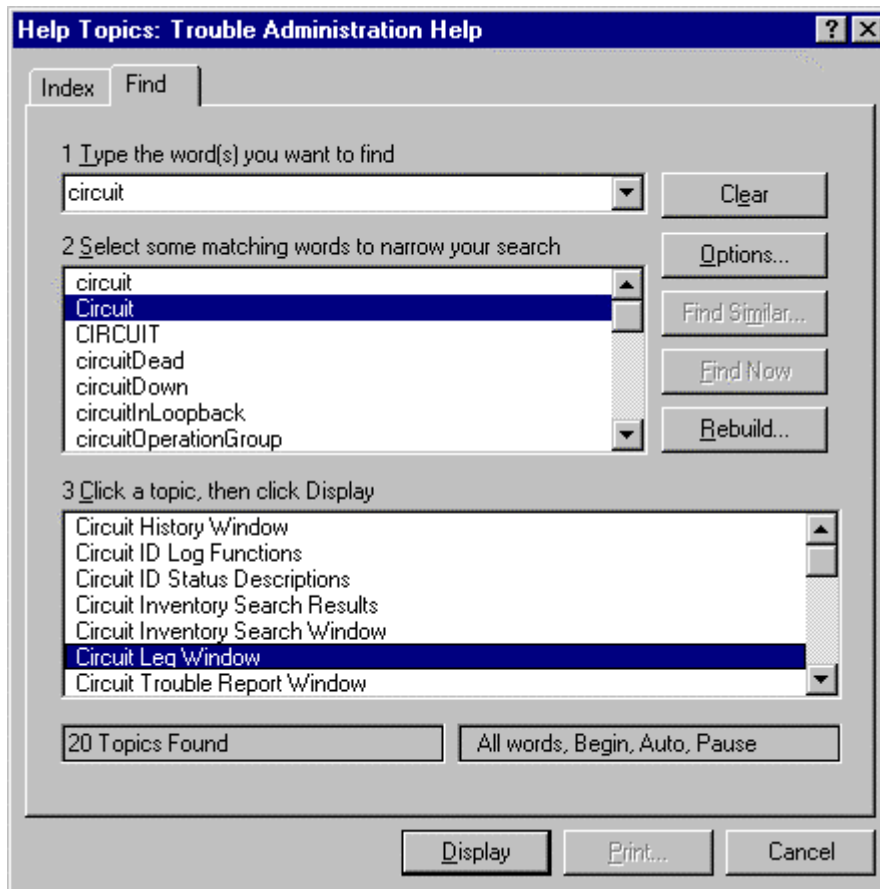
Help Find Tab - After the Database is Built

Trouble Administration Help allows you to perform a complete search using words or phrases of the online help database using the **Find** tab. The first time that you access the Find tab, you will be asked to allow the help database to be built. This instruction assumes you have already performed that process.



Note: To change the way help reacts to what you type into section 1, click the **Options...** button for additional settings.

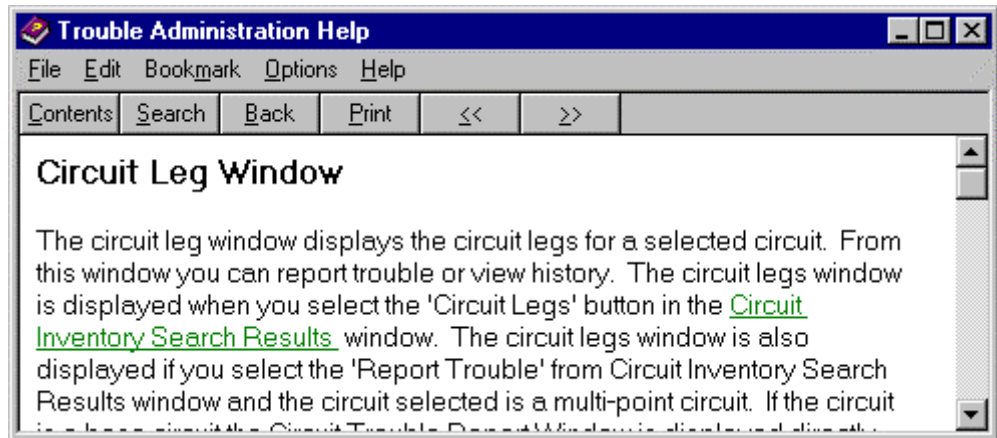
1. In section 1, type the search word or phrase. As you type, section 2 displays the matches found on your word or phrase and section 3 displays the topics for those matches.



2. Click on one of the matching words in section 2, and help will display topics for that match in the section 3 window.
3. Click the topic in section 3 that you want to view, then click the Display button. The selected topic is then displayed with the Help Topic window.

Help Topic Window

After clicking the **Display** button, help will display a window showing information about the topic that you chose. Within this window are buttons for navigating the help system: Contents, Search, Back, Print and directional arrows.



When words are colored green and underlined with a solid line, clicking the word will “jump” you to an explanation for that topic. When green words are underlined with a dashed line, clicking the word will keep you where you are, but display a message box defining the word or phrase. Click again to close the message box.

Contents

Clicking on the Contents button will display the Trouble Administration Help table of contents page. Clicking on a topic listed in the Contents page will display information about that topic.

Search

This button will return you to the Help Search window.

Back

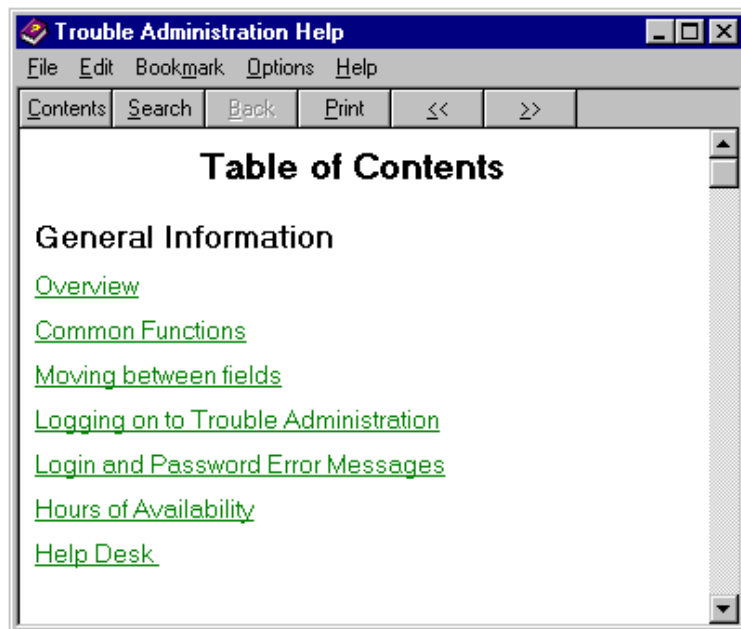
If you have looked at more than one help topic, clicking on the Back button will take you back to the topic you were previously viewing.

≤< (Page), >≥ (Page)

The page buttons will take you one page forward or backward, within the help files, for each time you click them. If you are at the first page of the help files, the previous page button, ≤<, will be grayed out. This is true for the next page button, >≥, if you are on the last page.

Help Contents Page

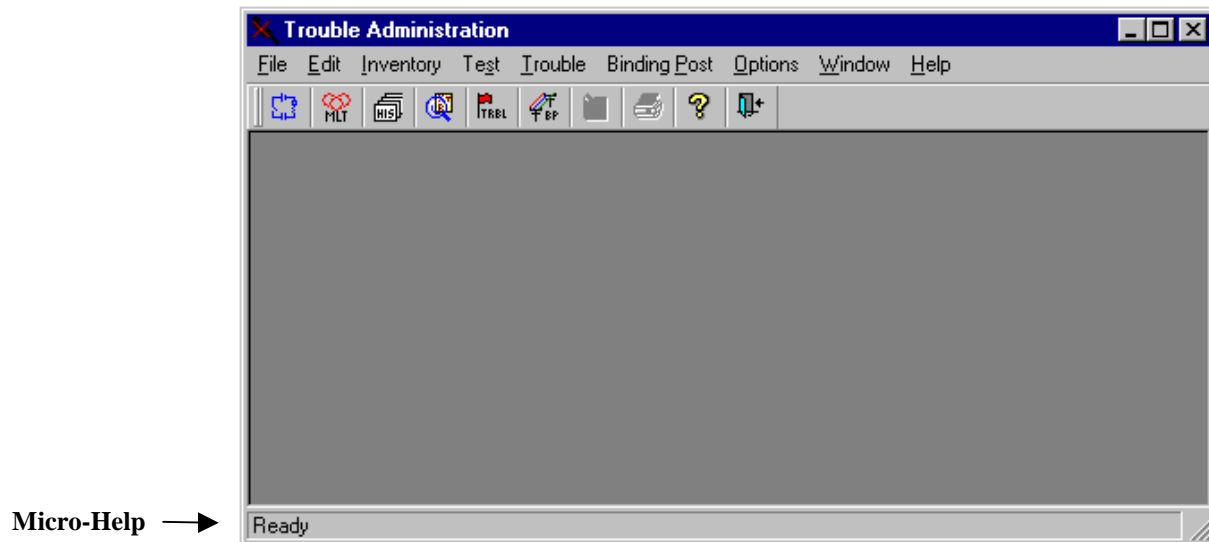
When you open the help from the **Help** menu > **Help Contents** option, or click on the Help Button, the help file displays the **Table of Contents**.



Clicking on a topic listed in the Contents page will display information about that topic.

Micro-level Help

Each time you move your mouse pointer over a menu button, micro-help displays at the bottom of your window. This micro-help is an expansion of the short explanations you see displayed below the toolbar help buttons as the mouse rests over them. For example, if your mouse pointer is resting over the **Circuit Inventory** button, you will see **Invoke Circuit Inventory Application** displayed in the micro-help area.



Context Sensitive Help

To access Trouble Administration's Context Sensitive help, place your mouse pointer in a field and press **F1**. Trouble Administration then displays the Help page that includes a description for that field, its data characteristics, valid entries for that field, one or more examples, and any notes that might be useful in entering your data.

Chapter 3 Getting Started

Toolbar

Software Distribution

After you have established an account with your Account Manager and requested user IDs for the application, you will receive a CD or set of diskettes. You will use these to install the Toolbar. Simply insert the first diskette or CD and select **Run** from the **Start** button on your Taskbar. Type **A:\setup** (or substitute A with your CD drive letter) and click **OK**. Follow the instructions of the on-screen prompts. This will include specifying a directory on which to install the Toolbar and possibly specifying a network user ID and password, if you have chosen a dial-up connection.

If you are accessing the Toolbar in dial-up mode, you will need to configure your native dialer. We will provide dialer installation instructions with the Toolbar installation package. After installing the Toolbar, the Toolbar icon displays on your desktop. If you encounter any problems during the logon procedure, contact your Support Center (see System Availability and Support, Chapter 2).

Logging on to the Toolbar

1. **Locate the Toolbar icon on your PC desktop.**



Toolbar

Trouble Administration User Guide

2. Double-click the icon. The Toolbar Welcome dialog box opens.



3. Type your User ID and Password and click OK. The Toolbar opens. The Toolbar connects you to our server. This server downloads the icons for the applications you can access.



Note: Our Software Distributor automatically notifies you of new application releases through the Toolbar. You must download the new release or you won't be able to logon to Trouble Administration. The icons that will be available to you will depend upon which applications you have been assigned.

Logging off the Toolbar

1. Click the Exit icon on the Toolbar.

Note: The icons that will be available to you will depend upon which applications you have been assigned.



Accessing Trouble Administration

The Toolbar provides a single point from which to launch Trouble Administration. Once you've logged on to the Toolbar, you can access Trouble Administration.

Launching Trouble Administration

1. Click the Trouble Administration icon on the Toolbar.



Note: The icons that will be available to you will depend upon which applications you have been assigned.

2. The operating system launches the Trouble Administration application and displays the main window of the application.

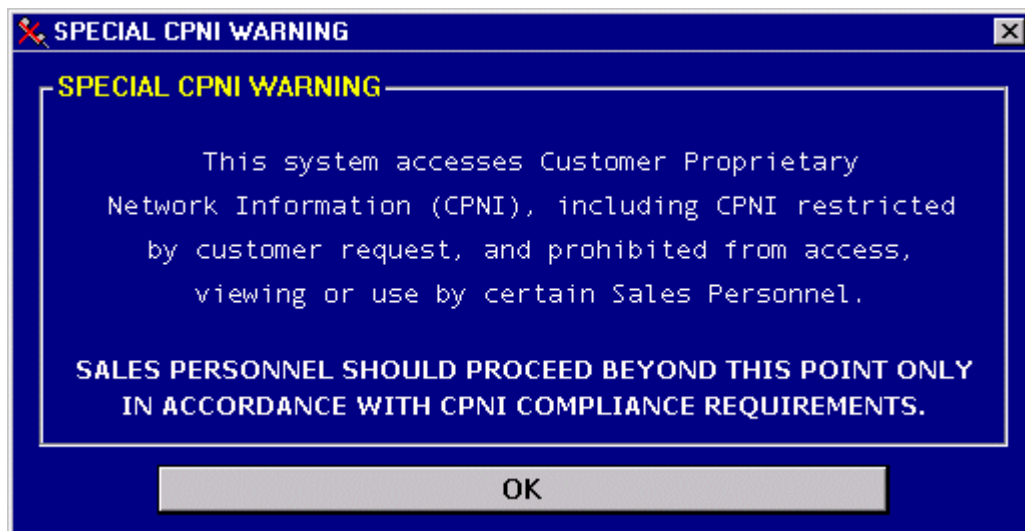


3. As soon as the main window launches, the CPNI (Customer Proprietary Network Information) warning screen may display. If displayed, you must

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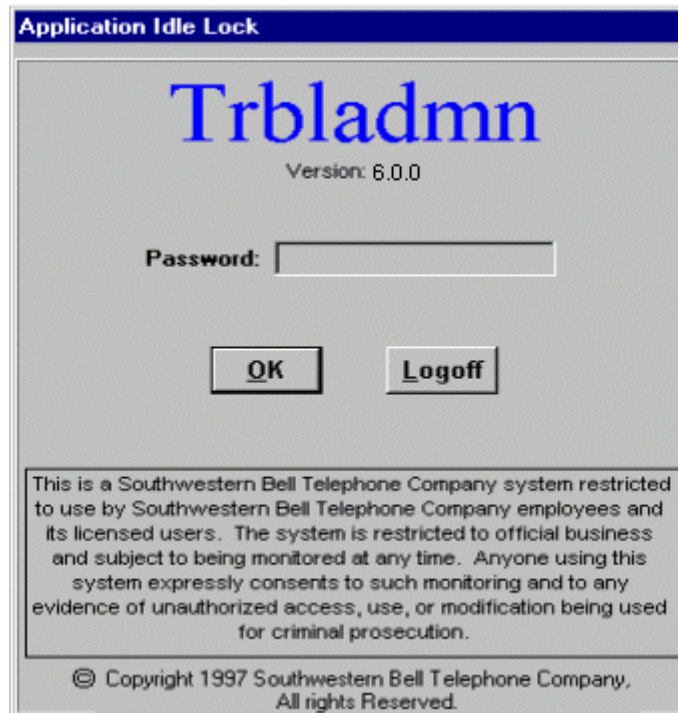
acknowledge the warning by clicking the OK button. You may then use the application.

Note: This warning is only displayed for specific Trouble Administration users. You may not see this warning.



Trouble Administration Application Idle Lock

1. If you've had the Trouble Administration application open but inactive for more than 30 minutes, you'll receive the Application Idle Lock dialog box.



2. You may click Logoff to exit the application or re-type your Toolbar password and click OK to re-enter Trouble Administration. You will not be able to re-enter Trouble Administration until you re-enter your password.

Exiting Trouble Administration

1. From the File menu, choose Exit.
2. The Trouble Administration application prompts you with the following message. Click Yes or press Enter.

Note: You will only be prompted if the **Prompt On Exit** option is checked in the **Options** menu.



Trouble Administration Desktop

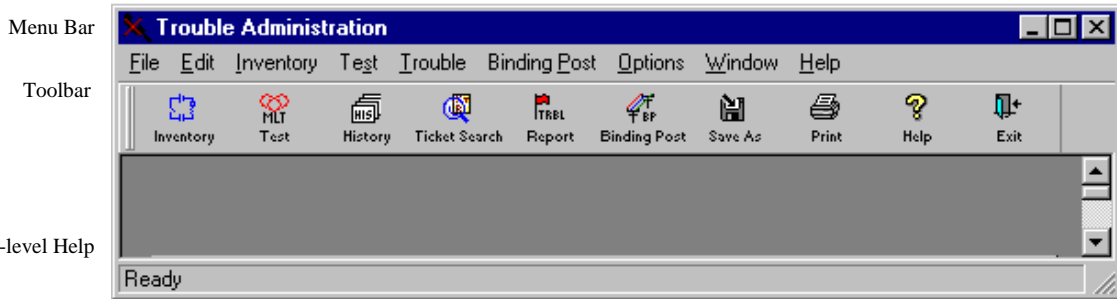
The Trouble Administration desktop consists of these main sections.

Menus The pull-down menus allow you to open and print windows, and perform various desktop functions.

Toolbar Buttons The toolbar is the row of buttons that act as a shortcut to the more often used commands available in the menus.

Function Windows These are the windows where you can perform various functions such as Circuit Inventory Search, Mechanized Loop Test, Trouble Ticket Status and Ticket Search, Report

Trouble and others.

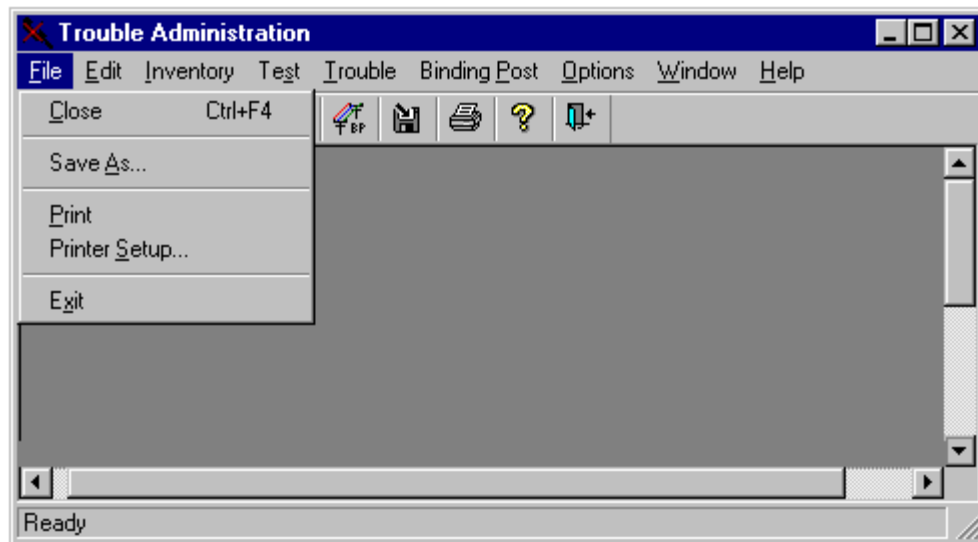


Menus

At the top of the Trouble Administration desktop are the pull-down menus **File**, **Edit**, **Inventory**, **Test**, **Trouble**, **Binding Post**, **Options**, **Window**, and **Help**. These menus allow you to open and print the different Trouble Administration windows and perform various other desktop functions.



File menu options



Close

Clicking on this option will close any active window. If no function windows are open, this option will close the Trouble Administration application itself.

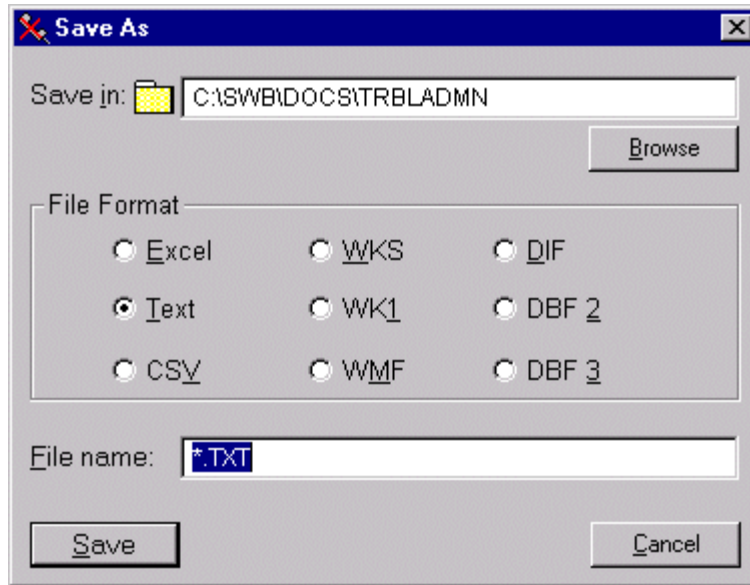
Save As...

The Save As... option will allow you to save information from a function window to another file. Not all of the function windows have the Save As... option available. When not available, the option will be grayed out.

The Save As... option is available for these windows:

Open Trouble Tickets:	Circuit History
Closed Trouble Tickets:	Telephone Number History
Circuit Inventory Search Results:	MLT List
Circuit Legs:	MLT Results

With an appropriate window open, click on the **Save As...** option. The Save As dialog box will display.



File Name

When the dialog box first opens, the **File Name** field is already highlighted. You may begin typing in the name you want your file to have. You do not have to type in the three-letter extension; the dialog box will add the appropriate extension from your choice in the **File Format** panel.

Save in & Browse

The default directory where the file will be saved is shown next to the **Save in** listing. If you do not want to save the file to the default directory, you may click the **Browse** button and build the path to where you want it saved.

