SPECIAL SERVICES SYSTEM

TROUBLE TICKET E-6944

CONTENTS PAGE

1. GENERAL

1.01 This section provides the guidelines and parameters surrounding the use and preparation of the SS Trouble Ticket.

1.02 Definition of terms used in this section are given in the glossary of terms. (See 8.0)

2.03 This section is part of a general series concerning the Special Services System.

2. DESCRIPTION AND USE OF SPECIAL SERVICE TROUBLE TICKET FORM E-6944

2.01 The SS Trouble Ticket (Form E-6944) is to be used by Serving Bureaus, Control Offices and Network Control Offices for recording customer reports and other activities relating to Special Service irregularities which require documenting for measurement and/or analysis purposes.

2.02 The Shaded portions of the SS Trouble Ticket identify information to be transmitted to the DPC.

The non-shaded portions are used for administrative information relating to the trouble report. An overview of these fields is shown in Figure 1.

The reverse side is ruled and may be used for testing or incidental log information.

Supplemental Ticket, E-6944-S is to be attached to the SS Trouble Ticket for additional testing or incidental log information.

2.03 A SS Trouble Ticket is initiated at a Serving Bureau for:

a) Each customer report from a served customer station, whether received directly from the customer or relayed through another Serving Bureau, Control Office or Network Control Office.

b) Troubles detected automatically by alarms, maintenance teletypes and other indicating equipment.

c) Any other situations where a record is desirable such as tests, circuit releases for rearrangements or level checks, calls from other offices for assistance in sectionalizing troubles, etc.

PLANT CONTROL

2.04 In addition to initiating reports for its SVB functions, a Plant Control office must initiate a ticket to provide detailed information on Multi-Point circuits for Customer Credit Allowance when required.

NOTICE
Not for use or disclosure outside the
Bell System except under written agreement

SHOOT AT 92% Step in heads

Enter local serial number for ticket accountability.

Circle "C" for controlled service and "NC" for non-controlled service.

Enter customer identification.

Enter telephone number of office or customer reporting trouble.

Enter reporting office or initials of customer reporting trouble.

Enter information reported by customer or other office. If release, give reason. If Auto Detect, describe alarm condition.

Enter initials of person receiving report.

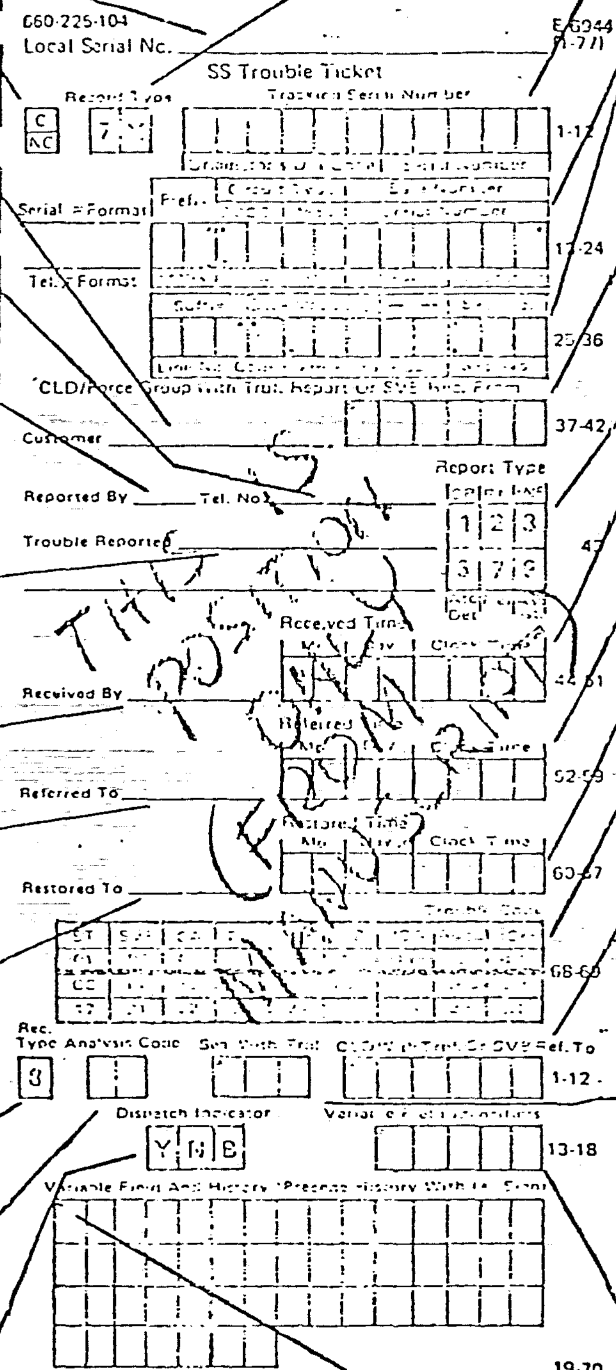
Enter office name and/or initials of person to whom trouble is referred.

