CUSTOMER TROUBLE REPORT ANALYSIS PLAN
MANUAL TROUBLE REPORT TICKET, FORMS E-4732-1 AND E-4732-2

1. GENERAL

1.01 This section of the Customer Trouble Report Analysis Plan (CTRAP) describes the *manual* edge sort trouble report ticket (Fig. 1), tells when it is used, how it is used, and the method to be used for filing in a Plant Service Center.

1.02 When the ticket is used properly, it can be a very useful tool for analysis and follow-up. It *is* the trouble history for a customer, along with the customer line card.

2. USE OF THE TROUBLE TICKET

2.01 The edge sort trouble ticket, properly completed and filed in the Plant Service Center, and the *date-stamped* line card are the trouble history. These trouble tickets eliminate the need for detailed trouble entries on the line cards and, at the same time, provide means to summarize and analyze trouble data. The ticket is designed to record all of the information on every trouble report. This information is essential for *analysis and preparation of summaries.*

2.02 *The line card shall be date stamped for every trouble report.* For ease of handling and to minimize the possibility of not recognizing repeated reports, *this must be done when the report is received.* Also, station numbers, party line numbers, and trunk numbers shall be entered on the line card after the date stamp, if applicable. *Abbreviated* trouble history may be entered on the line card as a local option. This is not to be a substitute for a detailed trouble ticket. *On all repeated reports the line card shall be pulled and attached to the trouble ticket along with all trouble tickets from the current and previous months' file.*

2.03 *Prepare a ticket for every trouble report.* In some cases, line card information will be needed to handle a trouble report that is not a repeated report. Either attach the trouble ticket to the line card or transcribe the line card data to the ticket. If the latter method is used, transcribe only the minimum information needed.

3. EDGE SORT TROUBLE TICKETS — FORMS E-4732-1 AND E-4732-2

3.01 The edge sort trouble ticket E-4732-1 is a single form and the E-4732-2 is a two-part form. The E-4732-1 and the hard copy of the E-4732-2 are kept as a record in the PSC. The soft copy of the E-4732-2 can be used for other purposes.

3.02 The edge sort trouble ticket utilizes several methods for *notching* information needed for sorting, summarizing, analyzing, and filing. Categories of Reports, Miscellaneous, Type of Report, Disposition of Report, Cause, and Report Month use a single notch to identify the item. Class of Service is identified by checking the desired block and notching a number or combination of numbers on the edge of the card to correspond to the number in the block. Subgroups A, B, C, and D provide a series of numbers to which meanings can be assigned for Class of Service, Type of Report, Disposition of Report, and Cause. The numbers are then identified on the edge of the card by notching a single number of a combination of numbers. The Special Studies block permits additional coding by single numbers or a combination of numbers. Blocks Y and Z use a single notch for identification. The Central Office, Thousands and Hundreds use either a single notch or a combination of notches to identify a number.

3.03 Section 010-210-001 gives a detailed explanation of how to *code, punch, and sort* edge sort cards. To use these cards effectively, it is imperative that the sorting procedures be fully understood by all employees who use the cards. Although the mechanics of sorting are simple and easily mastered, there are fundamentals *which must be learned and practiced before any reasonable degree of efficiency can be obtained.*

4. RECORDING INFORMATION — ABBREVIATIONS — FORM E-3974

4.01 Definitions and Classification Codes used to complete the trouble ticket are found in other sections of this practice. Form E-3974 — Abbreviations — Receiving, Recording, Testing, and Closing Trouble Reports (Fig. 2) shows standard abbreviations. Others may be used if their meaning is clear.

4.02 When entering the time in the blocks for Time Received, Appointment Time, Time Tested, Time Dispatched, and Time Cleared, cross out the "A" or "P", whichever is *not* applicable.

4.03 The person entering the initial information on the ticket will notch the appropriate edge spaces. The spaces are edge punched to prepare the trouble tickets for sorting. When notching is used as an overlap operation, the spaces to be notched may be marked for notching later.

Initial Information

4.04 The following spaces have been provided for the entering of information by the person receiving the trouble report.

(a) Customer Telephone (Directory) or Circuit Number.

(b) Auxiliary Line, Trunk, or Station.

Note: This line may also be used to show supplementary services, e.g., teletype, mobile, etc, when it is desirable to associate reports on these services with a directory number.

(c) Called Number.

(d) Central Office Originating Equipment.

(e) Date and Time Received.

(f) Appointment Time.

(g) Received By.

(h) Name and/or Address. If the ticket being prepared is an Employee Customer Relayed or Referred In trouble report, this space will also be used to identify the employee making the report.

(i) Access Information — Enter in the Name and Address space. Any special access information such as: Access after 3 P.M., See custodian, etc.

(j) Check When Line Card Date Stamped.

(k) Customer Comment. Write in the customer comment space *exactly* what the customer said. If additional space is needed, write on the back of the ticket.

(l) Trouble Reported. Write in the trouble reported space *exactly* what the customer said. If additional space is needed, write on the back of the ticket.

(m) Categories. Notch the appropriate block.

