CUSTOMER TROUBLE REPORT ANALYSIS PLAN
TROUBLE REPORTS — CLASSIFICATION CODES AND DEFINITIONS
FOR THE HANDLING AND ANALYSIS OF TROUBLE REPORTS
FORMS E-4736 AND E-4736A

1. GENERAL

1.01 This section is one of a group of sections on the Customer Trouble Report Analysis Plan (CTRAP). It covers the classification codes and definitions used in the handling, summarizing, and analysis of trouble report data. Procedures vary somewhat for Plant Service Centers (PSCs) that are on *manual reporting,* as opposed to those that are on *mechanized reporting.* But, the information needed for analysis and follow-up remains constant.

1.02 This section has been reissued to include additions and changes. Since this is a general revision, arrows normally used to indicate changes have been omitted.

1.03 Information required for handling, summarizing, and analyzing trouble report data is discussed in this section. The codes and definitions for these data apply to both *manual* and *mechanized* reporting.

Manual Reporting

1.04 The codes and definitions for handling trouble reports in PSCs that are on manual reporting of trouble are shown on Form E-4736, Fig. 1 and 2.

Mechanized Reporting

1.05 The codes and definitions for handling trouble reports in PSCs that are on mechanized reporting of trouble are shown on Form E-4736A, Fig. 3 and 4.

2. TYPES OF REPORTS — CODES AND DEFINITIONS

2.01 Eight codes are provided for types of reports. The codes and definitions are:

Code 1 — *CAN'T CALL — NO DIAL TONE*

The customer does not hear central office dial tone and is unable to originate a call or, in manual offices, is unable to get the operator. Includes reports of slow dial tone.

Code 2 — *CAN'T CALL — OTHER*

Hears central office dial tone but cannot originate or complete a call or cannot call on circuits that do not furnish dial tone. Reports of Can't Call, No Dial Tone, Can't Raise the Operator, etc. from PBX stations or stations associated with local intercommunication systems are included in this category.

Code 3 — *TRANSMISSION — NOISE*

Reports poor transmission or noise. Includes reports of can't hear, can't be heard, distortion, garbled copy, cutoffs, momentary interruptions and noise.

Code 4 — *CAN'T BE CALLED*

Reports where the customer has trouble receiving calls.

Code 5 — *MEMORY SERVICES FAILURE*

Reports trouble with customer calling services features on ESS, i.e., Speed Calling, Call Transfer, Three-way Calling, Call Waiting, and Preset Call Transfer. Includes camp-on conferencing and other memory features provided in other automatic switching systems.

Code 6 — *DATA FAILURE*

Reports can't send data or can't receive data. This includes reports on automatic call unit failures.

Code 7 — *PHYSICAL CONDITION*

Reports worn, damaged, loose, or missing equipment, etc.

Code 8 — *MISCELLANEOUS*

Any type trouble report not included in other codes such as light out in HCK, booths, etc.

3. DISPOSITION OF REPORTS — CODES AND DEFINITIONS

3.01 Codes are provided for the disposition of troubles. The codes and definitions are:

Code 1 — *STATION SET*

All troubles in the station set used for any class of service. It includes teletypewriter station sets, call directors, station sets associated with speakerphones, PICTUREPHONES, PBXs or order turrets, and mobile telephones. The subset of the two-piece telephone set is considered a part of the station set. Includes instructions given to customers about bell adjustment on sets so equipped and how to control the night light in Princess sets, whether given by a testman or a repairman.

Code 2 — *OTHER STATION EQUIPMENT*

All troubles in station equipment other than the station set, such as data sets, BELLBOY receiver units, auxiliary signaling equipment, key telephone units, key cabinets or turrets, supplementary station equipment, switchboards, switching equipment, booths, and coin apparatus.

Code 3 — *STATION WIRING*

All troubles in drop and block wire, station protectors, inside wire, inside wiring cable used in lieu of inside wire, and ground wires.

Code 4 — *OUTSIDE PLANT*

All troubles in cable, cable terminals, amplifiers, line wire, load coils and their protection; concentrators, carrier equipment, base and coast stations in General Mobile Service, and BELL BOY Personal Signaling Service located in places other than central offices.

Code 5 — *CENTRAL OFFICE*

All troubles in local central office equipment. Includes troubles in central office equipment permanently associated with customer lines, equipment common to customer lines, and line concentrator equipment located in central offices. Failure to remove make-busy cords, a customer line from equipment that is made busy, a customer line from a test circuit, etc., are classified as CENTRAL OFFICE — Code 5.

