

**SWITCHED SERVICES NETWORKS
USING CENTRAL OFFICE SWITCHING MACHINES
GENERAL PROCEDURES AND RESPONSIBILITIES
TROUBLE TICKET FORM E-5120**

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1. GENERAL

1.01 This section describes the *Switched Services Report Ticket, Form E-5120* which is designed to be used for recording information regarding Customer and Attendant Reports and other activities concerning Switched Services Networks. This form provides the basic information needed to properly analyze trouble reports at the Switched Services Bureaus, Switched Services Report Centers and the Network Control Offices.

1.02 Definitions of terms used in this section are explained in Section 310-200-000.

2. DESCRIPTION OF FORM E-5120

2.01 Form E-5120 is printed on white paper stock and is six inches from top to bottom and 3-1/2 inches wide. A facsimile of the face of this ticket is shown in Fig. 1. The reverse side of the ticket is ruled for use as a log to indicate the action taken.

2.02 Blocks numbered 1 to 62 at the top of the ticket contain the information to be transmitted to the Network Control Office for analysis purposes. The information in the blocks on the rest of the ticket is used for recording essential data while handling the trouble report.

3. INITIATING A SWITCHED SERVICES REPORT TICKET

3.01 A Switched Services Report Ticket is initiated at a *Switched Services Bureau* or *Switched Services Report Center* for:

- (a) Each *customer* or *attendant report* from a served location. This report may be received directly or relayed through a Telephone Company employee.
- (b) A *subsequent report* from a *customer* or *attendant* concerning a previous report.
- (c) Each *Referred In* trouble case received from another Switched Services Bureau or Switched Services Report Center.
- (d) Each *Employee Report*.
- (e) Reports from the *Network Control Office* detected as a result of pattern analysis.
- (f) Each report from the *Crossbar machine maintenance group* indicating a facility trouble. These reports are the result of trouble recorder cards, APTT results, stuck senders, etc.
- (g) Any other situations which, in the judgment of the employees at the Switched Services Bureau or Switched Services Report Center, make a record desirable. Such cases may be scheduled releases for tests, circuit layout work, etc.

4. TICKET ENTRIES

4.01 A ticket prepared in a particular situation will include only those entries which are applicable. Additional information in connection with details of trouble found and the chronological record of the investigation of trouble or other action taken may be entered on the back

of the ticket. Supplemental Ticket Form E-4221, should be used for recording supplemental information, if more space is required.

4.02 Fig. 1 has been provided as a ready reference to indicate the information that should be recorded on Form E-5120. The following paragraphs explain the entries in greater detail.

4.03 *Serial Number* — The number assigned to the report. It is essential that all tickets be serially numbered and accounted for to lessen the possibility of misplaced or lost tickets.

4.04 *Customer Name and Location* — May be used for the customer's name or other customer identification. The city and state of the location could also be entered.

4.05 *Reported By* — Identify the reporting offices or customer by station, name, initials, etc. The Trouble Reported space may be used to record any additional information if the Reported By space is not adequate.

4.06 *Reporting Location* — This is the three-digit number of the SSN office preparing the report. The numbers are listed for each SSN office in Section 310-200-007, Table 2. The number assigned to one SSN office will also be used by its dependent SSRs.

4.07 *Network Number* — The network number will allow the results for each network to be separated for the Switched Services Network Results Measurement Plan. These numbers are listed in Section 310-200-007, Table 1.

4.08 *Month and Day* — Use 01 for January, 10 for October, etc. and 01 for the first day, 10 for the tenth day, etc.

4.09 *Time* — Time report was received. For reports relayed to a Switched Services Bureau or Switched Services Report Center enter time report was initiated by a customer or attendant if this information is available. The entry should be based on a 24-hour clock using local time. One P.M. would be entered as 1300.

4.10 *Type Report* — Use first block for the Originating Code and last two blocks for the Type of Report Code. Section 310-200-003 lists the codes to be used.

4.11 *Calling Number or Access Line Number* —

Fourteen blocks, numbered 15 through 28 have been provided for either a calling number or Access Line number entry. Since these blocks have a dual use, it is necessary to use a steering digit in block number 15. A zero (0) in block 15 indicates a network calling number entry and a one (1) indicates an Access Line number entry. ***An Access Line number should be entered only when a trouble definitely locates to an Access Line.*** Blocks 16 through 28 are provided to accommodate up to a thirteen character Access Line number or ***all*** the digits of the calling number.

In order to meet the requirements of data processing, it is essential that the information entered in blocks 16 through 28 always be uniform. The basic rule is to copy the number so that the last character appears in the right hand block, number 28. Therefore, a seven-digit number would be entered in blocks 22 through 28. An example of a ticket entry is shown in Section 310-200-005.

4.12 *Digits Dialed or Trunk Number*—A steering digit is used in block 29 to indicate a digits dialed or Trunk Number entry using the format outlined in Paragraph 4.10. ***A Trunk Number should be entered only when a trouble has been definitely located to a trunk.*** The same rules shown in Paragraph 4.11 apply to the entries in blocks 30 through 42.

4.13 *Trouble Responsibility* — This is an SSN office number (see Par. 4.06). It is the number of the SSN office:

- (1) Where the trouble locates.
- (2) That serves the PBX complex in trouble.
- (3) Which controls the Access Lines or Trunks in trouble. Should the trouble locate in the noncontrol office of a trunk, that SSN office number should be used.
- (4) That prepares the report on a Test OK disposition case.