Enter initials of customer representative or person in CR office taking final clearance.

Indicates second line continuation of record.

Enter applicable Analysis Code from Appendix I.

Circle Appropriate dispatch indicator. (See 3.13)



Circle applicable record type-"7" is a trouble report, "X" is delete.

Enter tracking serial number for ticket tracking capabilities. (See 3.02)

Enter Circuit Identification Number as it appears in the Circuit Inventory. (See 3.04)

Enter CLD DPI Code of the reporting customer on CR reports. On RN reports, enter DPI Code of SVB which is referring trouble. (See 3.06)

Circle appropriate Report Type. (See 3.07)

Enter month, day, time report received.

Enter month, day, time report referred. If not referred, enter dashes.

Enter month, day, time service restored to CR office or customer.

Circle appropriate Trouble Code. (See 3.09)

Enter DPI Code of district with trouble (if trouble sectionalized to serving link) or DPI Code of SVB to which trouble referred. (See 3.12)

Enter the segment number of the serving link if trouble sectionalized to serving link.

Enter alphas designating which variable fields will be used in fields 19-70 or dash if not used. (See 3.15)

First entries in variable field must have *VFI* sequence entered in fields 14-18. The enter (=) sign followed by plain language history information.

FOR PAGE 2

NETWORK CONTROL OFFICE

2.05 When the NCO acts as a centralized trouble reporting location or coordinates restoral activity, it must initiate SS Trouble Tickets for each customer report received and referred to the proper SVB in the network for clearance.

3. DETAILED PREPARATION OF THE SS TROUBLE TICKET

SERIALIZATION

3.01 It is essential that controls be established at each SVB to ensure that all tickets are accounted for. This shall be accomplished by serially numbering all tickets locally in the upper left corner. The serial number must be all numeric and not duplicated for at least a two month period. ~~month. The serial number must not be duplicated within a two month period.~~

3.02 Tracking Serial Number, Fields 2-12 consists of 11 digits which are used to provide positive trouble identification in the computer file. This verification is important to insure that complete trouble clearance information is available when more than one SVB is involved in the trouble clearance. The Tracking Serial Number is used to associate all trouble tickets from the initial report to a final clearance, even though the final trouble locates on a circuit other than the one originally reported, as in the case of Dial Tandem, SSN, or Data Multiplexers. The first 6 digits of the tracking number are the DPI code of the SVB which received or detected and originated the initial report. The remaining 5 digits are the originating SVB's local serial number. This entire 11 digit serial number is passed to the receiving SVB when a trouble is referred out. This number must be recorded on all trouble reports to final clearance.

RECORD TYPE

3.03 This entry identifies the record as a SS Trouble Ticket. The entries used are as follows:

a) 7 — designates a normal trouble report.

b) X — designates a deletion from the computer files for a report that has successfully passed the computer edits, but has been found to be in error. Details for making a deletion from the computer trouble data file are described in Section 5 of this practice.

c) The appropriate record type must be circled.

d) Record type 8 preprinted on the ticket indicates the second line of the same record.