File Format

Within this panel are listed the available file formats that you can save to. To choose a format, click the radio button in front of your choice. If you are unfamiliar with file formats, keep the default **Text** format. Most programs can import from Text.

Click the **OK** button to save your file, or the **Cancel** button to close the dialog box and return to the Trouble Administration desktop.

Print...

This option is available for all windows within the Trouble Administration application. For most windows, clicking this option will launch the Print Options dialog box, from which you can then print a document based on the window you have active. The Dialog box allows you to select document printing options and different printer if you wish to print to one other than your default printer. If the 'Print Options' window does not open when you select the Print button, the image of the current window is printed to your default printer.

Note: *You can change the default printer using the **File > Printer Setup...** option.*

Printer Setup...

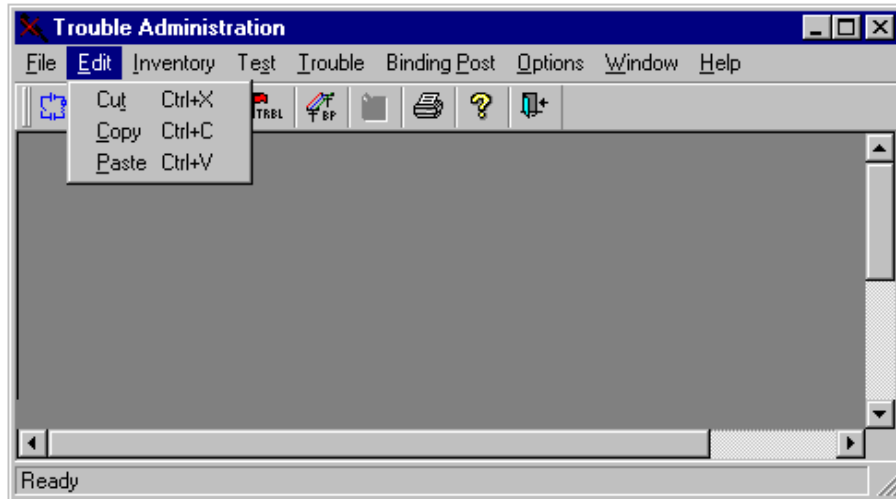
This command launches a Printer Selection window. If you have more than one printer available, you may click on a printer to highlight the one you want Trouble Administration to print to. Once you have selected a printer you may click **OK** to return to Trouble Administration, or click the **Setup...** button to access the configuration settings for the printer you highlighted. Clicking the **C**lose button will close the Printer Setup window and return you to Trouble Administration without making any changes to your printer.

Exit

You may click on this option to exit the Trouble Administration application.

Note: *When a menu command is not available, the command will be grayed out on the menu list.*

Edit menu options



Cut

This option is available when the cursor is within user editable data fields (e.g. telephone number or circuit ID, etc.). When at least one character has been highlighted, clicking on this option removes the selected text from its original location so that it can be pasted elsewhere in Trouble Administration or other Windows applications.

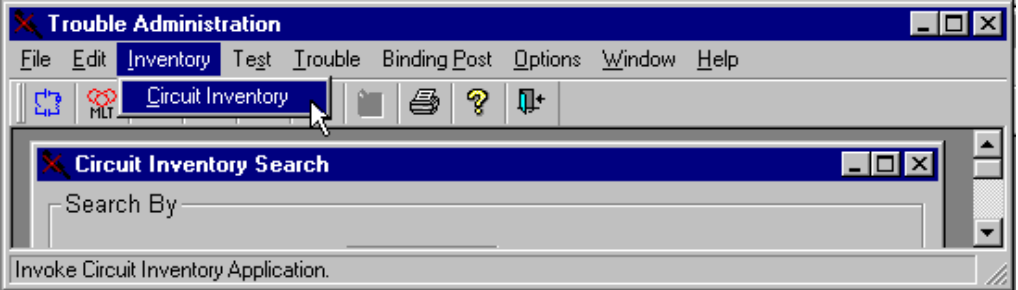
Copy

This option is available any time you have highlighted text within a user editable field, or when you have selected text from a list or report. With a selection highlighted, clicking on this option will copy the selected text without altering its original location so that it can be duplicated (pasted) elsewhere in Trouble Administration or any other Windows application.

Paste

This option is available when the cursor is within user editable data fields within a Trouble Administration window. Clicking on this option will place text that has been copied or cut. The text will place at the current point of the editing cursor including overwriting entire highlighted selections.

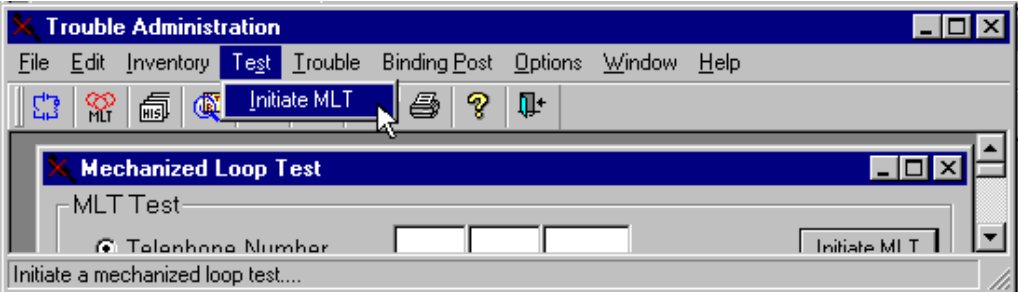
Inventory menu options



Circuit Inventory

Clicking on this option will launch the Circuit Inventory Search window. The Circuit Inventory Search window gives you four options to search by: serial number, trunk group access code, telephone number and circuit ID. This option is available only in the Southwestern Bell region.

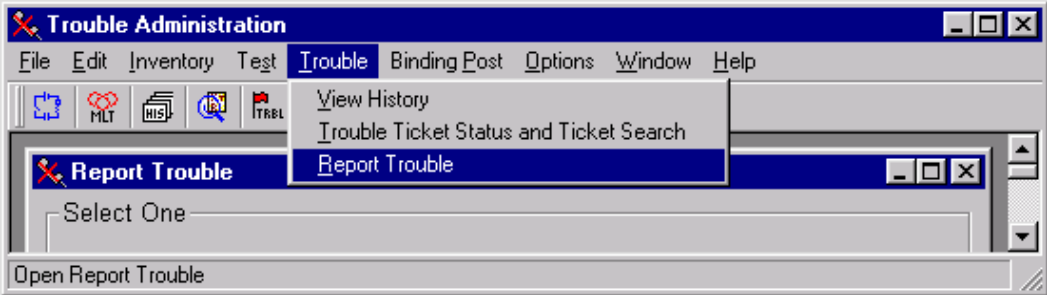
Test menu options



Initiate MLT

Clicking on this option will display the Mechanized Loop Test window. This window provides you the ability to perform a Loop test on the telephone number or telephone number formatted circuit you designate.

Trouble menu options



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View History

This option launches the View History window. The window allows you to perform a search by either telephone number (SWB/PB/NB) or circuit ID (SWB only) and view the history for the result.

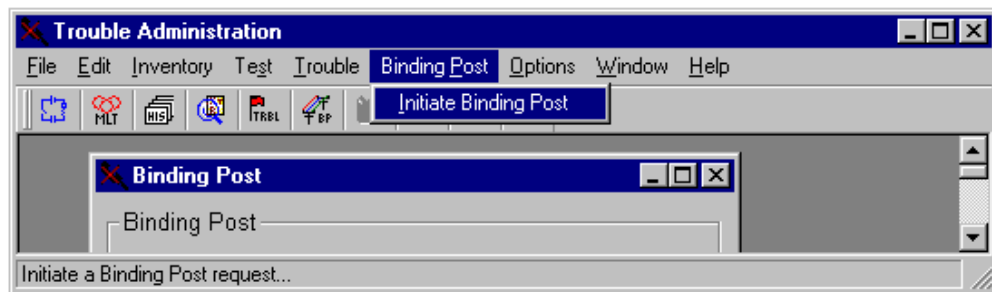
Trouble Ticket Status and Ticket Search

Clicking this option will open a search window for retrieving circuit (CKT) status, telephone number (TN) status, all open and closed troubles, open and closed TN troubles, and open and closed CKT troubles.

Report Trouble

By clicking this option the Report Trouble window will display. From the Report Trouble window you can launch either the circuit ID trouble report window or the telephone number trouble report window by filling in the appropriate number or ID.

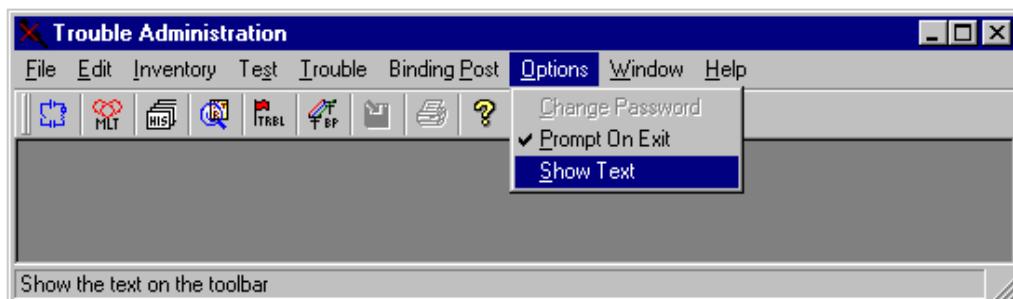
Binding Post menu options



Initiate Binding Post

Clicking this option will open a search window to retrieve binding post information for the telephone number entered (PB/NB only).

Options menu options



Change Password

This option is permanently grayed out. This function now takes place within the Southwestern Bell Toolbar application.

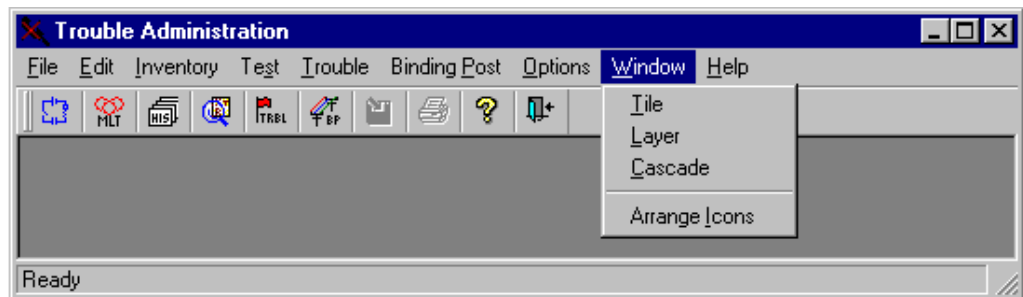
Prompt on Exit

The Prompt on Exit option allows you to choose whether or not you want a warning message to display prior to actually exiting Trouble Administration. This is useful to prevent exiting when the exit button is clicked by mistake. Click on the menu item to turn this option on or off. A check mark indicates that it is on.

Show Text

Clicking this option toggles the text, displayed on the toolbar buttons, on or off. Click on the listing to turn this option on or off. A check mark indicates that it is on.

Window menu options



Tile

Clicking this option arranges all of the open windows within Trouble Administration, vertically, one next to the other. The window that is active when you invoke this command will be the left most window.

Layer

Clicking this option arranges all of the open windows within Trouble Administration, one on top of the other. Windows are “overlaid” full height and width. The window that is active when you invoke this command will be the top window.

Cascade

Clicking this option arranges all of the open windows within Trouble Administration, one on top of the other, in “waterfall” fashion. The window active at the time the Cascade command is selected appears on top.

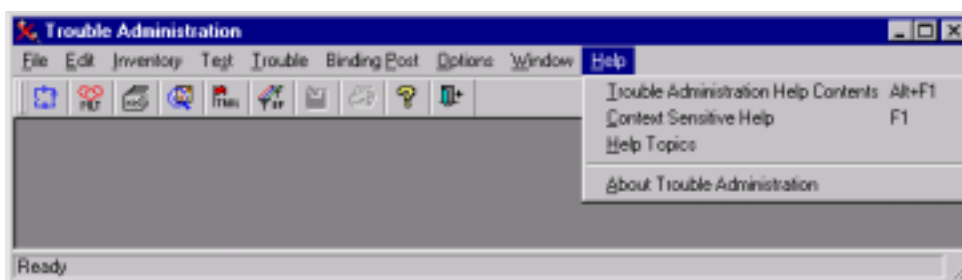
Arrange Icons

Clicking this option arranges any minimized Trouble Administration windows in order.

List Panel

This bottom panel on the Window Menu is dynamic. The panel will list any window you have open within Trouble Administration. A check mark appears next to the listed window that is active. You can change to and view any window in this list by clicking on it.

Help menu options



Trouble Administration Help Contents

This option displays the Trouble Administration On-line Help files, opening to the Table of Contents. For further information about On-line Help see section 2, *Accessing On-line Help*.

Context Sensitive Help

To access Trouble Administration's Context Sensitive help, place your mouse pointer in a field and press **F1**. Trouble Administration then displays the Help page that includes a description for that field, its data characteristics, valid entries for that field, one or more examples, and any notes that might be useful in entering your data.

Help Topics

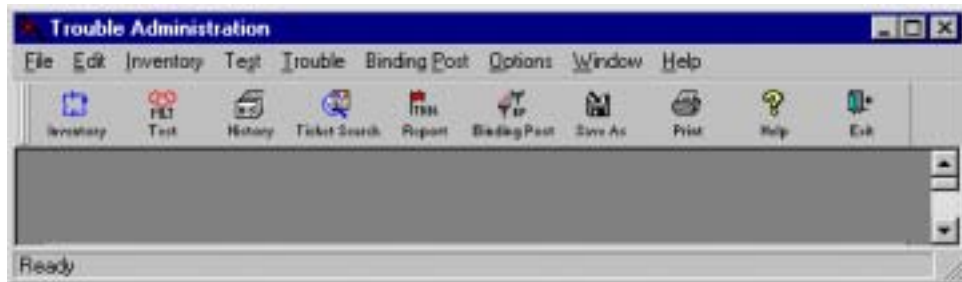
This option displays the Trouble Administration On-line Help files, opening to the help Search page. For further information about On-line Help see section 2, *Accessing On-line Help*.

About Trouble Administration

The About option displays the Trouble Administration version and copyright window. The Help Desk may ask you for the for the version number when you call.

Trouble Administration Toolbar

The toolbar is the row of buttons below the menu bar. The buttons act as a shortcut to the more often used commands available in the menus. As is the case with specific menu commands, Toolbar buttons are not always functional. Some will only be available when a particular window is active.



Circuit Inventory

Clicking on this option will launch the Circuit Inventory Search window. The Circuit Inventory Search window gives you four options to search by: serial number, trunk group access code, telephone number and circuit ID. This option is available only in the Southwestern Bell Region.



Initiate MLT

Clicking on this button will display the Mechanized Loop Test window. This window provides you the ability to perform a loop test on the POTS telephone number or the Unbundled Network Element (UNE) analog port.



View History

This button launches the View History window. The window allows you to perform a search by either telephone number or circuit ID and view the history for the result.



Trouble Ticket Status and Ticket Search

Clicking this button will open a search window for retrieving circuit (CKT) status, telephone number (TN) status, all open and closed troubles, open and closed TN troubles, and open and closed CKT troubles.



Report

By clicking this option the Report Trouble window will display. From the Report Trouble window you can launch either the circuit ID trouble report window or the telephone number trouble report window by filling in the appropriate number or ID.



Binding Post

Clicking this option will display the Binding Post window. From this window you can retrieve binding post information for the telephone number that was entered (PB/NB only).



Save As

The Save As... option will allow you to save information from a function window to another file. Not all of the function windows have the Save As... option available. When not available, the option will be grayed out.



Print

This option is available for all windows within the Trouble Administration application. For most windows, clicking this option will launch the Print Options dialog box, from which you can then print a document based on the window you have active. The Dialog box allows you to select document printing options and different printer if you wish to print to one other than your default printer. If the 'Print Options' window does not open when you select the Print button, the image of the current window is printed to your default printer.

Note: *You can change the default printer using the **File > Printer Setup...** option.*



Help

This option displays the Trouble Administration On-line Help files, opening to the help Contents page. For further information about On-line Help see section 2, *Accessing On-line Help*.



Exit

You may click on this option to exit the Trouble Administration application.

Trouble Administration Windows

Trouble Administration has a variety of function windows, allowing you to perform actions such as searches, see details, observe histories, initiate tests and invoke trouble reports. Many of these function windows will produce result windows based on the criteria you have defined. In addition, some of these windows provide shortcuts to the other windows to help expedite your tasks.

Circuit Inventory Search Window:

- Circuit Inventory Search Results Window
- Circuit Leg Window

Mechanized Loop Test Window:

- Mechanized Loop Test Result Window

History Search Window:

- Telephone Number History Window
- Telephone Number History Detail Window
- Narrative Line Description Window
- Circuit History Window

Trouble Ticket Status and Ticket Search Window:

- Circuit Trouble Status Window
- Telephone Number Trouble Status Window

Trouble Report Window:

- Circuit Trouble Report Window
- Telephone Number Trouble Report Window

Open Trouble Summary Window:

- Closed Trouble Summary Window
- Trouble Description Window

Binding Post Window:

- Binding Post Results Window

This section of the User Guide will explain these windows and the subsequent resulting windows that can be derived from each.

Circuit Inventory Search

This option is only available in the Southwestern Bell region.

The Circuit Inventory Search window can be displayed by clicking on the Circuit Inventory icon from the Trouble Administration toolbar or by clicking on the **Circuit Inventory** listing within the **Inventory** menu.

Circuit Inventory Search

Search By

Serial Number

2 - 6 Code (TGAC) (Message Trunks)

Telephone Number

Circuit ID

(e.g. 41.LXNT.314.235.9999, 19.LYNT.123456..SW)

Circuit Inventory access through the toolbar is only available for SWBT accounts.

Search Clear Close

The Circuit Inventory Search window allows you to input a serial number, trunk group access code (TGAC), telephone number or a partial circuit ID to search the circuit database, resulting in the return of a list of matching circuits displayed within the Circuit Inventory Search Results window.

Serial Number

This search allows you to input a six-digit serial number. Click in the field window and type in the number.

2 - 6 Code (TGAC)

This search allows you to input the Trunk Group Access Code (TGAC), which is also known as the 2 - 6 code. This field will accept two alpha characters followed by six numbers. When you click on the Search button, it will return a list of all the interoffice message trunks that match the 2 - 6 code.

Telephone Number

This search has three input areas: NPA, NXX and Line Number, where NPA is three numeric characters, NXX is three numeric characters and Line Number is four numeric characters. Click in the field windows and type in the numbers.

Circuit ID

This search allows you to input a partial or complete circuit ID. The circuit database is then searched by the Trouble Administration application for circuit IDs that match your input, starting from the first position. You must input at least one character.

Clear

Click this button to remove all of your entries from the fields.

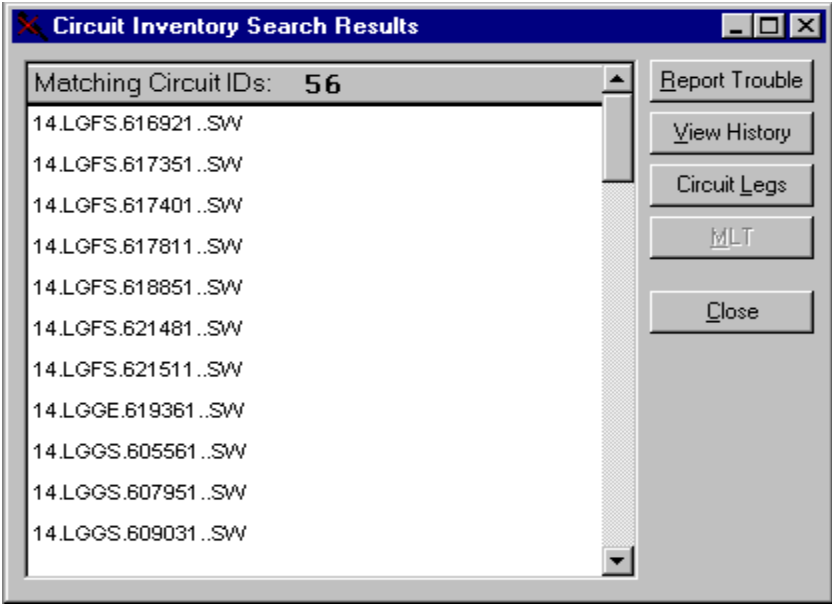
Search

After you have entered the information you want to search by, click on the **Search** button. If the number of matching circuits is too many to display, you will receive an error message. Click the OK button, then try supplying more information in your search criteria and initiate your search again.



When your search is successful, the Circuit Inventory Search Results window will display.

Circuit Inventory Search Results window



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The Circuit Inventory Search Results window displays a listing of all the circuits or message trunks found as a result of the parameters you defined in the Circuit Inventory Search window. Click on a circuit ID or message trunk to highlight it, then choose one of the action buttons to the right. Four buttons are available, the **Report Trouble**, **View History**, **Circuit Legs** and **MLT**. The characteristics of the highlighted circuit ID determine the availability of these buttons.

Report Trouble

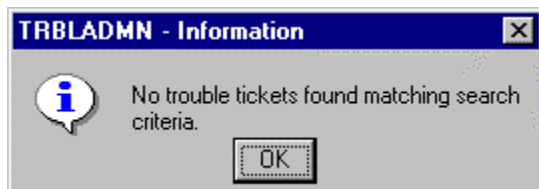
If the circuit ID or message trunk you have highlighted is an independent circuit, (one that does NOT have multiple legs), clicking the **Report Trouble** button will display the **Report Trouble** window pre-filled with information on that circuit or trunk.

If the circuit ID you have highlighted is a parent circuit, (one that has multiple legs), clicking the **Report Trouble** button will display the **Circuit Legs** window, listing all the legs for the parent circuit. From the Circuit Legs window you can choose a particular leg to either report trouble on or view history on.

