

CUSTOMER TROUBLE REPORT ANALYSIS PLAN  
ANALYZING TROUBLE REPORTS  
MECHANIZED

1. GENERAL

1.001 This addendum is issued to provide ordering instructions for the AT&T Company's "A Guide to Effective RSB Analysis".

1.002 "A Guide to Effective RSB Analysis" should be used by PSC's within the Southwestern Bell Telephone Company to

supplement 660-100-019. This guide describes the CTRAP printouts and how they may be analyzed.

1.003 "A Guide to Effective RSB Analysis" may be ordered from the Indiana Publication Center using Form SDI-8080 as follows:

Quantity \_\_\_\_\_, "A Guide to Effective RSB Analysis"