CIRCUIT IDENTIFICATION

3.04 The circuit number listing for trouble reports shall be of a uniform and predetermined format which must match the circuit listing in the Circuit Inventory Data Base. The following format rules apply:

a) Left justified indicates field entries starting at left with trailing dashes as fillers to the right of fill field.

b) Right justified indicates field entries starting at right with leading dashes as fillers to the left to fill field.

c) When neither right nor left justification is specified, the field must be completely filled.

d) Dots have been placed in the fields of the SS Trouble Ticket to indicate right or left justification.

3.05 There are two basic circuit identification formats; Serial Number and Telephone Number as shown in Figures 2 and 3.

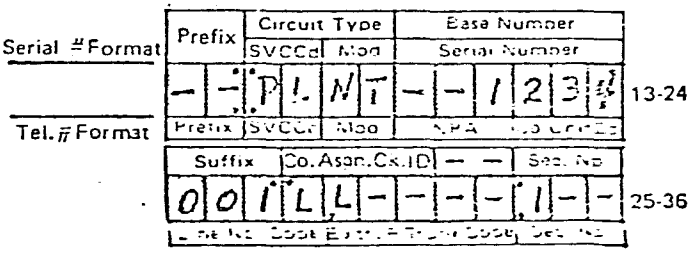


Figure 2 Example — Serial Number Format

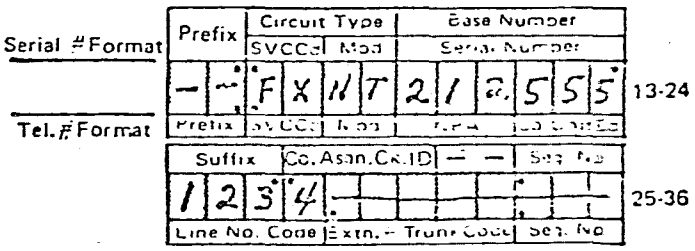


Figure 3 Example — Telephone Number Format

97%

97%

Figure 1B
Back of E-6944

Identifies the 12 variable fields available, field lengths and steering digits. (Sec 3.14)

Figure 1C
E-6944-S

SS Trouble Ticket

660-225-104 E-6944

Local Serial No. _____ (6-78)

Record Type

C	X
NC	7

Tracking Serial Number

Originator's DPI Code | Serial Number — 1-12

Serial # Format

Prefix	Circuit Type		Base Number
	SVCCd	Mod	Serial Number

13-24

Tel. # Format

Prefix	SVCCd	Mod	NPA	Co. Unit Cd

Suffix	Co. Assgn. Ck. ID	– –
Line No. Code	Extn. #/Trunk Code	

25-33

CLD/SVB Rec. From

Seg With Report — 34-42

Report Type

CR	RN	INF
1	2	3
6	7	9
Ato Det	Rel	As-sist.

43

Reported By _____ Tel No. _____

Customer _____

Trouble Reported _____

Received Time

Received By _____

Mo	Day	Clock Time

44-51

Referred Time

Referred To _____

Mo	Day	Clock Time

52-59

Restored Time

Restored To _____

Mo	Day	Clock Time

60-67

Trouble Code

	ST	SVB	CT	TOK	FOK	RO	PCA	ACPE	UCPE
	01	04	06	07	09	10	11	12	13
FC	CC	IS	IT	LF	TP	INF	SQ	NPC	ER
30	17	21	22	23	24	25	26	29	31

68-69

Rec Type | Analysis Code | Seq. With Trbl. | COD/CLD With Trbl. Or SVB Ref. To — 1-12

Dispatch Indicator

Y	N	B

Variable Field Identifiers — 13-18

Variable Field And History (Precede History With (–) Sign)