View History

Clicking on the **View History** button will display the **Circuit History** window for the circuit or message trunk you had highlighted. From the Circuit History window you can view the status of any trouble tickets displayed.

If there are no trouble tickets for the highlighted circuit in the Circuit Inventory Search Result window, clicking the View History button will display a **TRBLADMN – Information** message box. Click OK on the message box to return to the Circuit Inventory Search Result window.

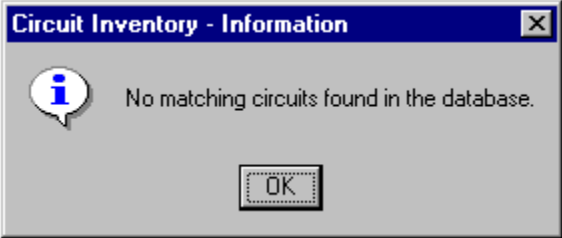


Note: *If you have highlighted a parent circuit, and clicked the view History button, Trouble Administration will display the TRBLADMN – Information message box even if one of the parent’s circuit legs has a trouble ticket in history. You must perform the View History function on the circuit leg itself.*

Circuit Legs

Clicking on this button will display the Circuit Legs window for the highlighted circuit. From the Circuit Legs window you can report trouble or view history for any of the legs displayed. If the highlighted circuit in the Search results window is not a parent circuit, a **TRBLADMN – Information** message box will display after clicking the **Circuit Legs** button. Click **OK** on the message box to return to the Circuit Inventory Search Result window. In addition, the Circuit Legs button will be

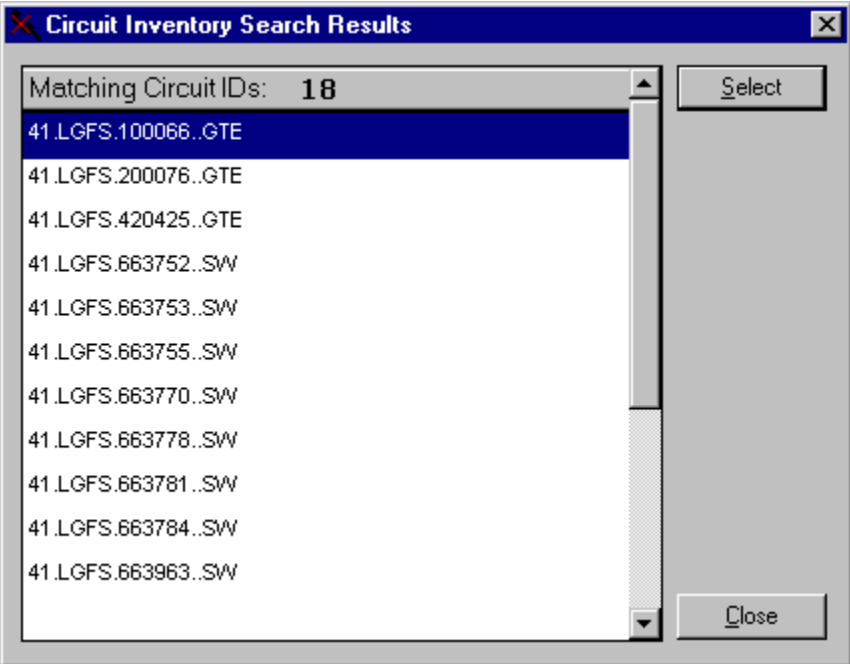
grayed out whenever that circuit is highlighted during this same session of the Circuit Inventory Search results window.



MLT

Click this button to launch the Mechanized Loop Test window pre-filled with the information on the circuit you highlighted from the Search results window. MLT is only available to test UNE combination or standalone UNE analog ports that carry a circuit ID.

Circuit Inventory Search Results window (Invoked from a Ckt Search button)



The available buttons within the Circuit Inventory Search Results window are different when the window has been invoked as a result of clicking the **Ckt Search** button in the Report Trouble, MLT or History Search windows, and then clicking the **Search** button in the Circuit Inventory Search window. The **Select** and **Close** buttons are the only ones available in this case.

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Select

Clicking this button will invoke one of two responses depending on if the circuit you highlight is a parent circuit or an independent circuit.

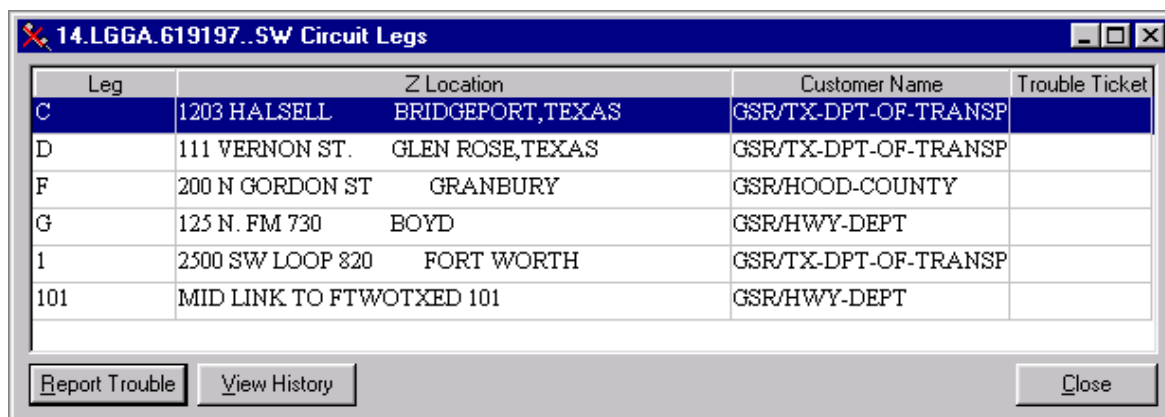
If the circuit ID you have highlighted is an independent circuit, (one that does NOT have multiple legs), clicking the Select button will display the **Report Trouble** window pre-filled with information on that circuit, or the **Circuit History** window, depending from which window you are working from.

If the circuit ID you have highlighted is a parent circuit, (one that has multiple legs), clicking the Select button will display the **Circuit Legs** window, listing all the legs for the parent circuit. From the Circuit Legs window you can choose a particular leg to using that window's Select button.

Close

Clicking on this button will close the Circuit Inventory Search Results window and return you to the Circuit Inventory Search window as invoked from the **Ckt S**earch button.

Circuit Legs window





Leg	Z Location	Customer Name	Trouble Ticket
C	1203 HALSELL BRIDGEPORT, TEXAS	GSR/TX-DPT-OF-TRANSP	
D	111 VERNON ST. GLEN ROSE, TEXAS	GSR/TX-DPT-OF-TRANSP	
F	200 N GORDON ST GRANBURY	GSR/HOOD-COUNTY	
G	125 N. FM 730 BOYD	GSR/HWY-DEPT	
1	2500 SW LOOP 820 FORT WORTH	GSR/TX-DPT-OF-TRANSP	
101	MID LINK TO FTWOTXED 101	GSR/HWY-DEPT	

The Circuit Legs window is displayed when you click on the **Circuit L**egs button in the Circuit Inventory Search Results window. The Circuit Legs window is also displayed if you click the **R**eport Trouble button on the Circuit Inventory Search Results window and the circuit selected is a multi-point circuit. This option is not available in the Pacific Bell / Nevada Bell region.

The Circuit Legs window displays the circuit legs for the selected circuit. From this window you can **R**eport Trouble or **V**iew History on the circuit legs.

Columns in the Display

By positioning the mouse over one of the two-divider lines that define a column the resize cursor will display, . To change the column width hold down the mouse button and drag the line until the desired column width is achieved.

The entire MLT list can be sorted by in any column in ascending or descending order. The default sort order is by telephone number, smallest number to largest number. To change the sort, move the mouse over a column heading until the  cursor displays. Click the mouse to sort by that column. Click the mouse again to toggle between an ascending or descending sort order.

Report Trouble

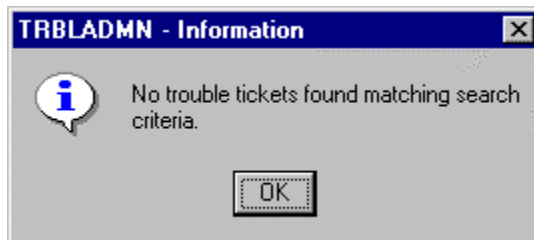
Clicking the **Report Trouble** button will display the **Report Trouble** window pre-filled with information on the circuit leg you have highlighted.

Trouble Administration will not allow you to report trouble on a circuit that has an existing trouble report. However, you will be provided the option to view status of the open trouble report.

View History

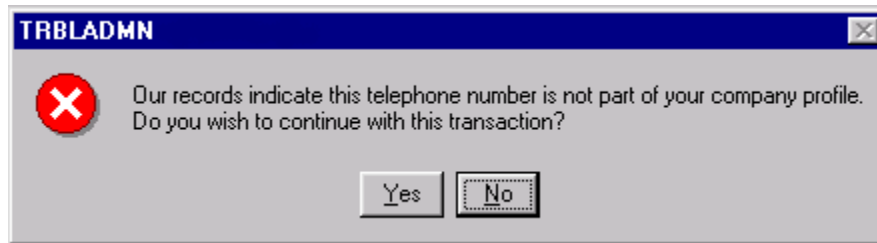
Clicking on the **View History** button will display the **Circuit History** window for the circuit you have highlighted. From the Circuit History window you can view the status of any trouble tickets displayed. This option is not available in the Pacific Bell/ Nevada Bell region.

If there are no trouble tickets for the highlighted circuit in the Circuit Legs window, clicking the View History button will display a **TRBLADMN – Information** message box. Click **OK** on the message box to return to the Circuit Legs window.



Telephone Number

This search has three input areas: NPA, NXX and Number, where NPA is three numeric characters, NXX is three numeric characters and Number is four numeric characters. Click in the field windows and type in the numbers. When you are finished typing, click the **View History** button and a warning message window will be displayed.



Click the **Yes** button to display the **Telephone Number History** window with the telephone number indicated. Click the **No** button to cancel the transaction.

Circuit ID

This search allows you to input a partial or complete circuit ID.

If you know the complete circuit ID, type it into the field window and click the **View History** button.

If you only know a partial circuit ID, then type in as much as you know and click the **Ckt Search** button. This will launch the Circuit Inventory Search window pre-filled with the partial circuit ID you entered. From there you can further refine your search, eventually returning to the History Search window pre-filled with a complete circuit ID. This option is not available in the Pacific Bell / Nevada Bell region.

Clear

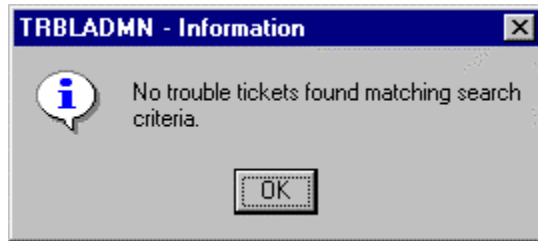
Click this button to remove all of your entries from the fields.

View History

Clicking the **View History** button with a telephone number indicated will display the **Telephone Number History** window.

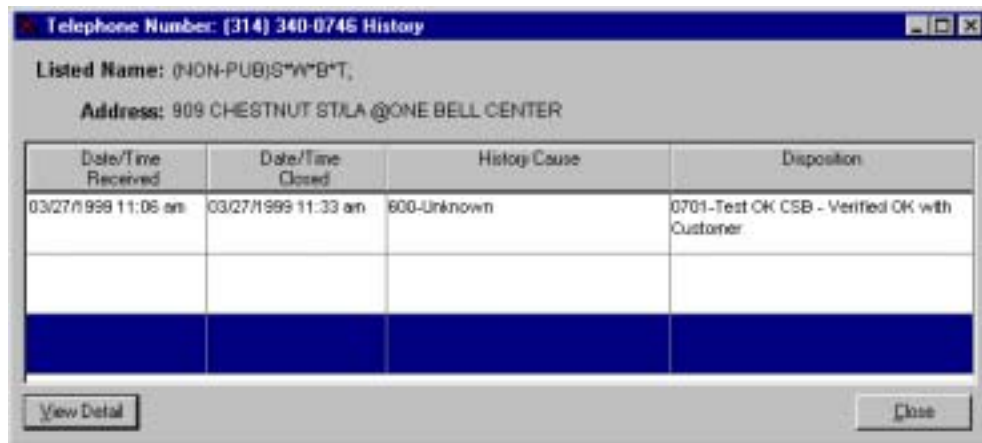
Clicking on the **View History** button after indicating a circuit ID, will display the **Circuit History** window for the circuit ID you have defined. From the Circuit History window you can view the status of any trouble tickets displayed, except in the Pacific Bell / Nevada Bell region.

If there are no trouble tickets for the circuit ID indicated, then clicking the View History button will display a **TRBLADMN – Information** message box. Click **OK** on the message box to return to the History Search window.



Telephone Number History window

This window is accessed by clicking the **View History** button from the **History Search** window or the **Closed Trouble Records** window.



This window allows you to view the latest history of trouble tickets on a telephone number. If no trouble tickets exist for the telephone number you indicated in the History Search window, this window will still display but the rows will be blank.

View Detail

By clicking the **View Detail** button, you can display the **Telephone Number History Detail** window for the selected ticket (row).

Telephone Number History Detail window

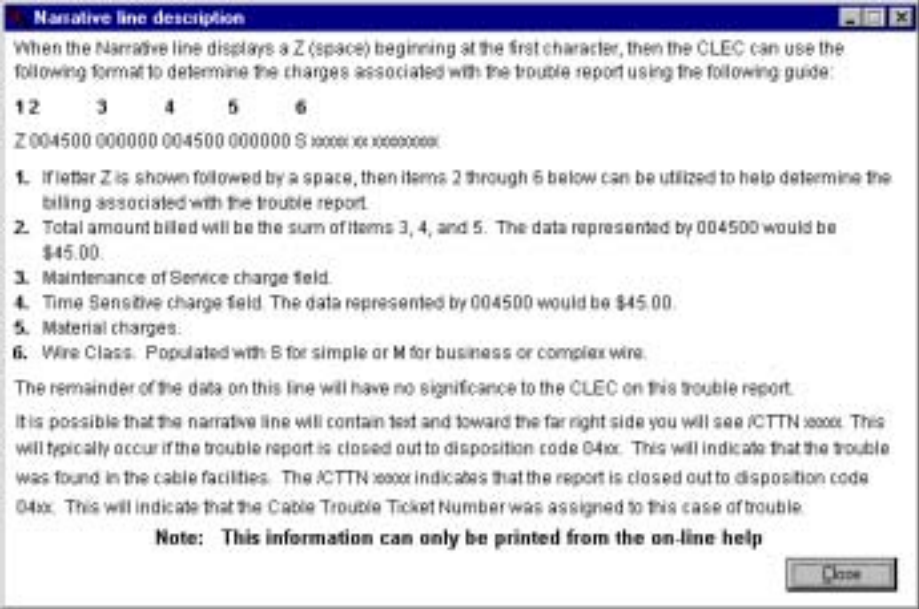


Whenever there is a charge associated with a trouble report, the narrative line displays a “Z (space)” followed by codes rather than a description. If that is the case, a **More Narrative Info...** button is displayed on the screen.

More Narrative Info...

Clicking this button will display the Narrative Line Description window that explains the codes displayed on the **Narrative** line.

Narrative Line Description window



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The Narrative Line Description window explains the codes that may be displayed within the Telephone Number History Detail window. If you want to print the information within this window you will need to access it through the Trouble Administration Help and print it from there.

Printing the Description window

1. Go to the Help menu and click on the Help Index option.
2. When the Help window displays, scroll down until you see the listing titled, Narrative Line Description Window.
3. Click the Narrative Line Description Window listing to display it.
4. From the File menu, click the Print Topics option.
5. The Help topic will print to your default printer.

Circuit History window


This window is accessed by clicking the **View History** button from the **History Search** window or the **Closed Trouble Records** window.


Circuit ID	Received Date/Time	Trouble Ticket	Responsible Duration	Total Duration
12/HXFS/100005 /SW	07/08/2000 02:12 pm	WTXTX039151	0001:07	0001:07
12/HXFS/100005 /SW	07/08/2000 08:48 pm	WTXTX039159	0074:10	0000:-7
12/HXFS/100005 /SW	07/12/2000 11:49 pm	WTXTX039317	0074:10	0000:07
12/HXFS/100005 /SW	07/08/2000 02:28 pm	WTXTX039152	0006:15	0006:15
12/HXFS/100005 /SW	07/05/2000 07:29 am	WTXTX038911	0000:23	0000:23
12/HXFS/100005 /SW	06/19/2000 07:52 pm	WTXTX038129	0000:09	0000:09

View Status Total records found: 6 Retrieved At: 07/19/2000 02:31 pm Close

This is a list of all closed trouble reports for the circuit that you indicated in the History Search window. This option is not available in the Pacific Bell / Nevada Bell region.

Columns in the Display

By positioning the mouse over one of the two-divider lines that define a column the resize cursor will display, . To change the column width hold down the mouse button and drag the line until the desired column width is achieved.

The entire Circuit History list can be sorted by any column in ascending or descending order. To change the sort, move the mouse over a column heading until the  cursor displays. Click the mouse to sort by that column. Click the mouse again to toggle between an ascending or descending sort order.

View Status

Click on a ticket (or row) to select it, then by clicking the **View Status** button, you can view the status and log information for the trouble ticket.

Circuit Trouble Status window

This window is accessed by clicking the **View Status** button within the **Circuit History** window, or when you have entered a circuit's trouble ticket number in the **Trouble Ticket Status and Ticket Search** window and clicked the **Retrieve** button. This window will also display if you have double-clicked an entry from one of the Trouble Ticket List windows.



The title bar displays the number for the trouble ticket. This window displays the status messages and log messages for the trouble ticket. You may scroll the Trouble Log entries to see any that may be listed below the window. This window and its information may be printed or saved to a file.

Get Report

You can view the original trouble report that prompted the investigation of this circuit by clicking the **Get Report** button.

Refresh

It is possible that an update to the status of the trouble ticket could occur after you first opened it. Clicking the **Refresh** button will update the status if this has happened.

Retrieved At

This message field, along the bottom of the window, indicates when this data was retrieved from the Trouble Administration server. This message updates when you click the **Refresh** button.

Mechanized Loop Test window

This window may be accessed by clicking the **MLT Test** button on the Trouble Administration toolbar or clicking the **Initiate MLT** option from the **Test** menu.

Mechanized Loop Test

MLT Test

Telephone Number 314 235 3566 Initiate MLT

Circuit ID* Ckt Search

MLT Test Type Full Clear

* MLT Test on TN formatted Circuit ID through the toolbar is only available for SWBT accounts.
MLT Test on ADSL Lineshare requires a serial Circuit ID.

Telephone #	Requested At	Completed At	Viewed
3142353566	02/23/2001 09:35 am	In Process...	No

MLT Result Retrieved At: 02/23/2001 09:35 am Refresh Close

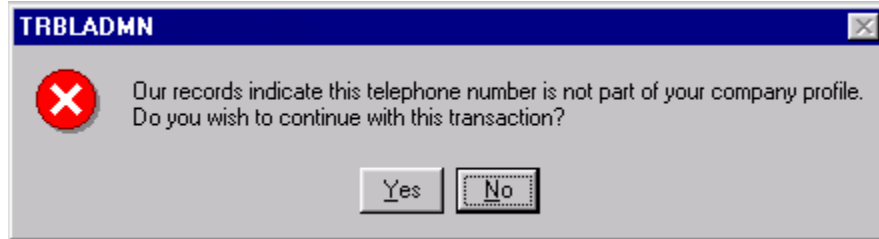
This window will allow you to initiate a Mechanized Loop Test for a 10-digit telephone number or a circuit ID¹. You may initiate tests for several numbers during a session. The MLT list is updated each time a test is initiated and lists all of the tests you have initiated during this session of Trouble Administration.

Note: *Mechanized Loop Test is available only on POTS services, the combination of an analog switch port and an 8db analog loop when combined by SWB/PB/NB, and for UNE analog ports.*

Telephone Number

This field has three input areas: NPA, NXX and Number, where NPA is three numeric characters, NXX is three numeric characters and Number is four numeric characters. Click in the field windows and type in the numbers. When you are finished typing, you may choose a test type then click the **Initiate MLT** button to start the test. This field is used for POTS services and the combination of an analog switch port and an 8db analog loop when combined by SWB/PB/NB. After clicking

the Initiate MLT button, a warning message window will be displayed if your company profile indicates that the TN entered is not part of your company profile.



Click the **No** button to cancel the transaction.

Circuit ID

This field is available for initiating an MLT on a UNE analog port using the TN formatted circuit ID or on ADSL Lineshare which requires a serial circuit ID¹. If you do not know the full circuit ID, you can type in as much as you do know and click the **Ckt Search** button. This option is not available for Pacific Bell / Nevada Bell accounts.

¹ MLT test on TN Formatted Circuit ID is only available for SWB accounts.

MLT on ADSL Lineshare circuits in SWBT may be requested using a circuit ID:

MLT may be requested using a circuit ID with a serial code and modifier of UAFU. The circuit ID must include a segment and be in an acceptable format:

Example 12.UAFU.123456.123.PT

If the user provides a circuit ID that is incomplete or inaccurate, the match cannot be completed and the user will receive a message "circuit not found".

An mlt can only be initiated where the dial tone portion of the circuit belongs to the DLEC and is not ported out.

If the dial tone is ported out, the user will receive a message "this TN has been disconnected or ported out. No information available."

With linesharing, the DLEC will only be allowed to do MLT on the dial tone portion of the line if they are the owners of record on the circuit associated with the dial tone.

If ownership cannot be validated, the user will receive a message "unauthorized to access this information."