Code 6 — *CUSTOMER ACTION*

All troubles caused by customer error affecting Company-owned or customer-owned equipment and attachments such as improper dialing, improper operation of local equipment, calling party hold, night connections made incorrectly, AC power plug removed or circuit breaker turned off, etc. Troubles caused by breakage or damage of plant or equipment should be coded to the item of plant that is affected.

Code 7 — *TEST OK*

Trouble reports are closed as TEST OK when the trouble-causing condition cannot be determined, the test *does not* indicate trouble, and the report is not referred to the central office or outside forces for further investigation. Includes central office and concentrator overload conditions.

Code 8 — *FOUND OK — IN*

Trouble reports referred to the central office forces are closed as Found OK when the trouble-causing condition cannot be determined, the test *does not* indicate trouble, and the trouble report was not dispatched to outside forces.

Code 9 — *FOUND OK — OUT*

Trouble reports dispatched to outside forces are closed as FOUND OK when the trouble-causing condition cannot be determined and

the test *does not* indicate trouble. Includes trouble reports referred to central office forces before dispatching.

Code 0 — *REFERRED — OUT*

Trouble reports referred to other PSCs, departments, or agencies for further handling. When the trouble-causing condition is the responsibility of a toll office, crossbar tandem office, Connecting Company, or other Plant Service Center, *do not* close the trouble report until the trouble has been corrected, the information has been recorded on the trouble ticket by the PSC receiving the trouble report, and the customer has been advised.

4. TROUBLE REPORTS — FOUND TROUBLES

4.01 A trouble report is classified as a found trouble, Codes 1 through 6, when the faulty item of Bell Telephone Company or customer-owned plant or equipment is located and corrected. If the trouble-causing condition is not found but the nature of the trouble *reported or test* indicates the area where the trouble occurred that caused the report, classify the trouble report as a found trouble to that item. Trouble reports that are coded as Referred — Out — Code 0 are not classified as found troubles in the PSC receiving the report.

Substantial Evidence as to Cause

4.02 Do not close a trouble report as Test OK or Found OK if there is substantial evidence indicating the faulty item that caused the report, except as in 5.02. Examples are cases caused by work being done in cables, switchboard multiples in dial offices, or by blown fuses. *Close the report to the item of plant where the trouble was corrected.*

4.03 If a voltmeter test indicates the probable cause of a trouble report, do not close it as a Test OK or Found OK even if the trouble disappears. Classify the trouble report to the trouble or condition indicated by the test, except as in 5.02. Trouble reports caused by a re-

ceiver off-hook, disconnect failure, night connections at a PBX made incorrectly, lockup conditions, coin ground, equipment off normal, or calling party hold should be closed as a found trouble.

Changes Made for Precaution

4.04 Apparatus, equipment, conductors, or cross connections changed for precaution because of a trouble report are classified as found troubles when there is reasonable assurance that the item changed caused the trouble report. This also applies to minor adjustments to meet standards, the tightening of connections, or the burnishing of contacts.

Temporary Repairs

4.05 A trouble report is closed when a temporary repair is made. However, the repair must not leave a service-affecting condition. For example, a grounded line condition is not corrected when restored to service by a reversing shoe, but — a reversed party line condition can be corrected by a reversing shoe, if the reversed line was the only trouble.

Two or More Defects Found On One Report

4.06 Show only one disposition code for each trouble report, even though more than one defect is found. The trouble is classified to the defect which seems to have most seriously affected service or was most likely to have caused the trouble report. If there is a failure of several plant items, the trouble is classified to that part of the outside or station plant nearest the central office. For example, if the cable, drop, and station equipment are all destroyed, the resulting trouble report is classified as cable trouble. But — if a failure of several plant items is brought about by a power "cross", the trouble is charged to that portion of the plant in which the "cross" occurred.

Troubles Cleared By Customers

4.07 Classify troubles cleared by customers in the same manner as if cleared by Plant workmen (do not classify as Dispatched). For example: the customer replaces a receiver off-hook or reinserts the transformer plug for a dial night light into an electric outlet.

4.08 Classify trouble reports disposed of by mailing equipment to customers as if cleared by Plant workmen (do not classify as Dispatched). For example: dial night lamp, shoulder rest, etc.

Customer Error

4.09 Classify trouble reports caused by customer errors as Code 6 — Customer Action. Typical causes of these reports are keys thrown to wrong position, improper use of test key at TWX stations, faulty dialing, forcing the dial, attempts to dial from a coin telephone with five cents when the basic rate is ten cents, AC power plug removed in error, etc.

