

CUSTOMER TROUBLE REPORT ANALYSIS PLAN
TROUBLE REPORTS - TYPE, DISPOSITION, AND CAUSE

1. GENERAL

- 1.001 This Addendum supplements Section 660-100-013.
- 1.002 This Addendum is reissued to delete information which was provided in Issue G of this Addendum. This information is now contained in the main section.
- 1.003 This Addendum provides Form SW-6738 (Exhibit 1) for use with the Mechanized Customer Trouble Report Analysis Plan. Form SW-6738 is used by the deskman and the repair clerk in determining the proper coding for entering information on the Customer Trouble Report Ticket, Form SW-6911.
- 1.004 Form SW-6738 contains the same coding information as listed on A.T.&T. Form E-4736B. However, some codes are broken down into 2 or 3 digit codes for more detailed analysis.
- 1.005 Form SW-6738 is a 10-3/4" x 4-3/4" form and may be ordered on a stationery requisition in the normal manner. Form SW-6738A is a miniaturized (3" x 6") form laminated in plastic and is available for ordering in the same manner as Form SW-6738.

EXHIBIT 1

FORM SW-6738

B.S.P. 600-100-013 FORM SW-6738 (REV. 1-74)

CLASSIFICATIONS, CODES AND DEFINITIONS FOR THE MECHANIZED HANDLING OF TROUBLE REPORTS

CLASSES OF SERVICE		CATEGORIES OF CUSTOMER REPORTS
02 OutWATS	10 Rural	1 Customer - Direct
03 InWATS	11 Joint Service	2 Customer - Relayed
04 Residence	12 Mobile	3 Customer - Received for Another Center
05 Business	13 Unclassified	4 Employee
06 PBX	14 Spec. Svc. Telegraph	5 Referred In
07 Centrex	15 Spec. Svc. Telephone	6 Customer - Excluded
08 Coin - Public	16 Video	7 L.I.T.
09 Coin - Semi-Public	17 Data Priv. Line	
	18 Data Switched	

TYPES OF REPORTS		
GROUP	SUB.GRP.	TROUBLE REPORTED
ORIGINATING CALL	1 CC - NDT CAN'T CALL - NO DIAL TONE	1 CC NDT (Can't Call - No Dial Tone)
		2 DCLR (Double Conn - Lift Receiver)
		3 CRO (Can't Raise Operator)
		4 SDT (Slow Dial Tone)
		5 PSA (Perm Sig Announcement)
		6
		7
		8
		9 Other
ORIGINATING CALL	2 CC - OTH CAN'T CALL - OTHER	1 CBDT (Can't Break Dial Tone)
		2 DTAD (Dial Tone After Dialing)
		3 DCWD (Double Conn While Dialing)
		4 NAR (No Audible Ringing)
		5 GWN (Gets Wrong Number)
		6 CC NDT (PBX Sto)
		7 DA (Don't Answer)
		8 GB - FB (Gets Busy - False Busy)
		9 Other
ORIG. OR TERM. CALL	3 TRAN - NOISE TRANSMISSION NOISE	1 CH (Can't Hear)
		2 CBH (Can't Be Heard)
		3 NSY (Noisy)
		4 DTWT (Dial Tone While Tlk.)
		5 X - Talk (Cross Talk)
		6 COL (Clicking On Line)
		7 CO (Cuts off - Cuts Out)
		8 GC (Garbled Copy)
		9 Other
TERMINATING CALL	4 CBC CAN'T BE CALLED	1 BDR (Bell Doesn't Ring)
		2 DGC (Doesn't Get Calls)
		3 GBI (Gets Busy on Incoming)
		4 BRCA (Bell Rings - Can't Answer)
		5 BRNA (Bell Rings - No Answer)
		6 CTR (Can't Trip Ringing)
		7 BRAA (Bell Rings After Answer)
		8 BI (Bell Interference)
		9 Other
MEM SVCS FAIL. MEMORY SERVICES FAILURE	5	1 SPD CLG (Speed Calling)
		2 CTR (Call Transfer)
		3 3W CLG (3 Way Calling)
		4 CW (Call Waiting)
		5 DP (Dial Pickup)
		6 DH (Dial Hold)
		7 COB (Comp-On Busy)
		8
		9 Other
DATA FAIL. DATA FAILURE	6	1 CBDT (Can't Break Dial Tone)
		2 GWN (Gets Wrong Number)
		3 BDR (Bell Don't Ring)
		4 STA DISC (Station Disconnects)
		5 RBC (Receives Bad Copy)
		6 CSD (Can't Send Data)
		7 CRD (Can't Receive Data)
		8 CH - CBH (Can't Hear, Can't Be Heard)
		9 Other
PHY - COND PHYSICAL CONDITION	7	1 APP (Appearance)
		2 WE (Worn Equipment)
		3 DE (Damaged Equipment)
		4 LE (Loose Equipment)
		5 ME (Missing Equipment)
		6 OOA (Out of Adjustment)
		7 LO Res (Lites Out Residence)
		8 LO Bus (Lites Out Business)
		9 Other
MISC. MISCELLANEOUS	8	1 CFR (Circuit Fails to Restore)
		2 CFWN (Called for Wrong No.)
		3 BRWD (Bell Rings While Dialing)
		4 TB (Tone Bell)
		5 C (Coin)
		6 MSE (Misc. Station Equip.)
		7 PBX (Priv. Br. Exch. Swbd.)
		8 TTY (Teletypewriter Machine)
9 Other		

Front

DISPOSITION CODES & SUBCODES

01 STATION SET 0 Teletypewriter Machine 1 Transmitter Unit 2 Receiver Unit 3 Ringer 4 Dial 5 Cord 6 Key and Lamp 7 Internal Circuit 8 Mounting, Housing Case, Handle & Caps 9 Other	05 CENTRAL OFFICE 0 Acc Line Outside SPSC Area 1 Frame 2 Line Circuit 3 Common Equipment 4 Repeater (Voice) 5 Concentrator 6 Carrier 9 Other
02 OTHER STATION EQUIPMENT 0 Data Sets 1 Auxiliary Signaling Equipment 2 Key Telephone Units 3 Key Cabinet or Turret 4 Supplementary Station Equipment 5 Switchboard 6 Inside Wiring Equipment 7 Booth 8 Coin Apparatus 9 Other	06 CUSTOMER ACTION 0 Receiver Off Hook 1 Cust. Act. - Telco Equip.
03 STATION WIRING 0 Drop 1 Block Wire 2 Protector 3 Inside Wire 4 Inside Wiring Cable 5 Ground Wire 9 Other	07 TEST OK 08 FOUND OK - IN 09 FOUND OK - OUT 0 Out 1 In and Out
04 OUTSIDE PLANT 0 Acc Line Outside SPSC Area 1 Cable 2 Cable Terminal 3 Line Wire 4 Multiple Line Wire 5 Protector 6 Concentrator 7 Carrier 9 Other	10 REFERRED - OUT 0 Other Plant Service Centers 1 DDD or DSB Bureau 2 Other Bureau, Including Contractors & Other Utilities 3 Joint 4 Traffic
	11 PROTECTIVE CONNECTING ARRANGEMENT 12 C.P.E. AUTHORIZED 13 C.P.E. UNAUTHORIZED

Back