Using the TN to MLT with lineshare will only be allowed if the requestor is the owner of record of the dial tone portion of the line.

If ownership cannot be validated, the user will receive a message "unauthorized to access this information."

MLT Test type

There are four different types of MLT tests that can be requested: Central Office, Full, Loop and Quick. The Full test returns the most information with the other tests returning different subsets of what a Full test would provide. Click the drop-down arrow to see the list of available tests, then click on the test type you want to initiate. If you do not indicate differently, a Full type test is performed.

Note: *If you want to initiate different test types for the same number, you must wait at least 1 minute between each test to avoid the results duplicating the previous type initiated.*

Initiate MLT

After you have typed in a telephone number, you may click the **Initiate MLT** button to start the Loop test. An MLT test will typically take from 45 seconds to 2 minutes to complete. When an MLT is initiated, the results are populated in the main window of the Mechanized Loop Test dialog box. The system automatically refreshes these results every 45 seconds, hence it is not necessary to use the Refresh button to retrieve results. Looking at the “Completed At” column will tell you if the MLT is in process or if its completed. If it is completed, there will be a time and date stamp in place of the words “In Process...” You should not reinitiate an MLT on the same number until at least two minutes has elapsed with no results. This will help to avoid a backlog of requests within the system.

Clear

Clicking on this button will clear any information you have typed into the field windows. This is useful for entering several numbers to test in one session.


Ckt Search

If you do not know the complete circuit ID that you want to initiate a test on, type in as much as you do know and click the **Ckt Search** button. The Circuit Search window will launch, pre-filled with the partial ID you entered. From the subsequent Search Results window, you can select one of the circuits listed and you'll be returned to the Mechanized Loop test window where you can initiate the test. This option is not available in the Pacific Bell / Nevada Bell region.


MLT List display

The MLT list is updated each time a test is initiated and lists all of the tests you have initiated during this session of Trouble Administration.

Columns in the display

By positioning the mouse over one of the two-divider lines that define a column the resize cursor will display, . To change the column width hold down the mouse button and drag the line until the desired column width is achieved.

The entire MLT list may be sorted by in any column in ascending or descending order.

To change the sort, move the mouse over a column heading until the  cursor displays. Click the mouse to sort by that column. Click the mouse again to toggle between an ascending or descending sort order.

Telephone #

This column lists the telephone number or circuit ID that you initiated a test on.

Requested At

The time that you clicked the **Initiate MLT** button is reflected in this column.

Completed At

This column displays the time that a Loop test was completed. This field will update in two ways. If you initiate another MLT test, that action will refresh the window and if any previous initiated tests have completed, the completion time will display. If the test has completed, this field will populate at that time.

Viewed

The viewed column indicates whether you have retrieved the results for a particular MLT test.

Retrieved At field message

This area indicates the last time the MLT List display was refreshed or updated.

MLT Result

After the **Completed At** column is populated, you can view the selected test results by double-clicking on the selected test or by highlighting a test and clicking the **MLT Result** button. If you try to exit Trouble Administration before viewing an MLT test result, the system will prompt you to confirm that you do want to exit before viewing the results.

Test results will remain available until you log off the Trouble Administration application.

Initiating Multiple Tests

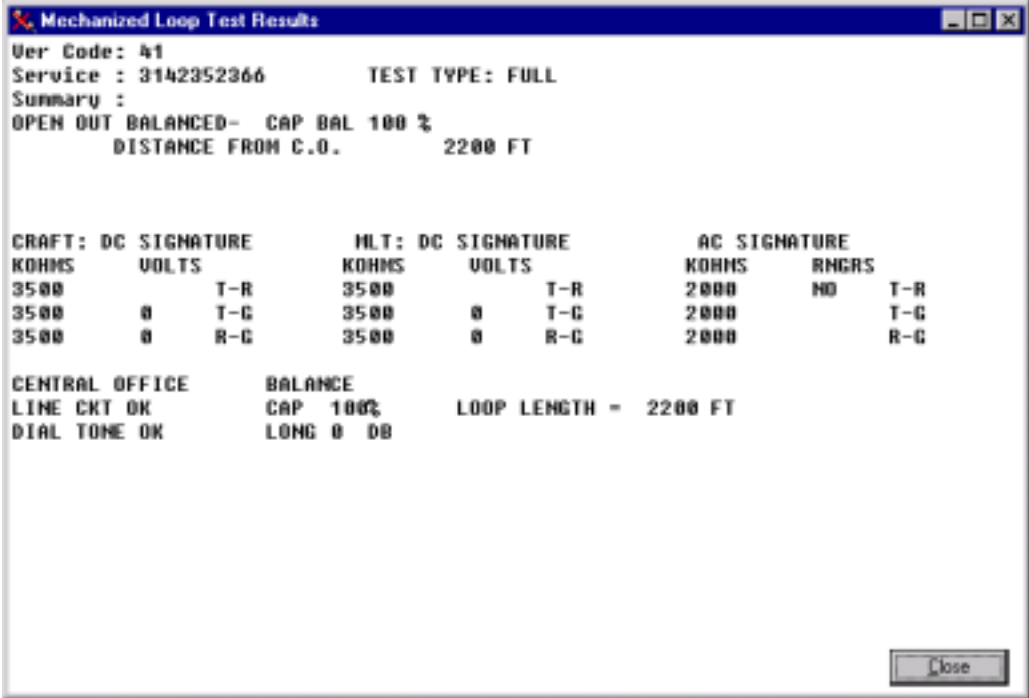
In some instances you may have multiple numbers to test. The following steps describe an efficient way to do this.

1. Enter the telephone number or circuit ID and then click the **Initiate MLT** button.
2. Click the **Clear** button to clear out the entry fields.
3. Type in the next telephone number or circuit ID, then click the **Initiate MLT** button.

The MLT list is updated each time a test is initiated and lists all of the tests you have initiated during this session of Trouble Administration.

Mechanized Loop Test Results window

This window is displayed as a result of clicking the **MLT Result** button on the **Mechanized Loop Test** window. This window may be saved to a file or printed.



This example window displays the details of a Full MLT test for the selected telephone number as follows:

- Verification Code (**Ver Code: 41**).
- Telephone number that was tested (**Service: 3142352366**).
- The type of test you chose to initiate (**TEST TYPE: FULL**).
- A word summary of the test results (**Summary: OPEN OUT BALANCED ...**)

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Trouble Administration User Guide

- DC Signatures for MLT with Tip to Ring (**T-R**), Tip to Ground (**T-G**) and Ring to Ground (**R-G**) readings. It will also display any foreign voltages detected.
- AC Signature with Tip to Ring (**T-R**), Tip to Ground (**T-G**) and Ring to Ground (**R-G**) readings. If ringers are detected, this will be indicated by the word “YES” next to the T-R reading.
- The Central Office test, displaying the results of a line check (**LINE CKT OK**) and dial tone check (**DIAL TONE OK**).
- Capacitance tests (**CAP 100%**) are performed and if possible will calculate the estimated loop length (**LOOP LENGTH = 2200 FT**) of the total facilities connected to the office equipment.

Trouble Ticket Status and Ticket Search window

You may access this window by clicking the **Search** button from the Trouble Administration toolbar or clicking the **Trouble Ticket Status and Ticket Search** option from the **Trouble** menu.

1 Retrieve Trouble Ticket Status:

Ticket Number:

2 Retrieve Trouble Tickets:

Trouble Ticket Type: Open Closed

Region: SWBT PB/NB

Date Range (optional): To

Reported By (optional):

Search For:

Both Telephone Numbers and Circuits

Only Telephone Numbers

Only Circuits

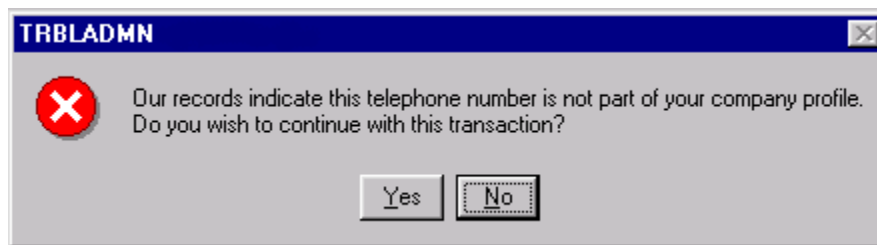
Only a Specific Telephone Number

Only a Specific Circuit

This window may be used to retrieve trouble ticket status for circuits and telephone numbers. They may be retrieved by a variety of parameters including open or closed status, telephone number, circuit ID, trouble ticket number, date range and reported by. The originating trouble ticket itself can be retrieved from the subsequent windows that are displayed as results from this window.

Retrieve Trouble Ticket Status

This option is designed for retrieving a single trouble ticket's status when you know the ticket number. Click in the **Ticket Number** field window to activate this option. Type in the number for the trouble ticket you would like to inquire about. Click the **Retrieve** button and a warning window will come out.



If the **Yes** button is clicked, the **Telephone Number Trouble Status** or the **Circuit Trouble Status** window will display, depending on whether you entered a trouble ticket for a telephone number or a circuit. If the **No** button is clicked, the transaction will be cancelled. From the Trouble Status window you may also retrieve the originating trouble ticket. No other information has to be filled out when performing a search using this option.

Retrieve Trouble Tickets

With this option you may retrieve status on multiple trouble tickets using the parameters provided in the panel. Additionally, if you don't know a ticket's number, you can find a single ticket using some of the parameters that you do know to narrow down a search. In the Pacific Bell / Nevada Bell region, this section will only work for tickets issued *from* Trouble Administration.

Trouble Ticket Type

Use this field to indicate whether you are searching for open or closed tickets. This is a required entry when using the **Retrieve Trouble Tickets** option on this window.

Date Range

To indicate the start of a date range, click the up or down arrow at the end of the first field window. This will cause today's date to display. Click your mouse in the day, month or year section that you want to change. You may then click the up or the

down arrow to edit that section up or down. When you are finished with the starting date, perform the same function in the second field window for the ending date.

There may be range limits or implied defaults, depending on whether your search is for open or closed tickets:

For Open Ticket Searches

You may enter a specific date range, or leave it blank. No default range is implied, and there are no limits on the range you indicate.

For Closed Ticket Searches

You may enter a specific date range or leave it blank, but if you leave it blank, the system defaults it to a range of 7 days prior to the current day. (This range can be customized smaller for your company if requested). If you do enter a date range, you are limited to a range not greater than the number of days your company is configured for.

For example: if the company-customized maximum range is 5 days, a date range of 01/01/2000 through 01/05/2000 could be specified. If you specify 01/01/2000 through 01/10/2000 you will receive an error message stating that the date range entered exceeds the maximum date range. This example holds true for the default seven-day maximum as well.

*Note: If you choose the **Only a Specific Telephone Number** or **Only a Specific Circuit Number** entry from the **Search By** field, the date range maximum and implied default are not enforced.*

Reported By

Click the drop-down arrow to see a list of reporters within your company. You may pick a reporter name by clicking on it. This is not a required field.

Search For

The **Search For** options allow you to further refine your search. This is a required entry when using the **Retrieve Trouble Tickets** option on this window. To choose an option, click on the radio button in front of the entry you would like to use. You may choose only one entry per search.

Both Telephone Numbers and Circuits

This entry will provide a list that includes both telephone number and circuit trouble tickets. The list will be made up of either closed or open tickets depending on the option you choose for the **Trouble Ticket Type** field.

Only Telephone Numbers

Selecting this entry will provide a list of only Telephone Number trouble tickets. The list will be made up of either closed or open tickets depending on the option you choose for the **Trouble Ticket Type** field.

Only Circuits

Selecting this entry will provide a list of only circuit trouble tickets. The list will be made up of either closed or open tickets depending on the option you choose for the **Trouble Ticket Type** field.

Only a Specific Telephone Number

This field has three input areas: NPA, NXX and Number, where NPA is three numeric characters, NXX is three numeric characters and Number is four numeric characters. Click in the field windows and type in the numbers. If no date range is specified, this entry will provide a list of either all the closed or all the open (depending on the option you choose for the **Trouble Ticket Type** field) trouble tickets on this specific telephone number.

Only a Specific Circuit

Click in the field window and type in the complete circuit ID. If no date range is specified, this entry will provide a list of either all the closed or all the open (depending on the option you choose for the **Trouble Ticket Type** field) trouble tickets on this specific circuit ID. If you do not know the complete circuit ID, you may click the **Ckt Search** button to find the circuit you are looking for.

Retrieve

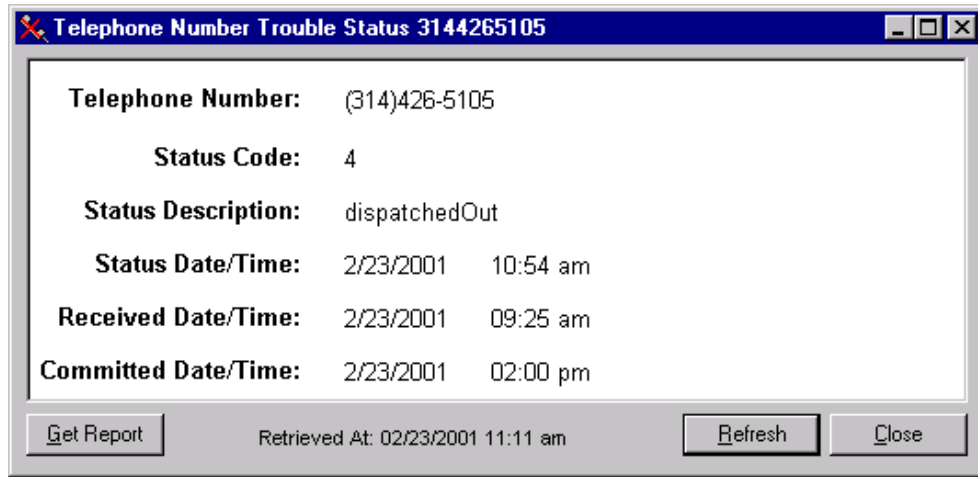
After you have indicated your search parameters from either the **Retrieve Trouble Ticket Status** panel or the **Retrieve Trouble Tickets** panel, you may click on the **Retrieve** button to invoke your search. Depending on the type of search you indicated, one of several result windows will display.

Clear

Clicking on this button will remove all inputs you have made to the **Trouble Ticket Status and Ticket Search** window.

Telephone Number Trouble Status window

This window displays when you have entered a telephone number's trouble ticket number in the **Trouble Ticket Status and Ticket Search** window and clicked the **Retrieve** button. This window will also display if you have double-clicked an entry from one of the Trouble Ticket List windows using the **View Status** button.



This window displays the current status messages for the trouble ticket.

Get Report

You can view the original trouble report that prompted the investigation of this telephone number by clicking the **Get Report** button.

Refresh

It is possible that an update to the status of the trouble ticket could occur after you first opened it. Clicking the **Refresh** button will update the status if this has happened.

Open Trouble Records window


This window is displayed by clicking the **Retrieve** button on the Trouble Search window after choosing Open in the **Type** field. This list can also be limited to just telephone number trouble tickets or just circuit trouble tickets or both by the option you choose in the **Search For** section of the Trouble Search window.


Circuit ID/Telephone Number	Received At	Status	Status Date/Time	Trouble ticket	Reported By
5129371711	02/12/1999 05:26 pm	PDB	02/12/1999 05:27 pm	5129371711	STL NAC MC068283
63/HCGS/535472 /SW	03/02/1999 03:49 pm	NA	00:00	MC069291	NMA
91891TCPA710310	04/14/2000 02:06 pm	XXX	04/14/2000 05:55 pm	91891TCPA71	
5014742314	04/16/1999 08:07 pm	PSM	04/16/1999 08:07 pm	5014742314	STLS NAC MC072203
9723878995TER00023	04/19/1999 10:01 am	PSM	04/19/1999 10:01 am	9723878995T	ROSELOGIX
9158608111	04/19/1999 10:32 am	PDI	04/19/1999 10:32 am	9158608111	MC072259
9723878995TER00023	04/20/1999 12:18 pm	PSM	04/20/1999 12:18 pm	9723878995T	ROSELOGIX
9723878995TER00023	04/29/1999 12:46 pm	PSM	04/29/1999 12:46 pm	9723878995T	JANETLOGIX
2105231208	05/09/2000 03:35 pm	XXX	05/09/2000 04:41 pm	2105231208	DANIELNETWORK INT
9723878995	05/09/2000 04:23 pm	XXX	05/09/2000 06:42 pm	9723878995	CHARLOTTE/X7226

View Status Total records found: 82 Retrieved At: 07/19/2000 02:20 pm Close

The title bar of this window indicates the **Type** and **Search By** parameters you selected in the Trouble Search window. This particular window is displaying a list of all open trouble reports for the company, based on the search criteria provided in the Trouble Ticket Status and Ticket Search window. The current status of a listed trouble report is indicated in the **Status** column. See *Appendix A* for translations of the status codes.

Columns in the Display

By positioning the mouse over one of the two-divider lines that define a column the resize cursor will display, . To change the column width hold down the mouse button and drag the line until the desired column width is achieved.

The entire Open Trouble Records list can be sorted by in any column in ascending or descending order. To change the sort, move the mouse over a column heading until the  cursor displays. Click the mouse to sort by that column. Click the mouse again to toggle between an ascending or descending sort order.

Retrieved At field message

This area indicates the last time the Open Trouble Records List display was refreshed or updated.

View Status

Click on a ticket (or row) to select it, then by clicking the **View Status** button, you can view the status and log information for the trouble ticket.

Closed Trouble Records window


This window is displayed by clicking the Retrieve button on the Trouble Search window after choosing Closed in the **Type** field. This list can also be limited to just telephone number trouble tickets or just circuit trouble tickets or both by the option you choose in the **Search For** section of the Trouble Search window.


Circuit ID/Telephone Number	Received Date/Time	Trouble Ticket	Responsible Duration	Total Duration
1 /DF54ESJ /DLLFTXFQ1MD/7-DL	07/18/2000 03:43 pm	TL132145	0000000	0006:06
14/LGGB/616572 /SW	07/14/2000 06:14 am	TM081754	0000000	0075:46
14/XHGE/694505 /SW	07/13/2000 08:57 pm	TX039366	0000000	0023:18
21/DINA/713/914/8400/D500	06/23/2000 09:28 am	TL124428	0000000	0584:25
2102248251	07/17/2000 12:49 pm	2102248251	0000:36	0000:36
2103422366	07/18/2000 11:47 am	2103422366	0002:23	0002:23
2103422366	07/18/2000 10:19 am	2103422366	0000:36	0000:36

View Status View History Total records found: 112 Retrieved At: 07/19/2000 02:35 pm Close

The title bar of this window indicates the **Type** and **Search By** parameters that you selected in the Trouble Search window. This particular window is displaying a list of all closed circuit trouble tickets from 5/28/99 to 6/4/99, based on the search criteria provided in the Trouble Ticket Status and Ticket Search window. This list can be up to 30 minutes old so recently closed tickets may not appear.

Columns in the Display

By positioning the mouse over one of the two-divider lines that define a column the resize cursor will display, . To change the column width hold down the mouse button and drag the line until the desired column width is achieved.

The entire Open Trouble Records list can be sorted by in any column in ascending or descending order. To change the sort, move the mouse over a column heading until the  cursor displays. Click the mouse to sort by that column. Click the mouse again to toggle between an ascending or descending sort order.

View Status

Click on a circuit's ticket (or row) to select it, then by clicking the **View Status** button, you can view the status and log information for the trouble ticket. This option is not available for closed telephone number tickets, and will gray out if a telephone number ticket is highlighted in the list.

Retrieved At field message

This area indicates the last time the Closed Trouble Records list display was refreshed or updated.

View History

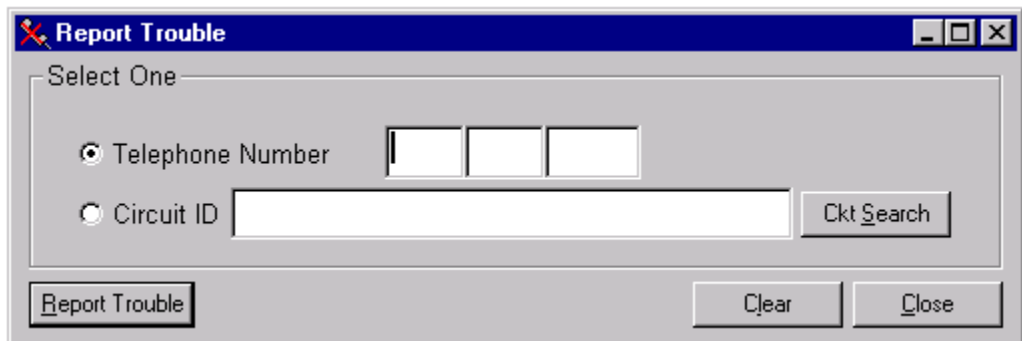
Clicking the **View History** button with a telephone number trouble ticket highlighted will display the **Telephone Number History** window.

Detailed ticket information, (as accessed through the View Status button for circuits), is not available for telephone numbers. However, information on up to the last three tickets within the last 90 days is available by clicking on the **View History** button.

Clicking on the **View History** button after highlighting a Circuit Trouble Report, will display the **Circuit History** window for the circuit ID. From the Circuit History window you can view the status of any trouble tickets displayed.

Report Trouble window

This window may be accessed by clicking the **Report Trouble** button from the Trouble Administration Toolbar, or by clicking the **Report Trouble** option from the **Trouble** menu.

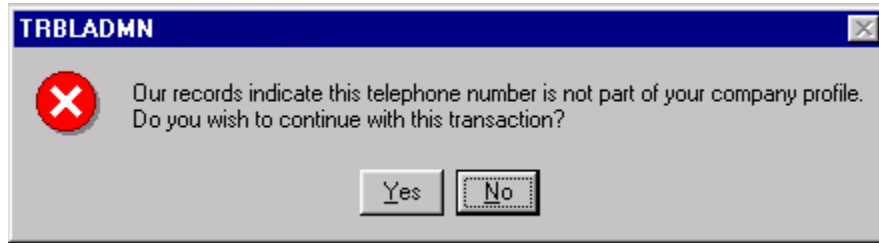


This window will allow you to initiate either the telephone number or circuit trouble reporting process.