4.14 *Disposition* — Section 310-200-003 lists the codes to be used.

4.15 *Outage Time* — Blocks 48 and 49 should be used for the hour and blocks 50 and 51 should be used for the minutes. Nine minutes would be entered as 0009.

- 4.16 Line Location** — Blocks 52-54 should be used for the Line Link Frame Number, blocks 55 and 56 for the Vertical Group, block 57 for the Horizontal Group and block 58 for the Vertical File.
- 4.17 Study Code** — The use of these codes will be specified by the Network Control Office as required. Codes 0001-9999 will be used.
- 4.18 Received By** — Enter the initials of the person receiving the report.
- 4.19 Trouble Reported** — Enter the specific trouble reported by the customer, attendant or another plant office. If the ticket covers a release, give the reason. In addition, whenever it is established with the customer that the trouble condition started at an earlier clock time than the time the customer or attendant initiated the report, the time the trouble condition started should be indicated to determine "Lost Service" if required for customer credit.
- 4.20 Referred To, Date, Time** — Enter time, date and details of office and tester to whom trouble was referred for clearance.
- 4.21 Restored To Customer, Date, Time** — Use for initial customer or attendant reports. Enter time and date satisfactory service was restored to customer and customer's identification.
- 4.22 Turned Up To, Date, Time** — Enter time and date control office was notified trouble was cleared.
- 4.23 History Card Entry** — Record trouble actually observed on initial test and location of trouble. Use format required for history card entry per Section 310-200-004.
- 4.24 Location Affected, From, To** — Indicate location affected and clock times for credit information on the "Lost Service Report."
- 4.25 History** — Initials of person who posts history cards, Form E-5122 or E-5123.
- 4.26 Lost Service** — Enter the initials of the person who prepares the "Lost Service Report."
- 4.27 Spaces 1 through 4** — These spaces may be used as specified locally to record the initials of the person who posts the local analysis forms and stroke records.
- 5. ORDERING INFORMATION FOR FORMS**
- 5.01** Form E-5120 is provided in package units of 100 forms.
- 5.02** Orders should be placed in multiples of 100 forms worded as follows:
(Quantity) Form E-5120

SECTION 310-200-002

Enter Network identifying number.
(See Par. 4.07)

Enter number of SSN office serving reporting location.
(See Par. 4.06)

Enter serial number assigned to this report.
(See Par. 4.03)

Identify the reporting office or customer by station, name, initials, etc.
(See Par. 4.05)

Enter report classification number.
(See Par. 4.10)

Enter digits dialed or trunk number.
(See Par. 4.12)

Enter trouble disposition number.
(See Par. 4.14)

Record outage time in hours and minutes.
(See Par. 4.15)

Enter time, date and details of office and tester to whom trouble was referred for clearance.
(See Par. 4.20)

Record trouble actually observed on initial test and location of trouble. Use format required for history card entry.
(See Par. 4.23)

Indicate locations affected and clock times for credit information.
(See Par. 4.24)

Initials of person who posts history card on summaries.
(See Par. 4.25)

Use for customer's name and location, city and state.
(See Par. 4.04)

Enter time and date report was received.
(See Par. 4.08, 4.09)

Enter calling number or access line number.
(See Par. 4.11)

Enter number of the SSN office serving the trouble location.
(See Par. 4.13)

Use to be specified by N.C.O. Assign codes 0001-9999.
(See Par. 4.17)

Enter initials of the person receiving the report.
(See Par. 4.18)

Enter the Crossbar line location if applicable.
(See Par. 4.16)

Record information reported by customer or other office.
(See Par. 4.19)

For initial customer report, enter time and date satisfactory service was restored to customer and customer's identification.
(See Par. 4.21)

Enter time and date control office was notified trouble cleared.
(See Par. 4.22)

Initials of person who prepares "Lost Service Report."
(See Par. 4.26)

Initials of person who posts summaries.
(See Par. 4.27)

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|-------------------------------|--------------|-------------------------------|-----|---------------|------|-------------------|--|
| BSP 310-200-002 | | SWITCHED SERVICE REPORT | | | | E-5120 (11-63) | |
| SERIAL NO. | | CUSTOMER NAME AND LOCATION | | | | | |
| REPORTED BY | REPT. LOC. | NET # | MO. | DAY | TIME | | |
| TYPE REPT | | CALLING NUMBER OR ACCESS LINE | | | | TBL RESP | |
| 12 | 14 | 15 | 20 | 25 | 30 | 35 | |
| DIGITS DIALED OR TRUNK NUMBER | | STUDY CODE | | | | REC. BY | |
| 40 | 42 | 43 | 44 | 45 | 46 | 47 | |
| TROUBLE REPORTED | | OUTAGE TIME | | LINE LOCATION | | STUDY CODE | |
| Referred To | | Date | | Time | | M | |
| Restored To Cust. | | Date | | Time | | M | |
| Turned Up To | | Date | | Time | | M | |
| HISTORY CARD ENTRY | | | | | | | |
| Use Back For Additional Log | | | | | | | |
| Location Affected | | From | | To | | M | |
| Hist. | Lost Service | 1 | 2 | 3 | 4 | M | |

Fig. 1 - Form E-5120, Arrangement of Switched Services Network Report Ticket