

CUSTOMER TROUBLE REPORT ANALYSIS PLAN  
ANALYZING TROUBLE REPORTS  
MANUAL

1. GENERAL

1.001 This Addendum is reissued to cancel  
Addendum 660-100-016SW, Issue B.

1.002 Section 660-100-016 will not be used

within Southwestern Bell Telephone  
Company due to the use of mechanical proce-  
dures.