Authorized and Unauthorized Attachments

4.10 Classify troubles caused by unauthorized attachments as Code 6—Customer Action. Troubles on authorized customer-owned equipment, such as mobile telephones with customers using our land station facilities, would be classified as Code 6 — Customer Action.

4.11 Trouble reports caused by incorrect or incomplete Traffic records are classified as Referred-Out. An example would be when an intercepting operator has given out an incorrect telephone number.

Interoffice Trunk and Central Office Switching Facilities

4.12 When a trouble report is received from a customer and the trouble locates in an interoffice trunk or switching facility within a PSC, classify the trouble report to that item of plant where the trouble was corrected. When the trouble locates in the interoffice trunk or switching facilities of another PSC area, classify the trouble report as Referred-Out — Code 0, and close *only* when the trouble has been cleared.

Toll Switching Plan

4.13 When a trouble condition in the toll switching plan is the cause of a trouble report on a customer line, refer the trouble to the DSB, DDD Service Bureau, toll or crossbar tandem office responsible for the handling of the report. Classify the trouble report and close it as Code 0 — Referred-Out.

Loose or Defective Connections and Broken Wires

4.14 Classify defective connections involving soldered connections, loose screws, nuts, binding posts, broken terminals or lugs, to the apparatus of which they are a part. For example, classify:

(a) A defective connection at a ringer due to a broken lug as a Station Set, Disposition Code 1.

(b) A loose connection between a drop wire and a cable terminal binding post as Outside Plant, Disposition Code 4.

(c) A high resistance connection between an inside wire and a binding post on a station protector as a Station Wiring, Disposition Code 3.

Reversals

4.15 When the item of plant responsible for the reversal of tip and ring conductors can be determined, classify the trouble to that item. When the cause cannot be determined, classify the trouble to the item of plant on which the connection is made.

Inductive Interference

4.16 Classify troubles resulting from inductive interference to the item of plant which corrects the trouble. For example, if the noise on a customer line is cleared by substituting a high impedance ringer, classify it as a Station Set, Disposition Code 1. Classify it as Outside Plant Disposition Code 4, if the trouble is cleared by transposing aerial wire.

4.17 Trouble reports caused by inductive interference that clear up when irregularities in electric or power circuits are corrected, are classified to the item of plant most likely to have picked up the interference.

4.18 Non-out-of-service trouble reports caused by inductive interference which cannot be cleared by local maintenance forces are closed only when they have been cleared by other forces to whom they have been referred for disposition. Classify the reports to the plant item most likely to have picked up the interference.

Interruption of Commercial Power

4.19 If a trouble report is caused by the *failure* of commercial power, close it as a found trouble. Classify the report to the plant equipment affected by the failure.

5. TROUBLE REPORTS — TEST OK AND FOUND OK

5.01 A trouble report is classified as "Test OK" or "Found OK" when, after test or investigation, the faulty item of plant or equipment cannot be determined, and the test does not indicate a trouble condition.

5.02 Trouble reports due to central office or concentrator overload conditions (other than those caused by equipment failures or outside plant conditions) and including reports due to use of Line Load Control, shall be closed as Test OK.

5.03 Customer trouble reports resulting from change in the tone or volume of dial tone supply or change in audible ringing signal (emergency ringing machines, new dial tone, etc) shall be classified as customer trouble reports and closed as Test OK.

5.04 Trouble reports may be tested OK by Plant workmen at attended PBXs or unattended dial central office locations. Close such reports as Test OK, when disposed of without visits to the lines or stations, or without working on the PBX or central office equipment involved. *Do not* classify as Dispatched.

Conditions Found Do Not Account for Report

5.05 *If, upon investigation of a trouble report, defects are found which did not cause the report, close the report as Found OK.*

6. CAUSE OF REPORTS — CODES AND DEFINITIONS

6.01 Six codes are provided for trouble reports by cause. *Cause codes shall be used on all trouble reports.* Cause Code 6 — Unknown — shall be used when there is no substantial evidence to justify using one of Cause Codes 1 through 5. The codes and definitions are:

Code 1 — *MAN MADE — TELEPHONE EMPLOYEE*

Trouble was caused by a Bell Telephone Company employee or overlooked by an employee on a previous report such as pair reversed, loose connection, full money box, missing heat coil, etc. Includes those cases where the cause was clear, but the employee cannot be identified.