(n) Miscellaneous. Notch Work Comment, Appointment Comment, Subsequent Report, "I" Report, "R" Report, and Received After 5 P.M. blocks, if applicable.

(o) Class of Service. Check the appropriate block for Class of Service being reported and notch the corresponding number(s).

(p) Type of Report. Notch the Type of Report space to correspond to the trouble reported by the customer.

(q) Notch the Report Month. The suggested monthly report period is from the 23rd of a month thru the 22nd of the following month, e.g., August 23 thru September 22 is shown as September.

(r) Notch Central Office. The Central Office block of numbers 1, 2, 4, 7, 10, and 20, either singly or in combination, identify a number that is assigned locally to a central office NNX code, e.g., for 353 use 1, for 767 use 2, for 854 use 3 (1+2), for 855 use 4, etc.

(s) Notch the Thousands and Hundreds blocks to show the thousand and hundred digits of the reported line. This is essential for ease of filing.

(t) Enter any other information required for handling the trouble report.

4.05 If, when date stamping the line card, there is a record of previous reports within the current or previous report month, attach these trouble tickets to the line card, along with the current trouble ticket for handling.

4.06 When a test of the line is necessary to determine the trouble-causing condition:

(a) Enter the results of the test in the Test space — the initials of the employee making the test in the Tested By space — and

the time in the Time Tested space. If the test indicates an out of service condition, notch the Out of Service space.

(b) If the line Tests OK and the report requires no further investigation — notch TOK space in the Disposition of Report block, and complete the entries as covered in 4.09.

(c) Enter any other information needed for handling the trouble report.

Information Entered When Trouble Report Is Dispatched:

4.07 Complete the following when the trouble report is dispatched:

(a) Dispatched To.

(b) Time Dispatched.

(c) Notch Dispatched space when given to outside forces. When two or more trouble reports caused by the same trouble are given to one man or crew, notch the Dispatched space on only one ticket for the group affected.

Information Entered for No Access

4.08 Notch the No Access space, when applicable. Note the time of No Access in the Trouble Found — Work Done space. When access is obtained, enter on the *initial report* the information covered in 4.09.

Information Entered After the Trouble Is Cleared or Found OK

4.09 Enter the following to close the report for *all trouble tickets:*

(a) Write in the spaces so designated, the nature of the trouble found, work done, and cause. When more than one trouble report on the same trouble for a particular line or station is received before the original trouble report is closed, refer the other ticket(s) to the one with the closing information. All subsequent and related trouble report tickets *must be* notched in areas that apply.

(b) Notch the appropriate space in the Disposition of Report block, to show how the report is closed.

(c) Notch the Type of Report space, if not already notched.

(e) Notch the Missed Appointment, Out of Service, and Carried Over spaces, if applicable.

(f) Write in Date Cleared.

(g) Write in Time Cleared.

(h) Enter the initials of the person who advised the customer in the Customer Advised By block.

(i) Enter the initials of the person closing the report in Closed By block. At this time, the ticket should be checked for all required items.

5. FILING TROUBLE TICKETS

5.01 Trouble tickets and the date-stamped line cards are the trouble history. Trouble tickets and line cards must be retained to meet the requirements of regulatory bodies.

5.02 Establish a current file consisting of this report month's and the previous report month's trouble report tickets. This file shall include *all* trouble reports, i.e., Customer — Direct, Customer — Relayed, Employee, Referred In and Customer — Excluded. Customer — Received for another center trouble reports shall be filed separately. Use Edge Sort Trouble Ticket Separators — Form E-5287 to separate the current file for ease of handling. The current file *must* be adjacent to the line cards for easy access. These files will be by central office NNX codes and by telephone numbers, interfiled or filed by each month separately.

5.03 At the close of the current month's report period, remove the previous report month's tickets from these files. The previous report month's tickets can be separated from the current report month's by one sort of the needle when interfiled. When these trouble tickets are removed from the current file, they will be filed in the year file, consecutively by months, with the latest month in front.

6. ORDERING INFORMATION

6.01 Forms E-4732-1 are provided in boxes of 2500 forms per box. These forms should be ordered in multiples of 2500 forms.

(Quantity) Boxes   Form E-(   ) •

6.02 Forms E-4732-2 are provided in boxes of 1500 forms per box. These forms should be ordered in multiples of 1500 forms.

(Quantity) Boxes   Form E-(   )

6.03 Forms E-3974 are provided in packages of 10 forms to a package. These forms should be ordered in multiples of the package units, as follows:

(Quantity) Pkgs.   Form E-(   )

6.04 Forms E-5287 are provided in packages of 25 forms to a package. These forms should be ordered in multiples of the package units, as follows:

(Quantity) Pkgs.   Form E-(   )

(FRONT)

(BACK)

Fig. 1 — Form E-4732-1

E-3974
(7-66)