19-70

Action Taken

Variable Field Identifiers

	VFI	Steer. Digit	No. Of Fields	No. Of Fields	VFI	
Delayed Maintenance –	A	1	5	21	G	– Called/Calling Numbers
		2	5			
		3	9	7	H	– SVB Study
No Access Time –	B	1	5			
		2	5	6	J	– Hqtrs. Study
		3	9			
Pick Up Time –	C		6	6	K	– Tested Time (Completed)
Maintenance Of Svc. Charge–	D		33	6	L	– Dispatch Time
Multiple Ckts. –	E		3			
CCA –	F	1	8	3	M	– Trouble Reported
		2	15			
		3	22			
		9	1			

CLD WITH TROUBLE REPORT

3.06 Customer location District with trouble report or Office Referred From (Fields 37 through 42) is the DPI code for the location involved in the report.

This number can be found in the CLD/DPI Cross Reference List which is an output of the SS System.

a) On Report Type CR enter the 6 digit DPI code that identifies the CLD that serves the reporting customer. This CLD must be inventoried on the circuit for which the trouble is shown.

b) On Report Type RN enter the DPI code of the SVB that is making the referral. Failure to do this will result in a missing ticket in the ticket tracking process. These codes will be 6 digits in the case of a Long Lines SVB or may be 5 digits followed by a dash for another Operating Telephone Company SVB.

c) On Report Type Auto DET, enter the DPI code of the SVB where the trouble condition is detected or dashes.

d) On Report Types INF and REL an SVB DPI, CLD DPI, or 6 dashes may be entered.

e) On report type Assist, enter the CLD code of the customer asking for the assistance, your DPI or 6 dashes.

REPORT TYPE

3.07 All reports must be categorized into one of the six types as follows:

Type 1 — Customer Report (CR)

Type 2 — Referred In (RN)

Type 3 — Information (Inf)

Type 6—Auto Detect

Type 7—Release

Type 9—Assist

Circle the Report Type in Field 43 that covers the proper classification as defined in the glossary of terms (Report Type).

MONTH, DAY, TIME ENTRIES

3.08 The Month must be shown on 01 through 12. The Day entry should be shown as a day of the month 01 through 31. Time should be 24 hour local clock time. A day starts at 0001 and ends at 2400.

a) *Received Time* (FIELDS 44 through 51). This is the time a SVB is initially notified of the condition, for which the trouble ticket is being prepared.

1) For a customer Report (CR) enter the month, day and 24 hour local clock time that the report was received.

2) For a referred in report (RN) enter the month, day and 24 hour local clock time that the referred report is received by your SVB.

b) *Referred Time* (FIELDS 52 through 59). Enter month, day and 24 hour local clock time that trouble was referred to local repair forces, or to another SVB for clearance. In cases where trouble is sectionalized to an Other Common Carrier, the time should be entered in fields 60 through 67 and the ticket closed out.

Note: When a trouble is referred to another SVB, both offices must aggree on the time (local time for local time) that the trouble was exchanged. That is, the referred time on the first ticket should coincide with the received time on the second ticket.

c) *Restored time* (FIELDS 60 through 67). Enter month, day and 24 hour local clock time that the service was restored to the customer or to the referring office (RO). The initiating office always enters the time the trouble was restored to the customer.

TROUBLE AND ANALYSIS CODES

3.09 Circle the two digit numeric code that identifies the trouble code disposition or the status of the trouble in your office. The portion of

the circuit to which the trouble has been sectionalized should be identified by circling the appropriate numeric trouble code. See the Glossary of Terms (Trouble Codes) for a definition of the 18 codes.

) Enter a two digit numeric Analysis Code in FIELDS 2 and 3 (Record 8) that best describes the trouble cause or location from the list shown in Appendix 1.

SEGMENT AND CLD WITH TROUBLE

3.11 The segment and CLD with trouble (Fields 4-12 of *Record* 8) are considered as one n. The entry in these fields must match what is shown in the inventory for troubles located in the serving link (i.e., SVB, CC, etc.) these fields are dashed.