Note: *On some circuits, if you attempt to initiate a trouble report on a circuit that already has an open trouble ticket, you will not be able to start another one, but you will be given the opportunity to view the status on the existing ticket.*

Telephone Number

Use this option to initiate a trouble report on a telephone number. This field has three input areas: NPA, NXX and Number, where NPA is three numeric characters, NXX is three numeric characters and Number is four numeric characters. Click in the field windows and type in the numbers. When you are finished, click the **Report Trouble** button. A warning window is displayed as following:



If the **Yes** button is clicked, the **Telephone Number Report Trouble** window is displayed, pre-filled with information on the number you entered. If the **No** button is clicked, the transaction is cancelled.

Note: *If the telephone number being reported is involved with a Joint Use Cable, a warning message will be display stating: "Joint Use Cable Indicator detected - End User may need to call vendor." You will have to acknowledge this message before a trouble report can be entered.*

Circuit ID

Use this option to initiate a trouble report on a circuit. If you know the complete circuit ID, type it into the field window. You may enter 2/6 Code of a message type circuit id.

If you only know a partial circuit ID, then type in as much as you know and click the **Ckt Search** button. This will launch the Circuit Inventory Search window pre-filled with the partial circuit ID you entered. From there you can further refine your search, eventually returning to the **Report Trouble** window pre-filled with a complete circuit ID. This option is not available in the Pacific Bell / Nevada Bell region.

After you have a complete circuit ID entered, click the **Report Trouble** button. Depending on the characteristics of the circuit ID you entered, either the **Circuit Trouble Report** window or the **Telephone Number Report Trouble** window will launch, pre-filled with information on the circuit you entered.

Telephone Number Report Trouble

This window may be accessed by clicking the **Report Trouble** button after typing a telephone number into the **Report Trouble** window.

Day	From Time	To Time
	12:00 am	12:00 am
	12:00 am	12:00 am
	12:00 am	12:00 am

This window allows you to initiate a new trouble report on a telephone number.

Telephone Number

This field message is pre-populated with the telephone number you typed into the **Report Trouble** window. It indicates the number that you are reporting the trouble on.

Reporter Name

This field message is pre-populated with your name from the profile information stored in Trouble Administration.

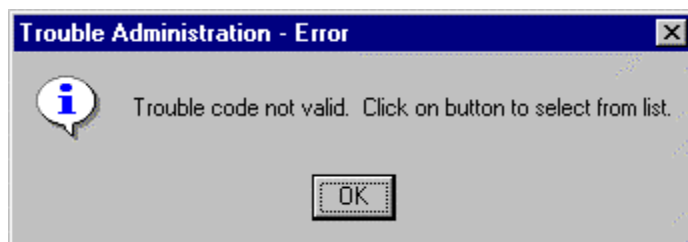
Reporter Phone

This field message is pre-populated with your phone number from the profile information stored in Trouble Administration.

Trouble Type

This field is where you indicate the type of trouble that is occurring on the telephone number you have indicated. This is a required field.

If you know the trouble type code, you can type it into the field window. When you are finished typing, press the **Tab** key, or click in another field window, and if you have entered a valid code, the Trouble description for that code will display. If you have entered an invalid code, an error message will display.



Click the OK button to close the message box, then either retype a valid code or click the **S**earch button to display the **Trouble Description** window. The window displays a list of codes and their descriptions that you can select from. After selecting a code, you will be returned to the **Telephone Number Report Trouble** window and the code and its description will have pre-filled the field windows.

Note: A list of trouble types can be found in Appendix D or in the online help.

Search

Click this button to display the **Trouble Description** window. The window displays a list of codes and their descriptions that you can select from. After selecting a code, you will be returned to the **Telephone Number Report Trouble** window and the code and its description will have pre-filled the **Trouble Type** field window, and the **Trouble Description** field message.

Trouble Description

This field message is automatically populated after you have typed a code into the **Trouble Type** field and tabbed out of it or after you have selected a code from the **Trouble Description** window.

Additional Information

This is a free-form text field. Click in the field window and then you can type up to 74 characters of information that may help describe the trouble. This is not a required field.

Premise Accessible panel

Contact Name

This field window is for reporting the name of a person who can be contacted at the premises where the troubled telephone number is used. It is pre-filled with the name that is associated with the owner of the telephone number you are reporting trouble on. You may edit the name in this field if needed. This is not a required field.

Phone

This field window is for reporting a telephone number that can be used to contact a person at the premises. Click in the field window and type in the telephone number. This is a required field.

Service Address

This field message window is pre-filled with the name that is associated with the owner of the telephone number you are reporting trouble on. You can not make edits to this field.

Day

These fields are for indicating three days of the week that a technician can expect to be able to gain access to the address for the telephone number you are reporting trouble on. You must indicate at least two days that can be used for this purpose. The first row defaults to the current day with the next two rows defaulting to the next two days.

Click on the drop-down arrow to display the days of the week, then click on a day to select it. Each row is a required field.

From Time / To Time

These fields are for indicating the time of day that a technician can expect to be able to gain access to the address for the telephone number you are reporting trouble on. You must indicate at least a 4-hour time span for each day that can be used for this purpose. You can also enter 00:00 to 00:00 as the default time if there is no access to premise that day.

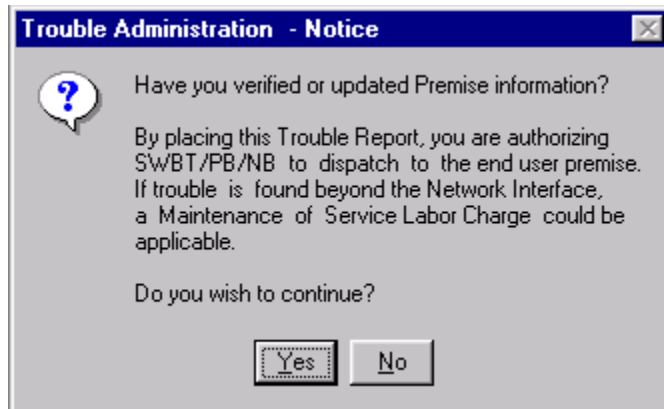
Click in a field window and type in a From Time and a To Time for each day's row. You may type in times using the following formats: hh:mm am/pm, hh:mm (defaults to am) or military hh:mm which converts to am/pm format.

Issue

After you have filled in the information for the trouble report, click on this button to issue it. Trouble Administration will attempt to issue the new trouble ticket. If any fields do not validate, the system will prompt you with a message box indicating

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what field needs attention. If all fields validate by the system the TRBLADMN – CHECK message box will display.



The message reminds you to verify the Premises information on the trouble report and that labor charges may be incurred. If you are satisfied with the information, click the **Y**es button. The Report will be issued and a confirmation message will display. If you want to verify the Premise information, click the **N**o button and you will be returned to the Telephone Number Report trouble window.

Close

Clicking this button closes the Telephone Number Report Trouble window and removes all entered information.

Circuit Trouble Report window

This window may be accessed by clicking the **Report Trouble** button after typing a complete circuit ID into the **Report Trouble** window. It may also be accessed by clicking the **Report Trouble** button from either the **Circuit Inventory Search Results** window or the **Circuit Legs** window (except in PB/NB).

This window allows you to initiate a new trouble report on a circuit.

Circuit ID

This field message is pre-populated with the circuit ID entered into the **Report Trouble** window. If you have accessed this window by clicking the **Report Trouble** button from either the **Circuit Inventory Search Results** window or the **Circuit Legs** window (SWB only), it will be pre-populated with the circuit ID you had highlighted there. This field indicates the circuit ID that you are reporting the trouble

on. The following are valid circuit formats for PB/NB accounts to use when populating this field:

Serial Circuit:

12/ABCD/123456/123/PT
12/ABCD/123456/123/PT/001

Carrier Circuit:

123/T1/ABCDEF11FFF/ABCDEF11FFF

Telephone Number Circuit:

/ABCD/123/123/1234
/SSSS/123/456/1234/D1

Message Circuit:

1000/AB5-AB/ABCDEF12ABC/MM/ABCDEF12ABC

2/6 Code:

AB123456/1
AB123456/1234

Reporter Name

This field message is pre-populated with your name from the profile information stored in Trouble Administration.

Reporter Phone

This field message is pre-populated with your phone number from the profile information stored in Trouble Administration. You may edit this field if needed.

Trouble Type

This field is where you indicate the type of trouble that is occurring on the circuit ID that you have indicated. This is a required field.

If you know the trouble type code, you can type it into the field window. When you are finished typing, press the **Tab** key, or click in another field window, and if you have entered a valid code, the Trouble description for that code will display. If you have entered an invalid code, an error message will display.



Click the OK button to close the message box, then either retype a valid code or click the **S**earch button to display the **Trouble Description** window. The window displays a list of codes and their descriptions that you can select from. After selecting a code,

you will be returned to the **Circuit Trouble Report** window and the code and its description will have pre-filled the field windows.

Note: A list of trouble types can be found in Appendix D or in the online help.

Search

Click this button to display the **Trouble Description** window. The window displays a list of codes and their descriptions that you can select from. After selecting a code, you will be returned to the **Circuit Trouble Report** window and the code and its description will have pre-filled the **Trouble Type** field window, and the **Trouble Description** field message.

Trouble Description

This field message is automatically populated after you have typed a code into the **Trouble Type** field and tabbed out of it, or after you have selected a code from the **Trouble Description** window.

Customer Trouble Ticket Number

This field allows you to enter your own trouble report number. This is useful if you have another trouble maintenance or tracking system with its own ticket number. This **Customer Trouble Ticket Number** will be available to the Customer Care Center (SWB) after you issue the trouble ticket. This option is not available in the PB/NB region.

Additional Information

This is a free-form text field. Click in the field window and then you can type up to 774 characters of information that may help describe the trouble. This is not a required field.

Dispatch Authority

In this section you may click the **Yes** or **No** radio buttons to indicate whether you are giving Southwestern Bell the authority to come to the premises and work on the problem. Careful consideration should be applied here, since it is possible to incur charges for a dispatched technician's time.

Premise A and Z Information

These sections are pre-populated with default information from the Trouble Administration system. They indicate the name and address of persons who can be contacted for premise access by a dispatched technician. You can edit any of the information in the field windows if needed.

Day

These fields are for indicating three days of the week that a technician can expect to be able to gain access to the facility address and the circuit itself, for the circuit you are reporting trouble on. You must indicate at least one day that can be used for this purpose. The first row defaults to the current day with the next two rows defaulting to the next two days.

Click on the drop-down arrow to display the days of the week, then click on a day to select it. At least one row is a required field. This area is disabled if the **Dispatch Authority** is set to **No**.

From Time / To Time

These fields are for indicating the time of day that a technician can expect to be able to gain access to the facility address and the circuit itself, for the circuit you are reporting trouble on. No minimum time span per day is enforced by Trouble Administration, but indicating at least a 4-hour time span for each day should be considered.

Click in a field window and type in a From Time and a To Time for each day's row. You may type in times using the following formats: hh:mm am/pm, hh:mm (defaults to am) or military hh:mm which converts to am/pm format. This area is disabled if the **Dispatch Authority** is set to **No**.

Intrusive Test Access

In this section you may click the **Yes** or **No** radio buttons to indicate whether you are giving SWB/PB/NB the authority to access the circuit and interrupt its use, so the problem can be worked. Careful consideration should be applied here, since it is possible to incur charges for a technician's time, as well as interrupt service to the circuit.

If the **Yes** radio button is selected, the following warning will appear after clicking the **Issue** button, "By selecting this option, an intrusive test will begin on this circuit a couple of minutes after you issue the report." In addition, the **Circuit Available** section will be grayed out, meaning unlimited circuit access is granted to the technician.

If the **No** radio button is clicked, the **Circuit Available** entry must be filled out with a time that a technician can access the circuit. This access may include interruption of circuit service.

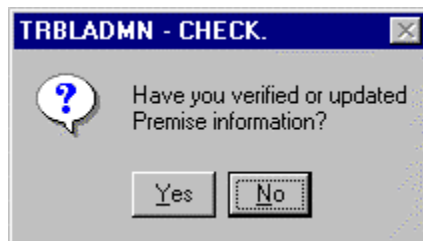
Circuit Available

This field indicates the time that a technician can access the circuit. This access may include interruption of circuit service.

Click in a field window and type in a From Time and a To Time for each day's row. You may type in times using the following formats: hh:mm am/pm, hh:mm (defaults to am) or military hh:mm which converts to am/pm format.

Issue

After you have filled in the information for the trouble report, click on this button to issue it. Trouble Administration will attempt to issue the new trouble ticket. If any fields do not validate, the system will prompt you with a message box indicating what field needs attention. If all fields validate by the system the TRBLADMN – CHECK message box will display.



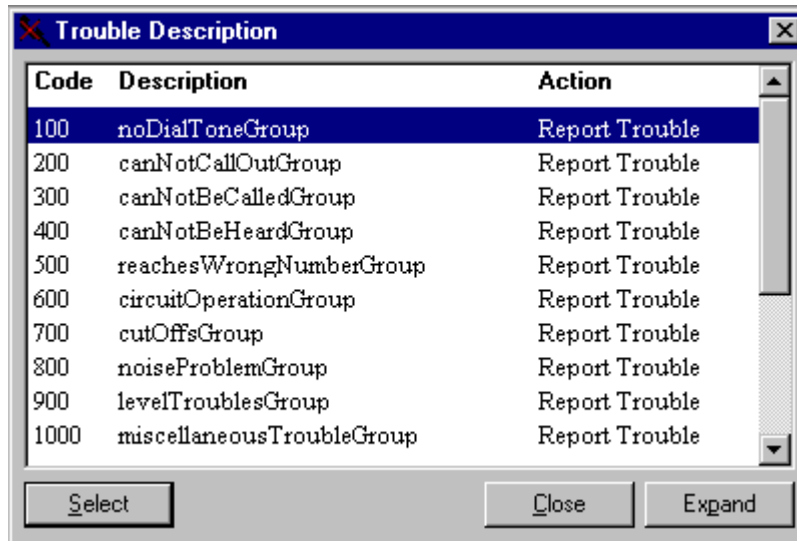
The message reminds you to verify the Premises information on the trouble report. If you are satisfied with the information, click the **Y**es button. The Report will be issued and a confirmation message will display. If you want to verify the Premise information, click the **N**o button and you will be returned to the Telephone Number Report trouble window.

Close

Clicking this button closes the Circuit Trouble Report window and removes all entered information.

Trouble Description window

This window is accessed by clicking the **S**earch button from either the **Telephone Number Report Trouble** window or the **Circuit Trouble Report** window.



This window is used to select a trouble code for input into either the **Telephone Number Report Trouble** window or the **Circuit Trouble Report** window.

Display

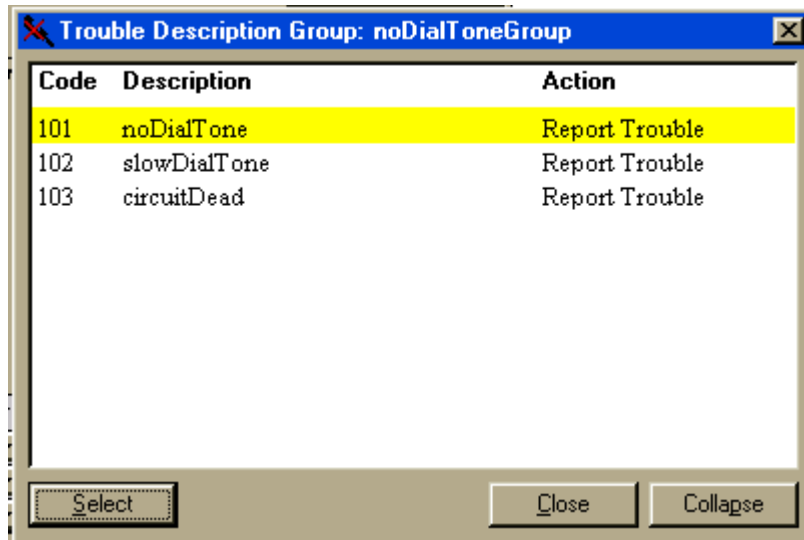
The display has three columns that list the code or group-code itself, a description for what the code or group means, and the action that the code is used for. You can scroll down the list to find the appropriate code, then click on an entry to highlight it for either selection or expansion.

Select

Once you have highlighted the code that you want to use, click the Select button, and you will be returned to the Trouble Report window you searched from and the code and its description will have pre-filled the field windows.

Expand

When you have highlighted a Code Group, you can click the Expand button to display a subset of codes that belong to that group. The subset is displayed in the **Trouble Description Group** window.



The title bar of this window displays the name of the Group you expanded from.

Select

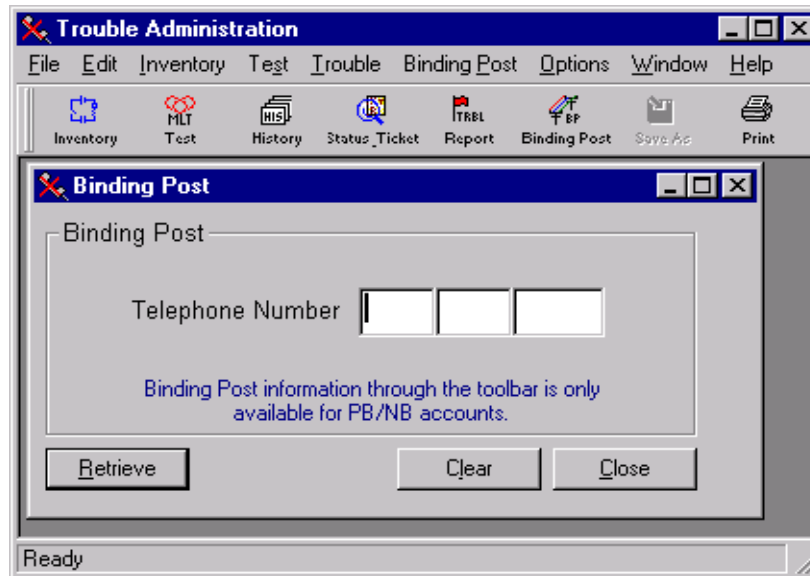
Once you have highlighted the code that you want to use, click the Select button, and you will be returned to the Trouble Report window you searched from and the code and its description will have pre-filled the field windows.

Collapse

To return to the **Trouble Description** window, click the **Collapse** button.

Binding Post

This window may be accessed by clicking the Binding Post icon on the Trouble Administration toolbar or clicking the Initiate Binding Post from the Binding Post menu.



This window will allow you to initiate Binding Post retrieval for a 10-digit telephone number.

Note: Binding Post is available only on POTS services in the PB/NB region.

Telephone Number

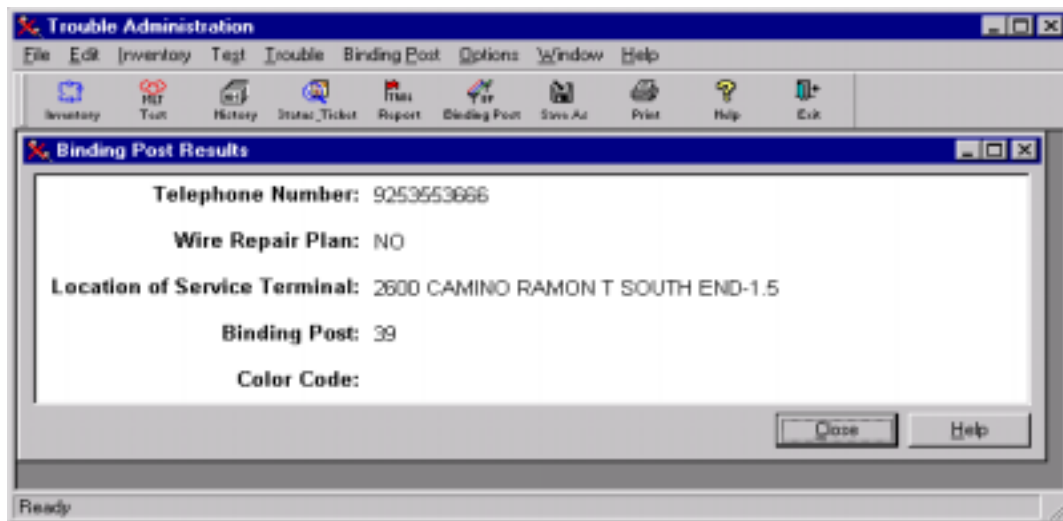
This field has three input areas: NPA, NXX and Number, where NPA is three numeric characters, NXX is three numeric characters and Number is four numeric characters. Click in the field windows and type in the numbers. When you are finished typing, you may click the Retrieve button to start the test. After clicking the Retrieve button, a warning message window will be displayed if your company profile indicates that the TN entered is not part of your company profile.

Clear

Clicking on this button will clear any information you have typed into the field windows. This is useful for entering several numbers to test in one session.

Binding Post Results window

This window is displayed as a result of clicking the **Retrieve** button on the **Binding Post** window. This window may be saved to a file or printed.