ABBREVIATIONS
RECEIVING, RECORDING, TESTING AND CLOSING
TROUBLE REPORTS

Term	Abbr.	Term	Abbr.	Term	Abbr.
Abbreviated Dialing	ABR	Data Test Center	DTC	Out of Service	OOS
Access	ACC	Dial	DL	Outgoing Trunk	OGT
Access Line	ACC L	Dial Hold	HLD		
Adjust	ADJ	Dial Pick Up	PU	Pair	PR
Alarm	ALM	Dial Tone	DT	Panel	PAN
All Trunks Busy	ATB	Direct Distance Dialing	DDD	Party	PTY
Apparatus	APP	Directory	DIR	Party-Line Interference	PLI
Automatic Calling Unit Failure	ACUF	Disconnect	DISC	Permanent Signal	PS
		Disconnect Non-Payment	DNP	Plant	PLT
Battery	BAT	Distributing Frame		Plant Service Center	PSC
Bell Box	B BOX	Horizontal Intermediate	HIDF	Polyethylene Insulated Conductor	PIC
Bell Doesn't Ring	BDR	Horizontal Main	HMDF	Position	POS
Bell Doesn't Ring at Times	BDRT	Line	LDF	Private Branch Exchange	PBX
Bell Doesn't Ring Loud	BDRL	Vertical Intermediate	VIDF	Protector	PROT
Bell Rings Can't Answer	BRCA	Vertical Main	VMDF	Pulled Slack	PSL
Bell Rings No Answer	BRNA	Doesn't Answer	DA	Pushbutton	S
Bell Rings Too Loud	BRTL				
Bell Rings While Dialing	BRWD	Equipment	EQPT	Ready Access	RA
Binding Post	BP	Extension	EXT	Receiver	REC
Block Relay Frame	BLF			Receiver Off Hook	ROH
Booth	BTH	False Busy	FB	Referred	REF
Bridge	BRDG	False Supervision	F SUPV	Relay	REL
Broken	BKN	Foreign Exchange	FX	Release	RLS
Building	BLDG	Found OK	FOK	Remote Exchange	RX
Bunch Block	BB	Full Money Box	FMB	Removed	REM
Business	BUS			Repaired	REPD
Busy	BSY	Garbled	GBLD	Residence, Resistance	RES
Buzzer	Z	Gets Wrong Numbers	GWN	Reverse	REV
		Ground	GRD	Ring	R
Cable					
Aerial	AER CA	Handle	HDL	Selector	SEL
Buried	BUR CA	Hand Telephone Set		Serving Plant Service Center	SPSC
House	HSE CA	Combined	HC	Short	SHT
Inside Wiring	IW CA	Combined, Ringer Cutoff	HCC	Signal	SIG
Underground	UG CA	Combined, Wall	HCW	Sleeve	SL
Call Block	CB	Combined with Key	HCK	Station	STA
Called for Wrong Number	CFWN	Cradle Type	H	Switchboard	SWBD
Calling Party Hold	CPH	Hangup Type	HH	Switchhook	SWHK
Can't Be Called	CBC	Horizontal Group	HG		
Can't Be Heard	CBH			Talk - Talking	TLK
Can't Break Dial Tone	CBDT	Induction	IND	Teletypewriter	
Can't Call	CC	Inspect	INSP	Exchange Service	TWX
Can't Collect-¢	CC-¢			Private Line	PL TTY
Can't Deposit-¢	CD-¢	Jack	J	Terminal	TERM
Can't Hear	CH	Joint Service	JT SERV	Test OK	TOK
Can't Receive Data	CRD			Tip	T
Can't Return-¢	CR-¢	Key	K	Tone Bell Down	TBD
Can't Send Data	CSD			Tone Bell Up	TBU
Capacitance - Capacitor	CAP (COND)	Line Choice Frame	LCHF	Transfer	TRF
Central Office	CO	Line Finder	LF	Transmission	TRAN
CENTREX	CNTX	Line Link Frame	LLF	Transmitter	TRANS
Change	CHG	Line Switch	LS	Trouble	TBL
Circuit	CKT	Long Line Equipment	LLE	Trunk	TRK
Coin Box	CB				
Coin Return	CR	Made Busy	MB	Unbalance	UNBAL
Coin Returns While Dialing	CRWD	Master Switch	MSW	Unclassified	UNCL
Coin Stuck-¢	CS-¢	Message Register	MESS REG	Unknown	UNK
Commercial	COML	Miscellaneous	MISC		
Concentrator		Mounting	MTG	Vertical File	VF
Line	CONC L	Mouthpiece	MP	Vertical Group	VG
Identifier	CONC I	Multiple	MULT	Volt	V
Conference	CNF				
Connection, Connector	CONN	Night Connection	N CONN	Wide Area Telephone Service	WATS
Cord	CD	No Access	NA	Wire	
Cross	X	No Coin Return	NCR	Aerial	AW
Crossarm	X ARM	No Dial Tone	NDT	Block	BW
Cross Connection	X CONN	No Trouble Found	NTF	Buried	BURW
Crosstalk	X TLK	Noisy	NSY	Drop	DW
Customer Action	CUST ACT	Non-Publish	NON-PUB	Inside	IW
Customer Advised	CUST ADV	Not Complete	NC	Rural Distribution	RDW
Cuts Off	CO	Number	NO	Urban Distribution	UDW
				Worn	WN
Data Service Bureau	DSB	Operator	OPR		

PRINTED IN U.S.A.