Guidelines:

1) Troubles locating in the serving link-segment and CLD combination must match inventory.

2) RO troubles—segment is dashed and DPI code of the SVB referred to is entered in Fields 7-12 of record 8.

3) For T-OK, INFO, ER, SQ and C.C. troubles —segment and CLD with trouble are dashed.

4) IT Troubles—Segment is dashed and the CLD or COD or dashes are entered in fields 7-12 of record 8.

5) For SVB and IS troubles-segment is dashed and either dashes or any information that would be helpful for analysis is entered in fields 7-12 of record 8.

DISPATCH INDICATOR

3.13 Dispatch Indicators are used to determine the dispatch of a repair person to the customer location. Yes (Y) indicates a dispatch. No (N) indicates no dispatch. In addition, Bulk (B) indicates that several individual customer reports re dispatched to a single repairman; this indicator is used by Special Service Centers (SSCs) to assist in Repair Force Administration.

a) One of the entries must be circled on every ticket as an indicator of the repair person's status in regard to a customer station visit.

b) Those dispositions with RO disposition shall have a "N" entered as a dispatch indicator at the referred out office, with the referred in office then making the proper selection of dispatch indicator on its RN ticket. In some cases a dispatch will be necessary at both ends and a "Y" dispatch Indicator should then be shown by both offices.

c) Dispatch Indicator should be shown as "Y" when a repair person is already on premise when a call for dispatch is made.

VARIABLE FIELD IDENTIFIERS

3.14 The Variable Field is provided for optional or infrequently required data. Submitting the optional data greatly enhances the analysis capabilities of SSS (described in 660-225-107). In some situations Variable Field data is required to support administrative functions or make adjustments to outage time. The remainder of this section provides a detailed description of the following "VFIs"

A. Delayed Maintenance

B. No Access Time

C. Pick up Time

D. Maintenance of Service Charge

E. Multiple Circuit Troubles

F. CCA (Customer Credit Allowance)

G. Called/Calling Numbers

H. Serving Bureau Study

J. Headquarters Study

K. Tested Time (Completed)

L. Dispatch Time

M. Trouble Reported

3.15 Selection of up to five of the desired variable Fields shown above is accomplished by placing the desired letters A through M in any alpha sequence in the VFI fields 14-18 (Record 8). When