Appendix A Telephone Number Status Descriptions-LMOS

ANSI 227 - TROUBLE STATUS DESCRIPTION	227 CODE	LMOS STATUS CODE	LMOS DESCRIPTION
screening	1	PS	Pending Screen
		PSH	Pending Screen Human
		PSM	Pending Screen MLT Tested
		PAB	Pending Alternate Bureau
		TPA	TRUST - Pending Action
		TSA	TRUST - Retest And New Service
		TSM	TRUST Screening Multi Report
		PRD	Pre-assigned Out
		CON	Unassigned
		PWS	Unassigned
		PWF	Air Pressure
		HLD	Held -Removed from Dispatch Pool
		testing	2
TST	CSB Screening Pool		
dispatchedIn	3	DPI	Dispatched In
dispatchedOut	4	DPO	Dispatched Out
preassignedOut	5	PAO	Pre-assigned Out
		PFJ	Pre-assigned First Job
bulkDispatchedOut	6	BDO	Bulk Dispatch Out
		BKO	Back Ordering Equipment
startRepair	7	PWS	Unassigned
pendingTest	8	PDT	Pending Test
pendingDispatch	9	PD2	Drop Recon
		PD3	Locates
		PD4	Customer Provided Inside Wire
		PD5	Drops (i.e., Low, Cut, etc.)
		PDB	Pending Dispatch - No LINK Retest
		PDC	Pending Dispatch - Coin
		PDF	Pending Dispatch - Facility
		PDG	Pending Dispatch - Pair Gain
		PDI	Pending Dispatch In
		PDM	Pending Dispatch - Multiple
		PDO	Pending Dispatch - LINK Retest
		PDS	Pending Dispatch - MAC/IECC Customers
		DDO	Delayed Dispatch Out
		DFJ	Delayed First Job
RMR	Repair Returned After Dispatch		
requestRepair	10		

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ANSI 227 - TROUBLE STATUS DESCRIPTION	227 CODE	LMOS STATUS CODE	LMOS DESCRIPTION
referMtceCenter	11	RBC RCC ROP RRC RSC RSS	Referred To Business Center Referred To Control Center Referred To Outside Plant - SAB'd Referred To RMATS - SAB'd Referred To SCC - SAB'd Referred To SCC - SAB'd
referVendor	12		
noAccessOther	13	NAO NAS	No Access - Place Other Than Subscribers Premise Not Accessible No Access - Subscribers Premise
startNoAccess	14		
stopNoAccess	15		
startDelayedMtce	16		
stopDelayedMtce	17		
troubleEscalated	18	RFC	Referred To a Center
craftDispatched	19		
temporaryOK	20	TMK TDA	Temporarily OK - Pending Further Testing Tested OK - Doesn't Answer
cableFailure	21	CAF DFC	Splicer Openings Defective Conductor
originatingEquipFailure	22	OEF	Office Equipment Failure
backOrder	23		
clearedCustNotAdvised	24	CNA	Cleared - Customer NOT Advised
clearedCustAdvised	25		
clearedAwaitingCustVerification	26	CCA	Cleared - Customer Advised
closedOut	27	CLO STA STO	Trouble Closed Start Clock On Closed Trouble Report For Analysis Stop Clock On Closed Trouble Report
closedOutByCustReq	28		
closedOutCustVerified	29		
closedOutCustDenied	30		
canceledPendingWorkInProgress	31		
canceledPendingTestCompletion	32		
canceledPendingDispatchCompl	33		

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Appendix B Telephone Number Trouble Cause Codes-LMOS

CAUSE CODE 1** -

11*	Installation
12*	Repair
13*	Outside Plant Construction
14*	Outside Plant Maintenance
15*	Central Office
16*	Unidentifiable
171	Engineering
172	Assignment
173	Service Order Completion Center
174	Recent Change Memory Administration Center (RCMAC)
175	Residence/Business/Public Service Center
176	Maintenance Administrator
177	Repair Dispatcher
178	Network Administration Center (NAC)
179	Collection Service Center (CSC)
170	Administration - Other
18*	Non Visit Service Order
19*	Reserved For Future Application
10*	Telephone Company Employee - Other

CAUSE CODE 2** NONEMPLOYEE

21*	Vendor
22*	Contractor
23*	Customer Action
241	Gas
242	Electric
243	Community Antenna Television (CATV)
244	Sewer
245	Water
246	Independent Telephone Company
247	Highway
248	Available For Local Use
249	Available For Local Use
240	Utility - Other
25*	Reserved For Future Application
26*	Reserved For Future Application
27*	Reserved For Future Application
28*	Available For Local Use
29*	Available For Local Use
20*	Nonemployee - Other

CAUSE CODE 3** PLANT OR EQUIPMENT

31*	Defective
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- 32* Adjustment
- 33* Overload
- 34* Cable Facilities
- 35* Cable Facilities
- 36* Pair Gain System/Single Channel
- 37* Pair Gain System/Multichannel Analog
- 38* Pair Gain System/Multichannel Digital
- 39* Pair Gain System/Switch
- 30* Plant or Equipment - Other

CAUSE CODE 4** WEATHER

- 41* Lightning
- 42* Moisture
- 43* Flood
- 44* Wind
- 45* Hurricane/Tornado
- 46* Ice/Sleet/Snow
- 47* Temperature
- 48* Available For Local Use
- 49* Available For Local Use
- 40* Weather - Other

CAUSE CODE 5** OTHER

- 51* Fire
- 510 Service Order via TAN/LINK
- 52* Insects
- 53* Rodents/Reptiles
- 54* Birds
- 55* Other Animals
- 56* Trees/Foliage
- 57* Power
- 58* Available For Local Use
- 59* Available For Local Use
- 50* Other

CAUSE CODE 6** UNKNOWN

- 61* Available For Local Use
- 62* Available For Local Use
- 63* Available For Local Use
- 64* Available For Local Use
- 65* Available For Local Use
- 66* Available For Local Use
- 67* Available For Local Use
- 68* Available For Local Use
- 69* Available For Local Use
- 60* Unknown

Appendix C Telephone Number Trouble Disposition Codes-LMOS

031*	Premise Termination
032*	Available
033*	Available
034*	Available
035*	Available
0361	Drop - Not Buried
0362	Drop - Physical Appearance, Buried Drop
0363	Drop - Tree Foliage or Trimming around Drop / Service Wire
0364	Drop - Damaged by TELCO Contractor while Burying
0365	Available
0366	Available
0367	Available
0368	Available
0369	Available
0360	Available
0370	Network Termination - Other
0371	Network Termination - Protector Unit / Carbons
0372	Network Termination - Protector Housing
0373	Network Termination - Network Interface - Inside
0374	Network Termination - Network Interface - Outside
0375	Network Terminating Wire
0376	Available
0377	Network Termination - Ground Wire/Connections
0378	Network Termination - Side Wall Termination – Jumper Missing
0379	Network Termination - Side Wall Termination – Jumper Wrong
0380	Drop Service Wire - Proven in Drop – Came Clear
0381	Drop Service Wire - Aerial
0382	Drop Service Wire - Temp Drop Not Buried Recon
0383	Drop Service Wire - Buried Repaired Initial Dispatch
0384	Drop Service Wire - Buried Temporary Placed – No Recon
0385	Drop Service Wire - Buried Temp Placed Recon
0386	Drop Service Wire - Removed Dead Drop
0387	Drop Service Wire - Reversed Drop
0388	Drop Service Wire - Buried Service Wire Detach/Rewire
0389	Drop Service Wire - Temp Drop Not Buried Repaired
0390	Network Miscellaneous Apparatus - Other
0391	Ntwk. Misc. Apparatus - Defective MTU - PCA
0392	Ntwk. Misc. Apparatus - Half Ringer Termination
0393	Ntwk. Misc. Apparatus - Defective Radio Suppressor/Noise Filter
0394	Ntwk. Misc. Apparatus - Placed Radio Suppressor/Noise Filter
0395	Ntwk. Misc. Apparatus - Smart Terminating Equipment – Replace (STE)
0396	Ntwk. Misc. Apparatus - 5 – Pin Protector
0397	Ntwk. Misc. Apparatus - EEID
0398	Available

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0399	Available
030*	Available
0410	Cable - Conductor Reversed
0411	Cable - Sheath / Core
0412	Cable - Load Coil
0413	Cable - End Cap
0414	Cable - Stub
0415	Cable - Aerial Cable Damaged
0416	Cable - Conductor
0417	Cable - Cut/damaged cable - located
0418	Cable - Cut/damaged cable - not located
0419	Cable - Cut/damaged cable – bad locate
0420	Closure/Splice Case – Came Clear
0421	Closure/Splice Case – Temp Closure
0422	Closure/Splice Case – Lead Sleeve
0423	Closure/Splice Case – Encapsulated Splice
0424	Closure/Splice Case – SAI / RAI / Crossbox
0425	Closure/Splice Case – Cable Vault
0426	Closure/Splice Case – Splice Case/Closure – Non Pressurized
0427	Closure/Splice Case – Splice Case/Closure - Pressurized
0428	Closure/Splice Case – Damaged Pedestal / Closure
0429	Closure/Splice Case – Heat Shrink
0430	Terminal – Came Clear
0431	Terminal – Ready Access - Aerial
0432	Terminal – Ready Access - Buried
0433	Terminal – Fixed Count - Aerial
0434	Terminal – Fixed Count - Buried
0435	Terminal – Out of Sight
0436	Terminal – SAI / RAI / Crossbox
0437	Available
0438	Available
0439	Available
0440	Wire/Plant Support Wire – Came Clear
0441	Wire/Plant Support Wire – Open Wire
0442	Wire/Plant Support Wire – Urban/Rural
0443	Wire/Plant Support Wire – Dual Plant
0444	Wire/Plant Support Wire - Capacitor
0445	Wire/Plant Support Wire - Vent
0446	Wire/Plant Support Wire – Load Coil
0447	Wire/Plant Support Wire - Conduit
0448	Wire/Plant Support Wire – Pole/Guy/Anchor
0449	Wire/Plant Support Wire – Stand/Bolts/Arm
0450	Fiber – Came Clear
0451	Fiber – MUX
0452	Fiber – Light Wave Cable
0453	Fiber – Regenerate Equipment
0454	Fiber – Optical Conductor

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0455 Fiber - Splice
0456 Fiber – Plug INs
0457 Fiber – Fiber Cable
0458 Available
0459 Available
0460 Available
0461 Available
0462 Available
0463 Other Cable Fac. Or Carrier Span – Multiplexor
0464 Other Cable Fac. Or Carrier Span – Span (cooper)
0465 Other Cable Fac. Or Carrier Span – Span (fiber)
0466 Other Cable Fac. Or Carrier Span – Plug Ins
0467 Other Cable Fac. Or Carrier Span – Trunk
0468 Other Cable Fac. Or Carrier Span – Repeater / Mid Span
0469 Other Cable Fac. Or Carrier Span – Repeater / Premise
0470 Pair Gain System – Came Clear
0471 Pair Gain System – Common Circuit Pack
0472 Pair Gain System – Rectifier Failure
0473 Pair Gain System – Power Failure (Commercial)
0474 Pair Gain System – Routing
0475 Pair Gain System – Channel Unit – Exchange
0476 Pair Gain System – Channel Unit – Special
0477 Pair Gain System – Repeater Failure
0478 Pair Gain System – Alternate Power Source
0479 Pair Gain System - Wiring
0480 Cable Misc. – Came Clear
0481 Cable Misc. – DAML / AML / SLC1
0482 Cable Misc. – Trench
0483 Cable Misc. – Cable Console or Tone on line
0484 Cable Misc. – Range Extender
0485 Cable Misc. - Rural Radio
0486 Cable Misc. – DDL Unit
0487 Cable Misc. – Squirrel Guard
0488 Cable Misc. – Tree Trim - Cable
0489 Cable Misc. – Dead / Abandoned / Non Telco Cable
049* Available
0401 Pair Transferred
0402 Pair Cut Dead To Field
0403 Pair Transposed
0404 Defective Section/Temporary Drop Placed
0405 Defective Encapsulated Pair
0406 Bridge Tap Removed
0407 Pair Transferred - No Defective Pair Left - Installation
0408 Pair Transferred – No Defective Pair Left - Maintenance
0409 Pair Gain Pair LST'd
0400 Other – Not Repaired
0511 CO Equipment - Common Equipment

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0512 CO Equipment - Linkage/Network/Grid
0513 CO Equipment - Line Equipment
0514 CO Equipment - Billing Equipment
0515 CO Equipment - Trunk
0516 CO Equipment - Public Service Trunk
0517 CO Equipment - Power / Fuse
0518 CO Equipment - Generic Switch Upgrade / Parameter
0519 CO Equipment - NTG / CTG Translations
0510 CO Equipment - Line Int. Unit / Line Card
0521 CO Translation - General Work Error
0522 CO Translation - Generic Program Error
0523 CO Translation - Parameter Work Error
0524 CO Translation - Parameter Document Error
0525 CO Translation - Line-Work Error
0526 CO Translation - Line-Document Error
0527 CO Translation - Network-Work Error
0528 CO Translation - Network-Document Error
0529 CO Translation - MIZAR
0520 CO Translation - OTHER
0531 CO Distribution Frame - MDF Cross-Connect Missing
0532 CO Distribution Frame - MDF Cross-Connect Broken
0533 CO Distribution Frame - MDF Cross-Connect Work Error
0534 CO Distribution Frame - MDF Cross-Connect DOC Error
0535 CO Distribution Frame - OTHER Cross-Connect Work Error
0536 CO Distribution Frame - OTHER Cross-Connect DOC Error
0537 CO Distribution Frame - Billing Cross-Connect Work Error
0538 CO Distribution Frame - Billing Cross-Connect DOC Error
0539 CO Distribution Frame - Intercept Or Disconnect Work Error
0530 CO Distribution Frame - Intercept Or Disconnect DOC Error
0541 CO Frame Other - Defective Or Operated Protector
0542 CO Frame Other - Missing Protection Device
0543 CO Frame Other - Reversing Device
0544 CO Frame Other - Terminal-Wire Clipping
0545 CO Frame Other - Terminal-Connection
0546 CO Frame Other - Test Cord
0547 CO Frame Other - Translator / CEBS
0548 Available
0549 Available
0540 CO Frame Other - Other
0551 CO Power - DC Power Equipment
0552 CO Power - AC Power Equipment
0553 CO Power - Ringing Plant
0554 CO Power - Standby Emergency Power
0555 Available
0556 Available
0557 Available
0558 Available

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0559 Available
0550 CO Power - Other
0561 CO Misc. Equipment - Radio System
0562 CO Misc. Equipment - Line Testing Equipment
0563 CO Misc. Equipment - Concentrator
0564 CO Misc. Equipment - Range Extender
0565 CO Misc. Equipment - Carrier System
0566 CO Misc. Equipment - AMARC
0567 CO Misc. Equipment - Cinch Connector
0568 CO Misc. Equipment - Bridge Lifter
0569 CO Misc. Equipment - Test Equipment / Test Port
0560 CO Misc. Equipment - Other
0571 CO Special Service Equip. - Design
0572 CO Special Service Equip. - Wiring Option
0573 CO Special Service Equip. - Carrier Channel
0574 CO Special Service Equip. - Signaling
0575 CO Special Service Equip. - Repeater / MTM
0576 CO Special Service Equip. - Loopback Device
0577 CO Special Service Equip. - Bridge
0578 CO Special Service Equip. - Billing
0579 Available
0570 CO Special Service Equip. - Other
0581 CO Pair Gain System - Translations / Digital Crossconnection
0582 CO Pair Gain System - Signaling
0583 CO Pair Gain System - Common Circuit Pack
0584 CO Pair Gain System - Channel Unit Exchange
0585 CO Pair Gain System - Channel Unit Special
0586 CO Pair Gain System - MUX
0587 CO Pair Gain System - Power/Fuse
0588 CO Pair Gain System - Wiring/Frame
0589 CO Pair Gain System - RSS/LSS Switch Extension Module
0580 CO Pair Gain System - Mounting
0591 CO Data Base Services - Calling Card Service (CCS)
0592 CO Data Base Services - Automatic Intercept System (AIS)
0593 CO Data Base Services - Expanded 911 Service
0594 Available
0595 Available
0596 Available
0597 CO Data Base Services - 700 Services
0598 CO Data Base Services - Expanded 800 Service
0599 CO Data Base Services - Dial It Service
0590 CO Data Base Services - Other
0501 CO Data Base Services - VMS Line Attribute Translation
0502 CO Data Base Services - VMS Switch Translation
0503 CO Data Base Services - AIS/MICAIS
0504 CO Data Base Services - 911 Database Tandem
0505 Available

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0506	Available
0507	Available
0508	Available
0509	Available
0500	CO Data Base Services - Other
06*	Customer Action
061*	Available
062*	Available
063*	Available
064*	Available
065*	Available
066*	Available
067*	Available
068*	Available
069*	Available
0601	Customer Instruction - Equipment
0602	Customer –Instruction - TDD
0603	Customer Action – Call Forwarding – MTCE Busy
0604	Customer Action – Call Forwarding – Toll Fraud
0605	Customer Action – Front End Close – Customer Instruct by CVAS
0606	Customer Action – Voice Activated Dialing not Installed
0607	Available
0608	Available
0609	Available
0600	Customer Instruction - Features
071*	No Test MC / CSB
0715	No Test MC / CSB - Customer Cancelled Report
072*	Mtce. Center Only
0721	Mtce. Center – Retest OK – Came Clear
0722	Mtce. Center – TELCO Test Link – EMP FST – Customer Contacted
0723	Mtce. Center – TELCO Test Link – EMP FST – Customer Not Contacted
0724	Mtce. Center – TELCO Test Link – Auto FST
073*	Test OK – Technician
074*	Test OK - CSB Front End Close
075*	Test OK – SCC / FMC
076*	Available
077*	Available
078*	Available
079*	Available
0700	Available
0701	Test OK CSB – Verified OK with Customer
0702	Test OK CSB – Customer Does Not Answer
0703	Test OK CSB – Central Office Overload
0704	Test OK CSB – Retest OK Screener
0705	Test OK CSB – Can’t Call Long Distance
0706	Available
0707	Available

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0708 Available
0709 Available
081* Found OK In - No Test Made
0811 Found OK In
0812 Found OK In – Change O.E. on Suspicion
0813 Found OK In – Restored from Hi and Dry
082* Available
083* Available
084* Available
085* Available
086* Available
087* Available
088* Available
089* Found OK In - Data Base Services
0891 Found OK In – Data Base Services – Calling Card Service (CCS)
0892 Found OK In – Data Base Services – Auto Intercept System (AIS)
0893 Found OK In – Data Base Services – Expanded 911 Service (E911)
0894 Available
0895 Available
0896 Available
0897 Found OK In – Data Base Services – 700 Services
0898 Found OK In – Data Base Services – Expanded 800 Service
0899 Found OK In – Data Base Services – Dial IT Service
0890 Found OK In – Data Base Services – Other
080* Available
091* Found OK Out – Cable Dispatch
0910 Found OK Out – Cable Dispatch – Other
0911 Found OK Out – Cable Dispatch – Open Out
0912 Found OK Out – Cable Dispatch – Ground
0913 Found OK Out – Cable Dispatch – Short
0914 Found OK Out – Cable Dispatch – FEM
0915 Found OK Out – Cable Dispatch – Multiple Trouble Indications
0916 Found OK Out – Cable Dispatch – Noisy/Unbalanced
0917 Found OK Out – Cable Dispatch – Test OK
0918 Found OK Out – Cable Dispatch – No Test Required
0919 Found OK Out – Cable Dispatch – Equipment Left at Job Site
092* Available
093* Available
094* Available
095* Available
096* Found OK Out – Exchange Dispatch
0960 Found OK Out – Exchange Dispatch - Other
0961 Found OK Out – Exchange Dispatch – Open Out
0962 Found OK Out – Exchange Dispatch - Ground
0963 Found OK Out – Exchange Dispatch - Short
0964 Found OK Out – Exchange Dispatch - FEMF
0965 Found OK Out – Exchange Dispatch – Multiple Trouble Indications

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- 0966 Found OK Out – Exchange Dispatch – Noisy/Unbalanced
- 0967 Found OK Out – Exchange Dispatch – Test OK
- 0968 Found OK Out – Exchange Dispatch – No Test Required
- 0969 Found OK Out – Exchange Dispatch – Equipment Left at Job Site
- 097* Available
- 098* Available
- 099* Available
- 090* Available
- 1011 Common Network Elements – Digital Data Service – Power/Fuse
- 1012 Common Network Elements – Digital Data Service – OCU / T1DM
- 1013 Common Network Elements – Digital Data Service – T1E
- 1014 Common Network Elements – Digital Data Service – Sub Rate Multiplex
- 1015 Common Network Elements – Digital Data Service – Timing
- 1016 Common Network Elements – Digital Data Service – Mounting / Slot / Backplane
- 1017 Common Network Elements – Digital Data Service – Secondary Channel
- 1018 Common Network Elements – Digital Data Service – IOP Bay / Circuit Pack
- 1019 Available
- 1010 Common Network Elements – Digital Data Service – Other
- 1021 Common Network Elements – Digital Transport Equip. - Wiring
- 1022 Common Network Elements – Digital Transport Equip. – DSX Bay / Jacks
- 1023 Common Network Elements – Digital Transport Equip. - MUX
- 1024 Common Network Elements – Digital Transport Equip. – Power / Fuse
- 1025 Common Network Elements – Digital Transport Equip. – Repeater Mounting
- 1026 Common Network Elements – Digital Transport Equip. - FOT
- 1027 Common Network Elements – Digital Transport Equip. – Test Access
- 1028 Common Network Elements – Digital Transport Equip. – DSL CO Unit
- 1029 Available
- 1020 Common Network Elements – Digital Transport Equip. - Other
- 1031 Common Network Elements – LNP Network Elements - Space
- 1032 Common Network Elements – LNP Network Elements - ISCP
- 1033 Common Network Elements – LNP Network Elements - NetPilot
- 1034 Common Network Elements – LNP Network Elements - STP
- 1035 Common Network Elements – LNP Network Elements – DataCom Link to N.E.
- 1036 Available
- 1037 Available
- 1038 Available
- 1039 Available
- 1030 Common Network Elements – LNP Network Elements - Other
- 1041 Common Network Elements - STP - Common Equipment
- 1042 Common Network Elements - STP - Cluster Related Equipment
- 1043 Common Network Elements - STP - Link Related Equipment (Circuit Packs)
- 1044 Common Network Elements - STP - Generic
- 1045 Common Network Elements - STP - Translation
- 1046 Common Network Elements - STP - Wiring
- 1047 Common Network Elements - STP - Power
- 1048 Common Network Elements - STP - Misc. Equip. (AMA, Support Systems, Etc.)
- 1049 Common Network Elements - STP - Facility (DCS, Carrier)