Code 2 — *MAN MADE — OTHER*

Trouble was caused by other than Bell Telephone Company employees — intentionally or unintentionally. Includes troubles caused by Western Electric employees.

Code 3 — *PLANT OR EQUIPMENT*

Trouble was caused by the overload, failure or breakdown of plant or equipment — independent of any direct human action, i.e., dirt, wear, corrosion, equipment out of adjustment, etc.

Code 4 — *WEATHER*

Trouble was caused by weather conditions. Classify as Weather — Code 4 only when weather is the primary cause. Wet cables due to sheath crack would be classified as Plant or Equipment — Code 3.

Code 5 — *OTHER*

Covers cases not included in codes 1 thru 4 such as fire, rodents, insects, etc.

Code 6 — *UNKNOWN*

Covers cases where it is impossible to determine the cause of a trouble or trouble report. A found trouble should not be coded Unknown.

7. CLEARING TIME — HOURS — DEFINITIONS AND CODES

7.01 On a trouble report, clearing time in terms of hours is defined as the amount of time that has elapsed on a trouble report from the time it was received until the time it was

cleared. Codes have been assigned to the clearing time segments for Plant Service Centers that are on mechanized trouble. reporting. The same codes can be used by PSCs on manual procedures when this information is needed. The codes are as follows:

> Code 1 — Under 1/2 Hour
>
> Code 2 — 1/2 to Under 1 Hour
>
> Code 3 — 1 to Under 2 Hours
>
> Code 4 — 2 to Under 4 Hours
>
> Code 5 — 4 to Under 8 Hours
>
> Code 6 — 8 to Under 12 Hours
>
> Code 7 — 12 to Under 24 Hours
>
> Code 8 — 24 Hours or Over

8. **ORDERING INFORMATION**

8.01 Forms E-4736 are provided in packages of 25 forms to a package.

8.02 The forms should be ordered in multiples of the package units, as follows:

(Quantity) Pkgs.   Form E-( )

8.03 Forms E-4736A are provided in packages of 25 forms to a package.

8.04 The forms should be ordered in multiples of the package units, as follows:

(Quantity) Pkgs.   Form E-( )

FORM E-4736 (9-65 REV)

CLASSIFICATION CODES AND DEFINITIONS
FOR THE
MANUAL HANDLING OF TROUBLE REPORTS

CODE		TYPES OF REPORTS
Originating Call	1 CC – NDT CAN'T CALL NO DIAL TONE	Does not hear Central Office Dial Tone, Can't Raise the Operator, or receives Slow Dial Tone.
Originating Call	2 CC – OTH CAN'T CALL OTHER	Hears Central Office Dial Tone but Cannot Originate or Complete a Call. Includes reports of Cannot Call on circuits that do not furnish dial tone.
Originating or Terminating Call	3 TRAN-NOISE TRANSMISSION NOISE	Reports Poor Transmission, Noise, or Interference.
Terminating Call	4 CBC CAN'T BE CALLED	Reports Can't Be Called, e.g., Bell Doesn't Ring, Bell Rings and Can't Answer, Bell Rings No Answer, Bell Rings After Answer, Bell Rings and Can't Trip Ring, Called For Wrong Number, or Gets Busy Incoming.
5 MEM SVCS FAIL. MEMORY SERVICES FAILURE		Reports trouble with Customer Calling Services features, such as Speed Calling, Call Transfer, Three-way Calling, Call Waiting, Dial Pickup, Dial Hold, or Camp-On Busy of an Automatic Switching System
6 DATA FAIL. DATA FAILURE		Reports Can't Send Data or Can't Receive Data. Includes reports on Automatic Call Unit failures.
7 PHY COND PHYSICAL CONDITION		Reports Worn, Damaged, Loose, or Missing Equipment, etc.
8 MISC MISCELLANEOUS		Any type trouble report not included in the other codes.

Fig. 1

Form E-4736 (Front)

DISPOSITION CODES

1 STATION SET
All troubles in the station set used for any class of service. It includes Teletypewriter station sets, Call Directors, station sets associated with Speakerphones, PICTUREPHONES, PBXs, or Order Turrets, and Mobile Telephones. The subset of the two-piece telephone set is considered a part of the station set. Troubles on that portion of a coin telephone involving coin apparatus are included in Other Station Equipment.

2 OTHER STATION EQUIPMENT
All troubles in station equipment other than the station set such as Data Sets, BELLBOY Receiver Units, Auxiliary Signaling Equipment, Key Telephone Units, Key Cabinets or Turrets, Supplementary Station Equipment, Switchboards, Switching Equipment, Booths, and Coin Apparatus.