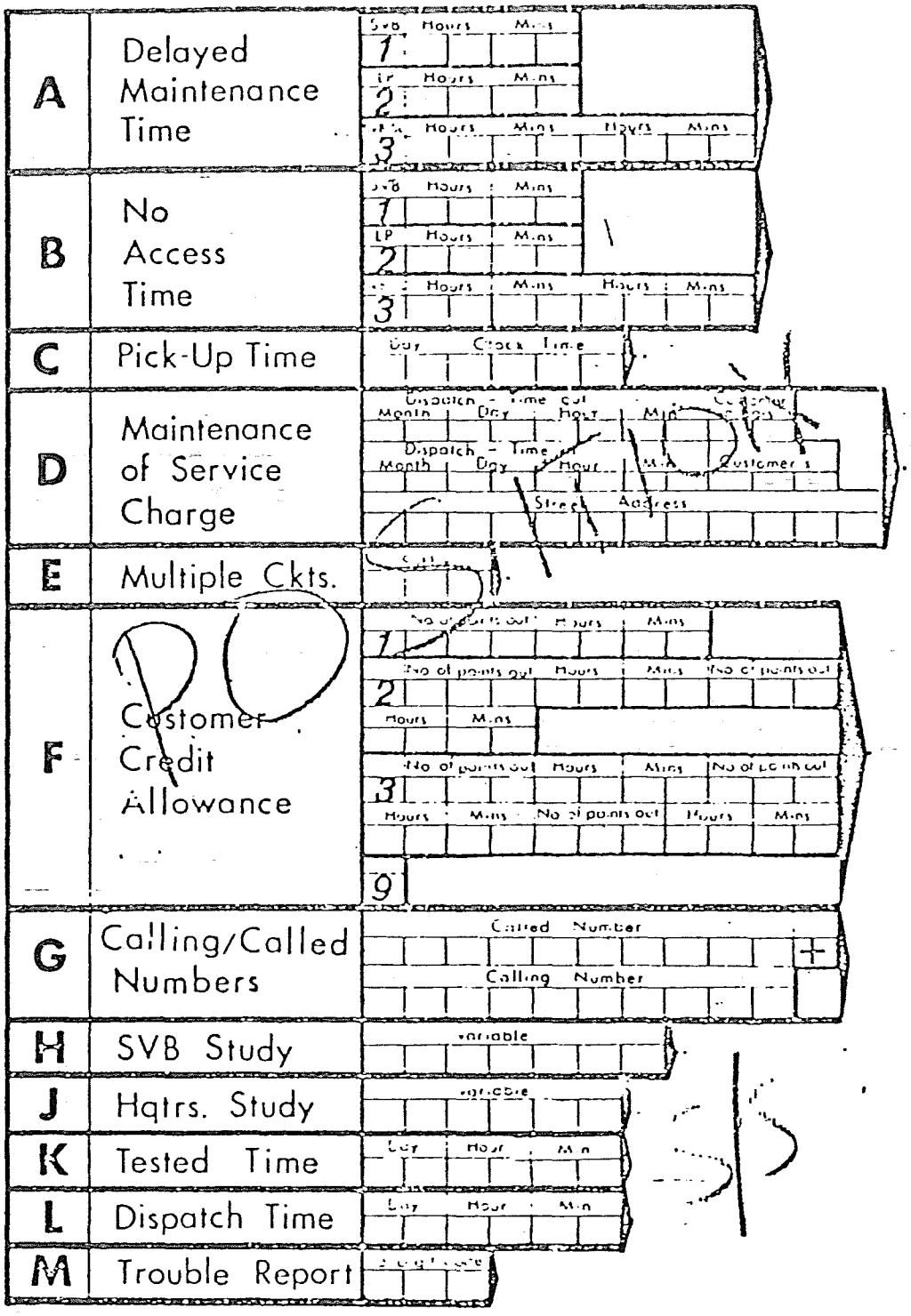

A
Delayed Maintenance Time
B
No Access Time
C
Pick-Up Time
D
Maintenance of Service Charge
E
Multiple Ckts.
F
Customer Credit Allowance
G
Calling/Called Numbers
H
SVB Study
J
Hqtrs. Study
K
Tested Time
L
Dispatch Time
M
Trouble Report

Figure 4

less than 5 fields are selected the unused fields shall be filled with dashes using the left justified format (dashes trailing). The computer will accept VFI's in any sequence, however, the variable field information beginning in block 19 must be in the same sequence as shown by VFIs. The computer will reject obviously incompatible VFI combinations such as Delayed Maintenance with SSN NO's, No Access with SSN NO's or Maintenance of Service Charge with CCA.

HISTORY

3.16 Following the VFI formats an equal sign (=) may be entered followed by plain language trouble history. In Figure 4 a typical variable field information is shown followed by the history information.

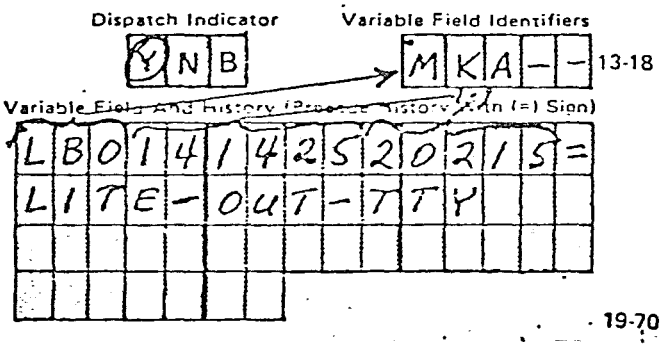


Figure 4A

3.17 Delayed Maintenance Time may be entered to suspend measured time outside the NBD only under the following situations:

a) A report received from a Switched Service (CCSA, TTTN, etc.) customer who has other circuits in the group which, the customer agrees, will provide adequate service until such time as regular maintenance forces are available.