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- 1040 Common Network Elements - STP - OTHER
- 1051 Common Network Elements - SCP - Common Equipment
- 1052 Common Network Elements - SCP - Service Network Interface (Frontend)
- 1053 Common Network Elements - SCP - Link Related Equipment (Data Sets)
- 1054 Common Network Elements - SCP - Generic
- 1055 Common Network Elements - SCP - Translation
- 1056 Common Network Elements - SCP - Wiring
- 1057 Common Network Elements - SCP - Power
- 1058 Common Network Elements - SCP - Misc. Equip. (AMA, Support Systems, Etc.)
- 1059 Common Network Elements - SCP - Facility (Carrier)
- 1050 Common Network Elements - SCP - OTHER
- 1061 Common Network Elements – Internet Services – ICW Server Generic Software
- 1062 Common Network Elements – Internet Services – Registration Server Hardware
- 1063 Common Network Elements – Internet Services – Registration Server Generic Software
- 1064 Common Network Elements – Internet Services – Registration Server Translation Error
- 1065 Common Network Elements – Internet Services – Heartbeat Server Software
- 1066 Common Network Elements – Internet Services – Heartbeat Server Generic Software
- 1067 Common Network Elements – Internet Services – ICID Client Software
- 1068 Common Network Elements – Internet Services – EMS Work Document In Error
- 1069 Common Network Elements – Internet Services – DNS Translation Error
- 1060 Common Network Elements – Internet Services – ICW Server Hardware
- 1071 Common Network Elements – Internet Services – Pwr. and Misc. Equip. for ICID Hard.
- 1072 Available
- 1073 Available
- 1074 Available
- 1075 Available
- 1076 Available
- 1077 Available
- 1078 Available
- 1079 Available
- 1070 Common Network Elements – Internet Services – ISP interface Incl. Router / Firewall
- 1081 Common Network Elements - Database Services - AIN Hardware or Common Equip
- 1082 Common Network Elements - Database Services - AIN Generic Software
- 1083 Common Network Elements - Database Services - AIN Logic in Error
- 1084 Common Network Elements - Database Services - AIN Work Document in Error
- 1085 Common Network Elements - Database Services - IP Hardware
- 1086 Common Network Elements - Database Services - IP Generic Software
- 1087 Common Network Elements - Database Services - IP Logic in Error
- 1088 Common Network Elements - Database Services - IP Work Document in Error
- 1089 Common Network Elements - Database Services - Power/Misc. Equip for AIN/IP Hardware
- 1080 Common Network Elements - Database Services - IMS Hardware
- 109* Available
- 1001 Common Network Elements – Other – Local Tandem
- 1002 Common Network Elements – Other – Access Tandem
- 1003 Common Network Elements – Other – TOPS
- 1004 Common Network Elements – Other – 800 Database
- 1005 Common Network Elements – Other – SS7

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- 1006 Common Network Elements – Other – NCC
- 1007 Common Network Elements – Other – Line Load Control
- 1008 Available
- 1009 Available
- 1000 Common Network Elements – Other – Other
- 1211 CPE Maint Contract - Loaner Set Provided or Set Sold
- 1212 CPE Maint Contract – Set/Equipment Trouble InLine Only
- 1213 CPE Maint Contract - Non Standard IW (Customer Repair)
- 1214 CPE Maint Contract - CPIW/CPE Jack
- 1215 CPE Maint Contract - Non Standard CPIW (Telco Repaired)
- 1216 CPE Maint Contract - Arkansas Only – Set or ROH for OWM Cust.
- 1217 CPE Maint Contract - No Access – Field or Mtce. Center Use
- 1218 CPE Maint Contract - Damage Caused By Nature/Acts of God
- 1219 CPE Maint Contract - InLine Plus Drop Shipment
- 1210 CPE Maint Contract - Cord
- 1221 CPE Other – Radio Suppressor
- 1222 CPE Other – Set/Equipment
- 1223 CPE Other – CPE (IW/CPE) – No Dispatch
- 1224 CPE Other – CPE (IW/CPE) - Dispatch
- 1225 CPE Other – PC Hardware/Software
- 1226 CPE Other – Cordless Telephone Set Sold
- 1227 Available
- 1228 CPE Other – Multi-Line Telephone Set Sold
- 1229 CPE Other – Cable Not TELCO maintained
- 1220 CPE –Other – Receiver Off Hook
- 1230 Available
- 1231 IC services – no trouble in TELCO
- 1232 Available
- 1233 No WireWorx, no NI, Trouble in CPE, No MSC
- 1234 Available
- 1235 No WireWorx - MSC Applies
- 1236 WireWorx, End User Repair - MSC Applies (line not covered)
- 1237 WireWorx, TELCO Repair - MSC & TSC Apply (line not covered)
- 1238 WireWorx, TELCO Repair - No TSC (line covered) - MSC Applies if CPE Trbl
- 1239 WireWorx, Refer to LSP - Nonstandard Wire - LSP to Issue Serv. Ord (line covered)
- 1241 Contract Work – Contract I/M Services - CPE
- 1242 Contract Work – Contract I/M Services - Wire
- 1243 Contract Work – Cable – Customer Owned/Provided – Service Agreement - Repair
- 1244 Contract Work – Cable – Customer Owned/Provided – No Service Agreement - Repair
- 1245 Contract Work – Cable – Customer Owned/Provided – Service Agreement - Locate
- 1246 Contract Work – Cable – Customer Owned/Provided – No Service Agreement - Locate
- 1247 Available
- 1248 Available
- 1249 Available
- 1240 Contract Work – Service Agreement – Non-cable
- 1251 CPE - Customer Premises Cabling - Referred to Vendor
- 1252 CPE - Customer Premises Cabling - Complex Customer

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- 1253 CPE - Customer Premises Cabling - Simple Wire Customer
- 1254 CPE - Customer Premises Cabling - LAN Software
- 1255 CPE - Customer Premises Cabling - Complex Media
- 1256 CPE - Customer Premises Cabling - BDS/LAN
- 1257 Available
- 1258 Available
- 1259 Available
- 1250 Available
- 1261 CPE - TSW/Isolation - No Mtce. Contract - Inside Wire Telco Repair
- 1262 CPE - TSW/Isolation - No Mtce. Contract - Inside Wire-SNI not Available - Customer Repair
- 1263 CPE - TSW/Isolation - No Mtce. Contract – Inside Wire – SNI Available –Customer Repair
- 1264 CPE - TSW/Isolation - No Mtce. Contract - No Authorization
- 1265 CPE - TSW/Isolation - No Mtce. Contract - Military Facility
- 1266 CPE - TSW/Isolation - No Mtce. Contract – CPE/CPW No Access– No SNI
- 1267 CPE - TSW/Isolation - No Mtce. Contract – CPE/CPW No Access - SNI
- 1268 CPE - TSW/Isolation - No Mtce. Contract - Warranty
- 1269 CPE - TSW/Isolation - No Mtce. Contract – Mounting Cord Replacement
- 1260 CPE - TSW/Isolation - No Mtce. Contract – Arkansas Only – Complex Bus.
- 1271 Non-Customer Initiated Trouble – Predictor/SCAN/ALIT
- 1272 Available
- 1273 Available
- 1274 Available
- 1275 Non-Customer Initiated Trouble - Wire Check Toll Fraud by Field and Found OK
- 1276 Non-Customer Initiated Trouble – Wire Check Toll Fraud by CO and Found OK
- 1277 Available
- 1278 Available
- 1279 Available
- 1270 Available
- 1281 CSB Admin only – Front End Close Out - TOK
- 1282 CSB Admin only – Third Party Report - TOK
- 1283 CSB Admin only – Refer to Long Distance Vendor
- 1284 CSB Admin only – 2nd or more Request for Loaner
- 1285 CSB Admin only – CSB Reserve
- 1286 Available
- 1287 Available
- 1288 Available
- 1289 Available
- 1280 Available
- 1291 Miscellaneous - Billing Error Corrections/Additional Increments
- 1292 Miscellaneous - PIC Verify
- 1293 Miscellaneous – SPORT Center – ILEC caused in ILEC CO
- 1294 Miscellaneous – SPORT Center – ILEC caused in ILEC Outside Plant
- 1295 Miscellaneous – SPORT Center – ILEC caused LNP trouble
- 1296 Miscellaneous – SPORT Center – Service Order due date missed by ILEC
- 1297 Available
- 1298 Available
- 1299 Available

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- 1290 Available
- 1201 CPE - Other - Voice Messaging Service – Customer Instructed
- 1202 CPE - Other – Voice Messaging Service – Customer Owned
- 1203 CPE - Other – DSE – Hardware Problem
- 1204 CPE - Other – DSE – System Programming
- 1205 CPE - Other – Refer to Direct TV / USSB
- 1206 CPE - Other – Refer to Vendor
- 1207 CPE - Other – Unauthorized CPE/CPW – Usage Tariff Violation
- 1208 CPE - Other – Home Security – Hardware Trouble
- 1209 CPE - Other – Home Security – Programming Trouble
- 1200 CPE - Other – Wire / Jacks
- 1301 Requests For Directories
- 1302 Temporary Dual Service Arrangements
- 1303 Employee Commendations
- 1304 CVAS Disconnect or Hang Up
- 1305 Information Furnished By Another Dept.
- 1306 Requests For Location Of TELCO Plant
- 1307 Requests To Raise, Lower, Or Move Wires
- 1308 Line Unassigned, Suspended, Or Disconnected
- 1309 Feature Problem For Which Cust Is Not Paying
- 1310 Verify Busy
- 1311 Wires Down or Poles Broken
- 1312 Trouble Report on Special Circuit
- 1313 Incorrect Or Incomplete Records
- 1314 Connection Of Ground To Electrical Power Ground
- 1315 Wide Area Telephone Service (WATS) or Toll Special Service
- 1316 Serv Ord Activity Rec'd Prior to Midnight of Due Date
- 1317 Trbl on 2nd # Where Both #'S Were Given, But Trbl on 2ND Only
- 1318 Available
- 1319 Available
- 1320 Request from Business Office
- 1321 Customer Unable to Reach Business Office
- 1322 Request from Vendors to do Testing
- 1323 Changes in Network Structures, i.e., 10-Digit Dialing
- 1324 Miscellaneous, Request for Nearest Payment Agency, Freedom Phone Repairs, etc.
- 1325 Available
- 1326 Available
- 1327 CLEC requests information available thru Electronic Interfaces
- 1328 CLEC report generated in error
- 1329 Resold to UNE-Loop & Port Combo conversion order error caused by CLEC generating Service Order on wrong customer addresse
- 1330 Available
- 1331 LNP Premature Disconnect - FDT with loop
(For tracking puposes only - Not performance measure impacting)
- 1332 LNP Premature Disconnect - FDT without loop
(For tracking puposes only - Not performance measure impacting)

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- 1333 LNP Premature Disconnect - CHC with loop
(For tracking puposes only - Not performance measure impacting)
- 1334 LNP Premature Disconnect - CHC without loop
(For tracking puposes only - Not performance measure impacting)
- 1335 Cust Req Serv Guarantee Disp Out - No Serv Guarantee Granted by Tech
- 1336 Cust Req Serv Guarantee Disp Out - Serv Guarantee Granted by Tech
- 1337 Available
- 1338 Available
- 1339 Available
- 1340 Front End Close for Call Notes
- 1341 Available
- 1342 Available
- 1343 Available
- 1344 Available
- 1345 Available
- 1346 Available
- 1347 Available
- 1348 Available
- 1349 Available
- 1356 CLEC request line conditioning (removal of load coils, excessive bridge tap, &/or repeaters) after ordering yellow zone (YZP) DSL loop via PSD ordering process. **The "non-conditioning required" DSL service order must be complete. (Billing applies on per element conditioned basis)
- 135* Available
- 136* Available
- 1374 Refer End User or Trouble Proven to Data Service Provider
- 1375 CLEC request for Conditioning or additional Conditioning on xDSL
- 137* Available
- 1380 Available
- 1381 Available
- 1382 Available
- 1383 Available
- 1384 Available
- 1385 Available
- 1386 Available
- 1387 Available
- 1388 Available
- 1389 Available
- 139* Available
- 14** Available
- 15** Available
- 16** Public Services Set (S N E T)

Appendix D Trouble Type Codes and Descriptions

Trouble Code	Trouble Description	Action
100	noDialToneGroup	Report Trouble
101	noDialTone	Report Trouble
102	slowDialTone	Report Trouble
103	circuitDead	Report Trouble
200	canNotCallOutGroup	Report Trouble
201	canNotCallOut	Report Trouble
203	canNotBreakDialTone	Report Trouble
204	dialToneAfterDialing	Report Trouble
205	highAndDry	Report Trouble
206	canNotRaise	Report Trouble
207	allAccessBusy	Report Trouble
208	canNotCallOut2	Report Trouble
209	canNotCallLongDistance	Report Trouble
210	canNotCallOverseasR	Report Trouble
211	speedCall	Report Trouble
212	cannotCall911	Report Trouble
213	cannotCall700	Report Trouble
214	cannotCall800_888	Report Trouble
215	cannotCall900	Report Trouble
216	cannotCallDA	Report Trouble
217	cannotCallIntra_LataToll	Report Trouble
300	canNotBeCalledGroup	Report Trouble
301	canNotBeCalled	Report Trouble
302	canNotBeCalledBusy	Report Trouble
303	doNotGetCalled	Report Trouble
304	canNotTripRing	Report Trouble
305	falseRing	Report Trouble

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Trouble Administration User Guide

306	doNotAnswer	Report Trouble
307	reachRecording	Report Trouble
308	canNotRaiseAStation	Report Trouble
309	canNotRaiseADrop	Report Trouble
310	canNotRaiseACircuitLocation	Report Trouble
311	ringNoAnswer	Report Trouble
312	reorder	Report Trouble
313	alwaysBusy	Report Trouble
314	bellDoesNotRing	Report Trouble
315	bellDoesNotRing2	Report Trouble
316	bellRingsCanNotAnswer	Report Trouble
317	bellRingsAfterAnswer	Report Trouble
318	noRingNoAnswer	Report Trouble
319	otherRingTrouble	Report Trouble
320	receivesCallsForWrongNumber	Report Trouble
321	recordingOnLine	Report Trouble
322	ringsThenGoesBusy	Report Trouble
400	canNotBeHeardGroup	Report Trouble
401	canNotBeHeard	Report Trouble
402	canNotHear	Report Trouble
403	fading	Report Trouble
404	distant	Report Trouble
500	reachesWrongNumberGroup	Report Trouble
501	wrongNumber	Report Trouble
502	wrongPSAPNumber	Report Trouble
600	circuitOperationGroup	Report Trouble
601	open	Report Trouble
602	falseDisconnect	Report Trouble
603	grounded	Report Trouble
604	canNotBeSignalled	Report Trouble

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605	canNotSignal	Report Trouble
606	permanentSignal	Report Trouble
607	improperSupervision	Report Trouble
608	supervision	Report Trouble
609	canNotMeet	Report Trouble
610	canNotReleaseCircuit	Report Trouble
611	hungUp	Report Trouble
612	noWinkStart	Report Trouble
613	noSF	Report Trouble
614	lowSF	Report Trouble
615	noContinuity	Report Trouble
616	cutCable	Report Trouble
617	openToDEMARC	Report Trouble
618	noRingGenerator	Report Trouble
619	badERL	Report Trouble
620	echo	Report Trouble
621	hollow	Report Trouble
622	circuitDead	Report Trouble
623	circuitDown	Report Trouble
624	failingCircuit	Report Trouble
625	noSignal	Report Trouble
626	seizureOnCircuit	Report Trouble
627	lossEPSCSorSwitchedServices	Report Trouble
628	monitorCircuit	Request Testing
629	newServiceNotWorking	Report Trouble
630	openEPSCSorSwitchedServices	Report Trouble
631	otherVoiceDescribeAdditInfo	Report Trouble
632	trunkBlockedFarend	Report Trouble
633	badBalance	Report Trouble
634	highRateIncompleteIncoming	Report Trouble

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Trouble Administration User Guide

635	outgoingFailureAfterWink	Report Trouble
700	cutOffsGroup	Report Trouble
701	cutsOff	Report Trouble
800	noiseProblemGroup	Report Trouble
801	intermittentNoise	Report Trouble
802	noisy	Report Trouble
803	foreignNoise	Report Trouble
804	clipping	Report Trouble
805	crossTalk	Report Trouble
806	staticOnLine	Report Trouble
807	groundHum	Report Trouble
808	hearsOtherOnLine	Report Trouble
809	humOnLine	Report Trouble
810	clicking	Report Trouble
811	noiseEPSCSorSwitchedServices	Report Trouble
900	levelTroublesGroup	Report Trouble
901	lowLevels	Report Trouble
902	highLevels	Report Trouble
903	longLevels	Report Trouble
904	hotLevels	Report Trouble
905	highEndRollOff	Report Trouble
906	lowEndRollOff	Report Trouble
907	needsEqualized	Report Trouble
908	lineLoss	Report Trouble
909	doesNotPassFreqResponse	Report Trouble
910	levelsOutOfLimits	Report Trouble
1000	miscellaneousTroubleGroup	Report Trouble
1001	hiCapDown	Report Trouble
1002	carrierDown	Report Trouble
1003	biPolarViolations	Report Trouble

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1004	frameErrorsHiCap	Report Trouble
1005	outOfFrame	Report Trouble
1006	lossOfSync	Report Trouble
1007	frameSlips	Report Trouble
1008	noLoopback	Report Trouble
1009	canNotLoopbackDEMARC	Report Trouble
1010	recordingOnCircuit	Report Trouble
1011	linesNeedTagging	Report Trouble
1012	outwatsRingingIn	Report Trouble
1013	remoteAccess	Report Trouble
1014	other	Report Trouble
1015	alarm	Report Trouble
1016	multipleShortDurationHit	Report Trouble
1017	frameErrors	Report Trouble
1018	facilityAlarm	Report Trouble
1019	softwareGroupAlarm	Report Trouble
1020	dChannelDown	Report Trouble
1021	degradationOfT1_5	Report Trouble
1022	networkFailure	Report Trouble
1023	noPSAPIInfo	Report Trouble
1100	memoryServiceProblemGroup	Report Trouble
1101	pICTrouble	Report Trouble
1102	callTransferProblem	Report Trouble
1103	callWaitingProblem	Report Trouble
1104	customCallFeature	Report Trouble
1105	threeWayCalling	Report Trouble
1106	callTraceNotWorking	Report Trouble
1107	callTraceBlockNotWorking	Report Trouble
1108	repeatDialNotWorking	Report Trouble
1109	repeatDialBlockNotWorking	Report Trouble

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Trouble Administration User Guide

1110	callReturnNotWorking	Report Trouble
1111	callReturnBlockNotWorking	Report Trouble
1112	callerIdentificationNotWork	Report Trouble
1113	callBlockingNotWorking	Report Trouble
1114	voiceMessagingServiceProblem	Report Trouble
1115	callForwardingNotWorking	Report Trouble
1116	callForwardingBusyLineNotWorking	Report Trouble
1117	callForwardingNoAnswerNotWorking	Report Trouble
1118	huntingNotWorking	Report Trouble
1119	selectiveCallForwardingNotWorking	Report Trouble
1120	cannotSetupUniqueRingID	Report Trouble
1121	callerIDBlockNotWorkingPerLine	Report Trouble
1122	callerIDBlockNotWorkingPerCall	Report Trouble
1123	cannotRemoveBlockingOnASingleCall	Report Trouble
1124	remoteCallForwarding	Report Trouble
1125	commonBlockCentrexProblems	Report Trouble
1126	incorrectCallerID	Report Trouble
1200	dataTroubleGroup	Report Trouble
1201	canNotReceiveData	Report Trouble
1202	canNotSendData	Report Trouble
1203	canNotTransmitCanNotReceive	Report Trouble
1204	noReceive	Report Trouble
1205	noResponse	Report Trouble
1206	delay	Report Trouble
1207	impulseNoise	Report Trouble
1208	phaseJitter	Report Trouble
1209	harmonicDistortion	Report Trouble

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1210	highDistortion	Report Trouble
1211	noDataLoopback	Report Trouble
1212	noCarrier	Report Trouble
1213	notPolling	Report Trouble
1214	dataFramingErrors	Report Trouble
1215	dropOuts	Report Trouble
1216	hits	Report Trouble
1217	noAnswerBack	Report Trouble
1218	streamer	Report Trouble
1219	outOfSpecification	Report Trouble
1220	canNotRunToCSU	Report Trouble
1221	canNotTunToOSU	Report Trouble
1222	deadDataCurcuit	Report Trouble
1223	circuitInLoopback	Report Trouble
1224	errors	Report Trouble
1225	garbledData	Report Trouble
1226	invalidData	Report Trouble
1227	crossModulation	Report Trouble
1228	slowResponse	Report Trouble
1229	otherDataDescribeAdditInfo	Report Trouble
1230	gettingAllOnes	Report Trouble
1231	slip	Report Trouble
1300	stationTroubleGroup	Report Trouble
1301	voiceEquipment	Report Trouble
1302	dataEquipment	Report Trouble
1303	videoEquipment	Report Trouble
1304	otherEquipment	Report Trouble
1305	stationWiring	Report Trouble
1400	physicalTroubleGroup	Report Trouble
1401	lightBurnedOut	Report Trouble