3 STATION WIRING
All troubles in Drop and Block Wire, Station Protectors, Inside Wire, Inside Wiring Cable used in lieu of Inside Wire, and Ground Wires.

4 OUTSIDE PLANT
All troubles in Cable, Cable Terminals, Amplifiers, Line Wire, Load Coils and their protection; Concentrators, Carrier Equipment, Base and Coast Stations in General Mobile Service and BELLBOY Personal Signaling Service located in places other than central offices.

5 CENTRAL OFFICE
All troubles in central office equipment. Includes troubles in central office equipment permanently associated with customer lines, and troubles in equipment common to customer lines.

6 CUSTOMER ACTION
All troubles caused by customer action or error affecting Company-owned and customer-owned equipment or attachments. Also includes trouble on customer-owned equipment or attachments.

60 RECEIVER OFF HOOK
All troubles caused by customers leaving the receiver off the hook.

7 TEST OK
Trouble reports are closed as Test OK when the trouble-causing condition cannot be determined and the report is not referred to the central office or outside forces for further investigation. Includes central office and concentrator overload conditions.

8 FOUND OK-IN
All trouble reports Found OK by central office forces, and not dispatched to outside forces. Reports where there is substantial evidence that the report was caused by lockup conditions, equipment off normal, etc. are classified to the central office.

9 FOUND OK-OUT
All trouble reports Found OK by outside forces. Reports that were Found OK by central office forces before dispatching are included.

0 REFERRED-OUT
All trouble reports referred to other forces or agencies for further handling. This does not apply to trouble reports on TWX and WATS Classes of Service when the trouble locates in near-end plant (Station Apparatus, Access lines, and Serving Central Office).

CAUSE CODES

1 MAN MADE-TELEPHONE EMPLOYEE
Trouble was caused by a Telephone Company employee or overlooked by an employee on a previous report.

2 MAN MADE-OTHER
Trouble was caused by other than Telephone Company , employees—intentionally or unintentionally. Includes troubles caused by Western Electric employees.

3 PLANT OR EQUIPMENT
Trouble was caused by overload, failure or breakdown of plant or equipment—independent of any direct human action.

4 WEATHER
Trouble was caused by weather conditions. Includes troubles caused by a tree being blown into the route of cables or wires.

5 OTHER
Covers cases not included in codes 1 thru 4.

6 UNKNOWN
Covers cases where it is impossible to determine the cause of a trouble or trouble report.

Fig. 2

Form E-4736 (Back)

CLASSIFICATION CODES AND DEFINITIONS
FOR THE
MECHANIZED HANDLING OF TROUBLE REPORTS

FORM E-4736A
(8-66 REV.)

CATEGORIES OF TROUBLE REPORTS	MISCELLANEOUS	CLASSES OF SERVICE	
1 Customer-Direct 2 Customer-Relayed 3 Customer-RAC 4 Employee 5 Referred In 6 Customer-Exclude	0 Missed Appointment 1 Work Comment 2 Appointment Comment 3 Subsequent Report 4 "I" Report 5 "R" Report 6 Dispatched 7 Received After 5 PM 8 Out of Service 9 Carried Over 10 No Access	01 TWX–3 Row 02 TWX–4 Row 03 WATS 032 WATS–Data 04 Residence–Ind 041 Residence–Pty 042 Residence–Data 05 Business–Ind 051 Business–Pty 052 Business–Data 06 PBX 062 PBX–Data 07 CENTREX	072 CENTREX–Data 08 Coin–Public 09 Coin–Semi-Public 101 Rural 11 Joint Service–Ind 111 Joint Service–Pty 12 Mobile 13 Unclassified 14 Private Line Tlg 142 Private Line Tlg-Data 15 Private Line Tel 152 Private Line Tel–Data 16 Video

