

**CUSTOMER TROUBLE REPORT ANALYSIS PLAN**  
**CUSTOMER SERVICE QUALITY INDICATORS**  
**MC SIRBAN**

**1. GENERAL**

**1.01** This is one of a group of sections on the Customer Trouble Report Analysis Plan (CTRAP). It discusses eleven customer service quality indicators that are regularly developed and recorded, as customer trouble reports are handled in the Plant Service Center (PSC).

**1.02** This section of the practice has been re-issued to include additions and changes. Since these additions and changes are many, arrows have been omitted.

**1.03** These indicators, usually expressed in percentages, reflect the quality of the repair job performed. They are intended as administrative and analysis tools only.

**2. MISCELLANEOUS**

**2.01** Eleven Miscellaneous items appear on the trouble report ticket. They are:

Missed Appointment  
Work Comment  
Appointment Comment  
Subsequent Report  
"I" Report (Report following installation)  
"R" Report (Repeated report)  
Dispatched  
Received After 5 P.M.  
Out of Service  
Carried Over  
No Access

**3. DEFINITIONS**

**3.01 Missed Appointment**

A missed appointment in CTRAP is counted each time the clearing time on a customer trouble report ticket is later than the appointment time. A change of appointment time for Company reasons to a time later than originally

given to the customer shall be considered a missed appointment.

**3.02 Work Comment**

These are adverse comments the customer volunteers about telephone service that are over and above his description of the trouble at hand. Plant work comments originate because of sub-standard performance of equipment that Plant is responsible for maintaining, and they usually relate to repeated troubles or workman-caused trouble. Work Comments are discussed in detail in the Customer Trouble Report Analysis Plan section on the Exchange Maintenance Service Results Plan.

**3.03 Appointment Comment**

Appointment Comments are any expressions of possible customer dissatisfaction with appointment arrangements and/or their execution. Appointment Comments are discussed in detail in the Customer Trouble Report Analysis Plan section on the Exchange Maintenance Service Results Plan.

**3.04 Subsequent Report**

A subsequent report is any customer trouble report received prior to the time an initial or first customer trouble report on a service has been cleared and the customer advised. Do not identify a subsequent trouble report as an "I" report "R" report, No Access, or Dispatched.

**3.05 "I" Report (Report following installation)**

Identify a customer trouble report as an "I" report when there has been installation activity on a line, trunk, station, or related equipment within the current or previous report month. *Do not* identify a customer trouble report as an "I" report if a customer trouble report has been received on this line, trunk, station, or related equipment subsequent to the installation activity.

**3.06 "R" Report (Repeated report)**

Identify a customer trouble report as an "R" report when there has been a previous customer trouble report on a line, trunk, station, or related equipment within the current or previous report month. **Do not** identify a customer trouble report as an "R" report if there has been installation activity on this line, trunk, station, or related equipment subsequent to the previous customer trouble report.

**3.07 Dispatched**

Identify a customer trouble report as Dispatched when given to the outside forces to clear the trouble. When two or more trouble reports caused by the same trouble are given to one man or crew, identify Dispatched on only one ticket for the group affected.

**3.08 Received After 5 P.M.**

Identify a customer trouble report as Received After 5 P.M. when the time in the Time Received block is after 5 P.M. and before 12 Midnight.

**3.09 Out of Service**

Identify a customer trouble report as Out of Service when it is determined by test or by the nature of the trouble found that:

- (1) A station cannot be used either to make or receive calls.
- (2) A central office or PBX line cannot be used either to make or receive calls at any or all stations or appearances on a switchboard, key equipment, or wiring plan.
- (3) There is a complete failure of the basic signaling device associated with a line or station.
- (4) Any coin slot of a coin telephone is not usable.

**3.10 Carried Over**

Identify a customer trouble report as Carried Over when the customer trouble report is not cleared by 12 midnight of the same day it is received. Customer trouble reports that are appointed for a day different from the day received, for customer reasons or Company reasons, are identified as Carried Over.

**3.11 No Access**

Identify a customer trouble report as No Access whenever we are unable to obtain access to a customer's premises. **Do not** identify a customer trouble report as No Access if it is identified as Subsequent.

**4. MC SIRBAN**

**4.01** The eleven Miscellaneous items are used singly and in combination to form MC SIRBAN. MC SIRBAN is an acronym — a word coined from the first letters of words. They are:

- Missed Appointment
- Comment-Work-Appointment
- Subsequent Report
- "I" Report (Report following installation)
- "R" Report (Repeated report)
- O.O.S. — Received *Before* 5 P.M. — Carried Over
- O.O.S. — Received *After* 5 P.M. — Carried Over
- No Access

**4.02** All items in MC SIRBAN but two are single items discussed in Paragraph 3.01 through 3.11. Two items are a combination of more than one item. They are:

- (1) **O.O.S. — Received Before 5 P.M. — Carried Over**

These are customer trouble reports identified as:

- (1) Out of Service
- (2) Received Before 5 P.M. (*Not* identified as Received After 5 P.M.)
- (3) Carried Over

- (2) **O.O.S. — Received After 5 P.M. — Carried Over**

These are customer trouble reports identified as:

- (1) Out of Service
- (2) Received After 5 P.M.
- (3) Carried Over

**4.03** Each of the items discussed in this section usually reflects customer dissatisfaction with the kind of service we are giving him and results in an unnecessary and costly trouble report. Every effort should be made to keep these reports to a minimum.