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Trouble Administration User Guide

1402	dataset	Report Trouble
1403	ttySet	Report Trouble
1404	highSpeedPrinter	Report Trouble
1405	aNI	Report Trouble
1406	aLI	Report Trouble
1407	canNotActivatePC	Report Trouble
1408	modem	Report Trouble
1409	cathodeRayTube	Report Trouble
1410	looseJack	Report Trouble
1411	offHook	Report Trouble
1412	physicalProblem	Report Trouble
1413	processerDead	Report Trouble
1414	wiringProblem	Report Trouble
1415	wireBrokeSetBrokePoleDown	Report Trouble
1416	noRegister	Report Trouble
1417	stuckSender	Report Trouble
1418	otherStationTrouble	Report Trouble
1500	otherCaseGroup	Report Trouble
1501	callTransferProblem	Report Trouble
1502	callWaitingProblem	Report Trouble
1503	customCallFeatureDoNotWork	Report Trouble
1504	information	Provide Info
1505	threeWayCallingProblem	Report Trouble
1506	orderWork	Report Trouble
1507	releaseCktRequestedByIC	Release Circuit
1508	releaseCktRequestedByEC	Release Circuit
1509	releaseFacilityRequestedByIC	Release Circuit
1510	releaseFacilityRequestedByEC	Release Circuit
1511	requestForRoutine	Report Trouble
1512	release	Release Circuit

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1513	requestDispatch	Report Trouble
1514	requestMonitorOfCircuit	Report Trouble
1515	routineTestFailure	Report Trouble
1516	lostTimerReport	Report Trouble
1517	historicalReports	Report Trouble
1518	switchOrTrunkRelated	Report Trouble
1519	requestTestAssist	Request Testing
1520	analogTestLine	Report Trouble
1521	digitalTestLine	Report Trouble
1522	manualInterventionRequested	Report Trouble
1600	recovery	Provide Info
1601	recoveryReport	Provide Info
1700	switchedNetworkProblemGroup	Report Trouble
1701	aNITimeOut	Report Trouble
1702	extraDigit	Report Trouble
1703	extraPulse	Report Trouble
1704	falseKeyPulse	Report Trouble
1705	misplacedStartPulse	Report Trouble
1706	mutatedDigit	Report Trouble
1707	noKeyPulse	Report Trouble
1708	partialDialTimeout	Report Trouble
1709	signalNetworkFailureIncoming	Report Trouble
1710	stationGrpDesignatiDigitFail	Report Trouble
1711	aNIProblem	Report Trouble
1712	OSPSEqualAccessSignaling	Report Trouble
1713	missingANI	Report Trouble
1714	vacantCodeAnnouncement	Report Trouble
1715	invalidDigit	Report Trouble
1716	highandWet	Report Trouble
1800	payPhoneProblemsGroup	Report Trouble

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1801	noCoinReturn	Report Trouble
1802	coinStuck	Report Trouble
1803	cannotDepositCoin	Report Trouble
1804	coinsFallThrough	Report Trouble
1805	coinsDoNotRegister	Report Trouble
1806	payPhoneDamage	Report Trouble
9998	undefinedType	Undefined
9999	genericWFA	Report Trouble

Appendix E Trouble Type Codes and Descriptions

Trouble Code	Trouble Description	Action
100	noDialToneGroup	Report Trouble
101	noDialTone	Report Trouble
102	slowDialTone	Report Trouble
103	circuitDead	Report Trouble
200	canNotCallOutGroup	Report Trouble
201	canNotCallOut	Report Trouble
203	canNotBreakDialTone	Report Trouble
204	dialToneAfterDialing	Report Trouble
205	highAndDry	Report Trouble
206	canNotRaise	Report Trouble
207	allAccessBusy	Report Trouble
208	canNotCallOut2	Report Trouble
209	canNotCallLongDistance	Report Trouble
210	canNotCallOverseasR	Report Trouble
211	speedCall	Report Trouble
212	cannotCall911	Report Trouble
213	cannotCall700	Report Trouble
214	cannotCall800_888	Report Trouble
215	cannotCall900	Report Trouble
216	cannotCallDA	Report Trouble
217	cannotCallIntra_LataToll	Report Trouble
300	canNotBeCalledGroup	Report Trouble
301	canNotBeCalled	Report Trouble
302	canNotBeCalledBusy	Report Trouble
303	doNotGetCalled	Report Trouble
304	canNotTripRing	Report Trouble
305	falseRing	Report Trouble
306	doNotAnswer	Report Trouble

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307	reachRecording	Report Trouble
308	canNotRaiseAStation	Report Trouble
309	canNotRaiseADrop	Report Trouble
310	canNotRaiseACircuitLocation	Report Trouble
311	ringNoAnswer	Report Trouble
312	reorder	Report Trouble
313	alwaysBusy	Report Trouble
314	bellDoesNotRing	Report Trouble
315	bellDoesNotRing2	Report Trouble
316	bellRingsCanNotAnswer	Report Trouble
317	bellRingsAfterAnswer	Report Trouble
318	noRingNoAnswer	Report Trouble
319	otherRingTrouble	Report Trouble
320	receivesCallsForWrongNumber	Report Trouble
321	recordingOnLine	Report Trouble
322	ringsThenGoesBusy	Report Trouble
400	canNotBeHeardGroup	Report Trouble
401	canNotBeHeard	Report Trouble
402	canNotHear	Report Trouble
403	fading	Report Trouble
404	distant	Report Trouble
500	reachesWrongNumberGroup	Report Trouble
501	wrongNumber	Report Trouble
502	wrongPSAPNumber	Report Trouble
600	circuitOperationGroup	Report Trouble
601	open	Report Trouble
602	falseDisconnect	Report Trouble
603	grounded	Report Trouble
604	canNotBeSignalled	Report Trouble
605	canNotSignal	Report Trouble
606	permanentSignal	Report Trouble
607	improperSupervision	Report Trouble
608	supervision	Report Trouble
609	canNotMeet	Report Trouble
610	canNotReleaseCircuit	Report Trouble
611	hungUp	Report Trouble
612	noWinkStart	Report Trouble
613	noSF	Report Trouble
614	lowSF	Report Trouble
615	noContinuity	Report Trouble
616	cutCable	Report Trouble
617	openToDEMARC	Report Trouble
618	noRingGenerator	Report Trouble
619	badERL	Report Trouble
620	echo	Report Trouble
621	hollow	Report Trouble
622	circuitDead	Report Trouble

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623	circuitDown	Report Trouble
624	failingCircuit	Report Trouble
625	noSignal	Report Trouble
626	seizureOnCircuit	Report Trouble
627	lossEPSCSorSwitchedServices	Report Trouble
628	monitorCircuit	Request Testing
629	newServiceNotWorking	Report Trouble
630	openEPSCSorSwitchedServices	Report Trouble
631	otherVoiceDescribeAdditInfo	Report Trouble
632	trunkBlockedFarend	Report Trouble
633	badBalance	Report Trouble
634	highRateIncompleteIncoming	Report Trouble
635	outgoingFailureAfterWink	Report Trouble
700	cutOffsGroup	Report Trouble
701	cutsOff	Report Trouble
800	noiseProblemGroup	Report Trouble
801	intermittentNoise	Report Trouble
802	noisy	Report Trouble
803	foreignNoise	Report Trouble
804	clipping	Report Trouble
805	crossTalk	Report Trouble
806	staticOnLine	Report Trouble
807	groundHum	Report Trouble
808	hearsOtherOnLine	Report Trouble
809	humOnLine	Report Trouble
810	clicking	Report Trouble
811	noiseEPSCSorSwitchedServices	Report Trouble
900	levelTroublesGroup	Report Trouble
901	lowLevels	Report Trouble
902	highLevels	Report Trouble
903	longLevels	Report Trouble
904	hotLevels	Report Trouble
905	highEndRollOff	Report Trouble
906	lowEndRollOff	Report Trouble
907	needsEqualized	Report Trouble
908	lineLoss	Report Trouble
909	doesNotPassFreqResponse	Report Trouble
910	levelsOutOfLimits	Report Trouble
1000	miscellaneousTroubleGroup	Report Trouble
1001	hiCapDown	Report Trouble
1002	carrierDown	Report Trouble
1003	biPolarViolations	Report Trouble
1004	frameErrorsHiCap	Report Trouble
1005	outOfFrame	Report Trouble
1006	lossOfSync	Report Trouble
1007	frameSlips	Report Trouble
1008	noLoopback	Report Trouble

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1009	canNotLoopbackDEMARC	Report Trouble
1010	recordingOnCircuit	Report Trouble
1011	linesNeedTagging	Report Trouble
1012	outwatsRingingIn	Report Trouble
1013	remoteAccess	Report Trouble
1014	other	Report Trouble
1015	alarm	Report Trouble
1016	multipleShortDurationHit	Report Trouble
1017	frameErrors	Report Trouble
1018	facilityAlarm	Report Trouble
1019	softwareGroupAlarm	Report Trouble
1020	dChannelDown	Report Trouble
1021	degradationOfT1_5	Report Trouble
1022	networkFailure	Report Trouble
1023	noPSAPInfo	Report Trouble
1100	memoryServiceProblemGroup	Report Trouble
1101	pICTrouble	Report Trouble
1102	callTransferProblem	Report Trouble
1103	callWaitingProblem	Report Trouble
1104	customCallFeature	Report Trouble
1105	threeWayCalling	Report Trouble
1106	callTraceNotWorking	Report Trouble
1107	callTraceBlockNotWorking	Report Trouble
1108	repeatDialNotWorking	Report Trouble
1109	repeatDialBlockNotWorking	Report Trouble
1110	callReturnNotWorking	Report Trouble
1111	callReturnBlockNotWorking	Report Trouble
1112	callerIdentificationNotWork	Report Trouble
1113	callBlockingNotWorking	Report Trouble
1114	voiceMessagingServiceProblem	Report Trouble
1115	callForwardingNotWorking	Report Trouble
1116	callForwardingBusyLineNotWorking	Report Trouble
1117	callForwardingNoAnswerNotWorking	Report Trouble
1118	huntingNotWorking	Report Trouble
1119	selectiveCallForwardingNotWorking	Report Trouble
1120	cannotSetupUniqueRingID	Report Trouble
1121	callerIDBlockNotWorkingPerLine	Report Trouble
1122	callerIDBlockNotWorkingPerCall	Report Trouble
1123	cannotRemoveBlockingOnASingleCall	Report Trouble
1124	remoteCallForwarding	Report Trouble
1125	commonBlockCentrexProblems	Report Trouble
1126	incorrectCallerID	Report Trouble
1200	dataTroubleGroup	Report Trouble
1201	canNotReceiveData	Report Trouble
1202	canNotSendData	Report Trouble
1203	canNotTransmitCanNotReceive	Report Trouble
1204	noReceive	Report Trouble

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Trouble Administration User Guide

1205	noResponse	Report Trouble
1206	delay	Report Trouble
1207	impulseNoise	Report Trouble
1208	phaseJitter	Report Trouble
1209	harmonicDistortion	Report Trouble
1210	highDistortion	Report Trouble
1211	noDataLoopback	Report Trouble
1212	noCarrier	Report Trouble
1213	notPolling	Report Trouble
1214	dataFramingErrors	Report Trouble
1215	dropOuts	Report Trouble
1216	hits	Report Trouble
1217	noAnswerBack	Report Trouble
1218	streamer	Report Trouble
1219	outOfSpecification	Report Trouble
1220	canNotRunToCSU	Report Trouble
1221	canNotTunToOSU	Report Trouble
1222	deadDataCurcuit	Report Trouble
1223	circuitInLoopback	Report Trouble
1224	errors	Report Trouble
1225	garbledData	Report Trouble
1226	invalidData	Report Trouble
1227	crossModulation	Report Trouble
1228	slowResponse	Report Trouble
1229	otherDataDescribeAdditInfo	Report Trouble
1230	gettingAllOnes	Report Trouble
1231	slip	Report Trouble
1300	stationTroubleGroup	Report Trouble
1301	voiceEquipment	Report Trouble
1302	dataEquipment	Report Trouble
1303	videoEquipment	Report Trouble
1304	otherEquipment	Report Trouble
1305	stationWiring	Report Trouble
1400	physicalTroubleGroup	Report Trouble
1401	lightBurnedOut	Report Trouble
1402	dataset	Report Trouble
1403	ttySet	Report Trouble
1404	highSpeedPrinter	Report Trouble
1405	aNI	Report Trouble
1406	aLI	Report Trouble
1407	canNotActivatePC	Report Trouble
1408	modem	Report Trouble
1409	cathodeRayTube	Report Trouble
1410	looseJack	Report Trouble
1411	offHook	Report Trouble
1412	physicalProblem	Report Trouble
1413	processerDead	Report Trouble

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1414	wiringProblem	Report Trouble
1415	wireBrokeSetBrokePoleDown	Report Trouble
1416	noRegister	Report Trouble
1417	stuckSender	Report Trouble
1418	otherStationTrouble	Report Trouble
1500	otherCaseGroup	Report Trouble
1501	callTransferProblem	Report Trouble
1502	callWaitingProblem	Report Trouble
1503	customCallFeatureDoNotWork	Report Trouble
1504	information	Provide Info
1505	threeWayCallingProblem	Report Trouble
1506	orderWork	Report Trouble
1507	releaseCktRequestedByIC	Release Circuit
1508	releaseCktRequestedByEC	Release Circuit
1509	releaseFacilityRequestedByIC	Release Circuit
1510	releaseFacilityRequestedByEC	Release Circuit
1511	requestForRoutine	Report Trouble
1512	release	Release Circuit
1513	requestDispatch	Report Trouble
1514	requestMonitorOfCircuit	Report Trouble
1515	routineTestFailure	Report Trouble
1516	lostTimerReport	Report Trouble
1517	historicalReports	Report Trouble
1518	switchOrTrunkRelated	Report Trouble
1519	requestTestAssist	Request Testing
1520	analogTestLine	Report Trouble
1521	digitalTestLine	Report Trouble
1522	manualInterventionRequested	Report Trouble
1600	recovery	Provide Info
1601	recoveryReport	Provide Info
1700	switchedNetworkProblemGroup	Report Trouble
1701	aNITimeOut	Report Trouble
1702	extraDigit	Report Trouble
1703	extraPulse	Report Trouble
1704	falseKeyPulse	Report Trouble
1705	misplacedStartPulse	Report Trouble
1706	mutatedDigit	Report Trouble
1707	noKeyPulse	Report Trouble
1708	partialDialTimeout	Report Trouble
1709	signalNetworkFailureIncoming	Report Trouble
1710	stationGrpDesignatiDigitFail	Report Trouble
1711	aNIProblem	Report Trouble
1712	OSPSEqualAccessSignaling	Report Trouble
1713	missingANI	Report Trouble
1714	vacantCodeAnnouncement	Report Trouble
1715	invalidDigit	Report Trouble
1716	highandWet	Report Trouble

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1800	payPhoneProblemsGroup	Report Trouble
1801	noCoinReturn	Report Trouble
1802	coinStuck	Report Trouble
1803	cannotDepositCoin	Report Trouble
1804	coinsFallThrough	Report Trouble
1805	coinsDoNotRegister	Report Trouble
1806	payPhoneDamage	Report Trouble
9998	undefinedType	Undefined
9999	genericWFA	Report Trouble

Appendix F Circuit ID Status Descriptions

AP	Analyze - Available for Pickup
APP	Analyze - Automatic Process Pending - This trouble report is on the available work list for the automated test system to test the service and report back to the SWB/PB/NB test center
AT	Analyze - Pending Test Request - For POTS, indicates that a MLT test has been requested
ATC	Analyze - Test Request Completed - For POTS, indicates that the MLT test has been completed
ATX	Testing Expired - For POTS, indicates that the MLT test request timer has expired and the trouble report is available for the test center technician to check status on the test request
CAN	Report Is Canceled - The trouble report has been canceled and no activity is being performed on the circuit.
CLD	Report Is Closed - The trouble report has been closed out by the SWB/PB/NB test center, and service has been restored
D	Disconnected
DM	Delayed Maintenance - The trouble report has been placed in delayed maintenance stating that the repair process has been delayed. This should be at the concurrence of the customer
GRP	Grouped - This trouble report has been grouped with other trouble reports due to a common failure that is affecting all of the trouble reports. (i.e., cable cut)
HCC	Retesting Service
HCX	Dispatched To C.O. - The central office hand off timer has expired. The trouble report is available for the test center technician to check the status of the hand off to the facility organization.
HDC	Dispatched To C.O. .: The SWB/PB/NB test center has determined that a technician in the Central Office is needed to work on the trouble. The trouble report has been handed off to the Central Office
HDCF	Dispatched In - Deferred - The SWB/PB/NB central office has deferred working on this trouble report at this time.
HDCJ	Dispatched In - Jeopardy The trouble report has been placed in Jeopardy by the central office and the repair cannot be completed at this time.
HDCL	Dispatched In - Craft Loaded - The trouble report was handed off the central office and a technician is currently working on the trouble report.
HDCP	Dispatched In - Pending Load - The trouble report was handed off to the central office and is waiting to be loaded to a central office technician.
HDCR	Dispatched In - Referred to WFA/DI Location The trouble report was handed off to a central office who has referred the trouble report to another central office to work on repairing the trouble.
HDCV	Dispatched In - Management Review - The trouble report was handed off to a central office and the technician has referred the trouble to a management person for review.
HDD	Dispatched Out - The trouble report was handed off to the SWB/PB/NB outside repair organization in order to get a repairman dispatched to work on the facilities serving the customer location, the Network Channel Terminating Equipment at the customer

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	premise. This includes all SWB/PB/NB equipment up to and including the Network Interface
HDDA	Dispatched Out – Pre-assigned - The trouble report was handed off to the SWB/PB/NB outside repair organization and has been placed on a technician’s worklist but the technician has not begun to work on the trouble report as of this time
HDDJ	Dispatched Out - Jeopardy - The trouble report was handed off to the SWB/PB/NB outside repair organization and has been placed in jeopardy by the technician indicating that repairs cannot be completed at this time
HDDL	Dispatched Out - Craft Loaded - The trouble report was handed off to the SWB/PB/NB outside repair organization and a technician is currently working on repairing the trouble
HDDP	Dispatched Out - Pending Load - The trouble report was handed off to the SWB/PB/NB outside repair organization and is waiting to be placed on the worklist of an outside repairman
HDDS	Dispatched Out - Pending Price/Logging - The trouble report was handed off to the SWB/PB/NB outside repair organization and is waiting to be priced out (estimate of time required to repair)
HDF	Dispatched Out - Facility - The trouble report was handed off to the SWB/PB/NB outside repair organization in order to get a repairman dispatched to work on the facilities serving the customer location. The Network Channel Terminating Equipment at the customer premise. This includes all SWB/PB/NB equipment up to and including the Network interface.
HDX	Dispatched Out - The outside repair organization hand-off timer has expired. The trouble report is available for the test center technician to check the status of the outside repair handoff
HFX	Dispatched To Cable - The facility organization hand off timer has expired. The trouble report is available for the test center technician to check the status of the and off to the facility organization.
HI	Historic
HLD	Report On Hold - The trouble report has been place don hold by the SWB/PB/NB test center and repair efforts have stopped at this time.
IE	Report In Effect
IP	Analyze - Craft Loaded - This trouble report is currently being worked on by a technician in the SWB/PB/NB test center.
NA	No Access - The trouble report has been placed in no access. This should be at the concurrence of the customer. If premise access is needed and is not available or additional information is needed from the customer who is not available, the trouble report may be placed in no access. If the customer is not available to verify that repairs have been completed, the trouble report can be placed in no access awaiting a call back from the customer.
NAP	Analyze - Not Available for Pickup -
NM	Service ID Not Found -
P	Report is Pending.
PP	Analyze - Pending Craft - This trouble report is on the available work list in the SWB/PB/NB test center and will be worked on when personnel are available.
REF	Referred Out - The trouble report has been referred to another telephone company or to another SWB/PB/NB test center to initiate repairs.

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RFX	Referred Out - The hand-off to another telephone company or another SWB/PB/NB test center timer has expired. The trouble report is available for the test center technician to check the status of the hand off to the other organization.
RPV	Repair Verified.
RPVF	Verify - Dispatch Facility - Work on the trouble report has been completed by the outside facility repair technician and the trouble is on the available work list in the SWB/PB/NB test center. The test center technician needs to verify that the repairs are complete and then contact the customer to close out the trouble report.
RPVI	Verify - Dispatch In - Work on this trouble report has been completed by the central office technician and the trouble report is on the available work list in the SWB/PB/NB test center. The test center technician needs to verify that the repairs are complete and then contact the customer to close out the trouble report.
RPVO	Verify - Dispatch Out - Work on the trouble report has been completed by the outside repair technician and the trouble report is on the available work list in the SWB/PB/NB test center. The test center technician needs to verify that the repairs are complete and then contact the customer to close out the trouble report.
RPVR	Verify - Referred - Work on the trouble report has been completed by the other telephone company or SWB/PB/NB test center that the trouble report was referred to and the trouble report is on the available work list in the SWB/PB/NB test center. The test center technician needs to verify that the repairs are complete and then contact the customer to close out the trouble report.
RST	Service is Restored-The repairs have been completed and the customer has been advised that the service was fixed.
RSTN	Restored Customer Not Advised - The repairs have been completed but the customer was not available to advise that the service was fixed.
VTK	Verify - Test OK –

Appendix G Circuit ID Log Functions

CAN	Canceled
CCL	Dispatched In
CLD	Closed
CUS	Remark for customer to see
DME	Delayed Maintenance End
DMS	Delayed Maintenance Start
HDF	Dispatch out-facility
NAE	No Access End
NAS	No Access Start
RST	Restored Cust Advised
SDD	Dispatched Out