	CODE	TYPES OF REPORTS
Originating Call	1 CC-NDT CAN'T CALL NO DIAL TONE	Does not hear Central Office Dial Tone, Can't Raise the Operator, or receives Slow Dial Tone.
Originating Call	2 CC-OTH CAN'T CALL OTHER	Hears Central Office Dial Tone but Cannot Originate or Complete a Call. Includes reports of Cannot Call on circuits that do not furnish dial tone.
Orig. or Term. Call	3 TRAN-NOISE TRANSMISSION NOISE	Reports Poor Transmission, Noise, or Interference.
Terminating Call	4 CBC CAN'T BE CALLED	Reports Can't Be Called, e.g., Bell Doesn't Ring, Bell Rings and Can't Answer, Bell Rings No Answer, Bell Rings After Answer, Bell Rings and Can't Trip Ring, Called For Wrong Number, or Gets Busy Incoming.
	5 MEM SVCS FAIL. MEMORY SERVICES FAILURE	Reports trouble with Customer Calling Services features, such as Speed Calling, Call Transfer, Three-way Calling, Call Waiting, Dial Pickup, Dial Hold, or Camp-On Busy of an Automatic Switching System.
	6 DATA FAIL. DATA FAILURE	Reports Can't Send Data or Can't Receive Data. Includes reports on Automatic Call Unit failures.
	7 PHY COND PHYSICAL CONDITION	Reports Worn, Damaged, Loose, or Missing Equipment, etc.
	8 MISC MISCELLANEOUS	Any type trouble report not included in the other codes.

Fig. 3

Form E-4736A (Front)

DISPOSITION CODES

1 STATION SET
All troubles in the station set used for any class of service. It includes Teletypewriter station sets, Call Directors, station sets associated with Speakerphones, PICTUREPHONES, PBXs, or Order Turrets, and Mobile Telephones. The subset of the two-piece telephone set is considered a part of the station set. Troubles on that portion of a coin telephone involving coin apparatus are included in Other Station Equipment.

2 OTHER STATION EQUIPMENT
All troubles in station equipment other than the station set such as Data Sets, BELLBOY Receiver Units, Auxiliary Signaling Equipment, Key Telephone Units, Key Cabinets or Turrets, Supplementary Station Equipment, Switchboards, Switching Equipment, Booths, and Coin Apparatus.

3 STATION WIRING
All troubles in Drop and Block Wire, Station Protectors, Inside Wire, Inside Wiring Cable used in lieu of Inside Wire, and Ground Wires.

4 OUTSIDE PLANT
All troubles in Cable, Cable Terminals, Amplifiers, Line Wire, Load Coils and their protection; Concentrators, Carrier Equipment, Base and Coast Stations in General Mobile Service and BELLBOY Personal Signaling Service located in places other than central offices.

5 CENTRAL OFFICE
All troubles in central office equipment. Includes troubles in central office equipment permanently associated with customer lines, and troubles in equipment common to customer lines.

6 CUSTOMER ACTION
All troubles caused by customer action or error affecting Company-owned and customer-owned equipment or attachments. Also includes trouble on customer-owned equipment or attachments.

50 RECEIVER OFF HOOK
All troubles caused by customers leaving the receiver off the hook.

7 TEST OK
Trouble reports are closed as Test OK when the trouble-causing condition cannot be determined and the report is not referred to the central office or outside forces for further investigation. Includes central office and concentrator overload conditions.

8 FOUND OK-IN
All trouble reports Found OK by central office forces, and not dispatched to outside forces. Reports where there is substantial evidence that the report was caused by lockup conditions, equipment off normal, etc. are classified to the central office.

9 FOUND OK-OUT
All trouble reports Found OK by outside forces. Reports that were Found OK by central office forces before dispatching are included.

0 REFERRED-OUT
- All trouble reports referred to other forces or agencies for further handling. This does not apply to trouble reports on TWX and WATS Classes of Service when the trouble locates in near-end plant (Station Apparatus, Access Line, and Serving Central Office).

CAUSE CODES

1 MAN MADE-TELEPHONE EMPLOYEE
Trouble was caused by a Telephone Company employee or overlooked by an employee on a previous report.

2 MAN MADE-OTHER
Trouble was caused by other than Telephone Company employees—intentionally or unintentionally. Includes troubles caused by Western Electric employees.

3 PLANT OR EQUIPMENT
Trouble was caused by overload, failure or breakdown of plant or equipment—independent of any direct human action.

4 WEATHER
Trouble was caused by weather conditions. Includes troubles caused by a tree being blown into the route of cables or wires.

5 OTHER
Covers cases not included in codes 1 thru 4.

6 UNKNOWN
Covers cases where it is impossible to determine the cause of a trouble or trouble report.

CLEARING TIME

Clearing time is the time that has elapsed for a trouble report from the time it was received until the time it was closed.

Codes	1	2	3	4	5
Hours	Under ½	½ to Under 1	1 to Under 2	2 to Under 4	4 to Under 8

Codes	6	7	8
Hours	8 to Under 12	12 to Under 24	24 or Over

Fig. 4

Form E-4736A (Back)