b) Non-service affecting trouble (frayed cards, cracked glass, chipped handsets, etc.) which meet the following conditions.

1) Report does not relate to circuit transmission or operational problems (regardless of how minor).

2) No safety hazard exists.

3) Customer is agreeable to the postponement of maintenance.

Note: NBD (Normal Business Day) is Monday through Friday excluding national holidays, 8:00 A.M. to 5 P.M. local time.

4) Appropriate log entries must support the use of Delayed Maintenance Time.

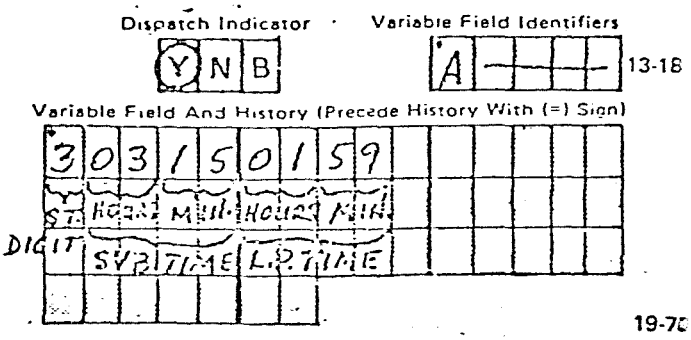


Figure 5

c) To use Delayed Maintenance an "A" must be placed in one of the VFI fields. There are three possible formats that may be used in the variable field for Delay Maintanance Time depending upon whether SVB time, L P time or both are to be suspended. The format to be used is controlled by a steering digit (1, 2 or 3).

Figures 5A, B and C show examples of the various steering digits.

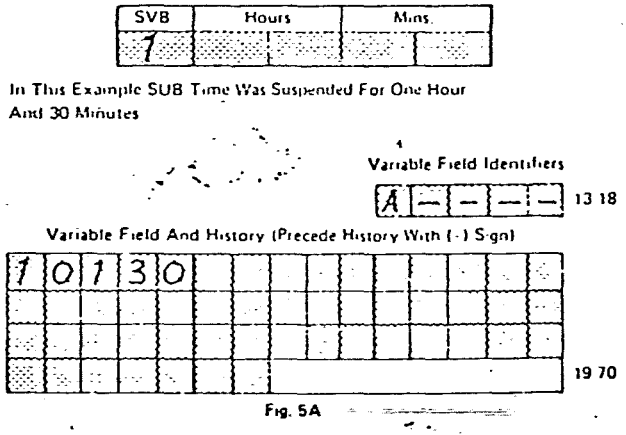


Figure 5A

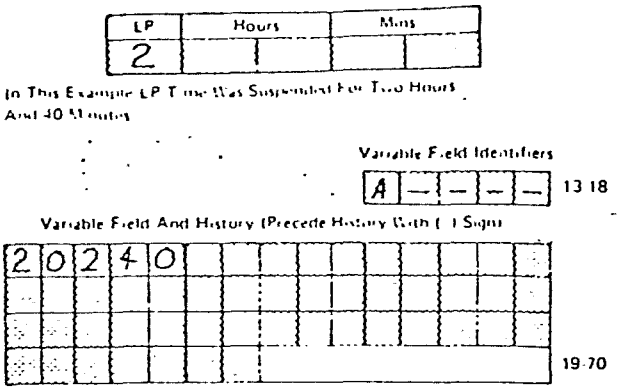


Figure 5B

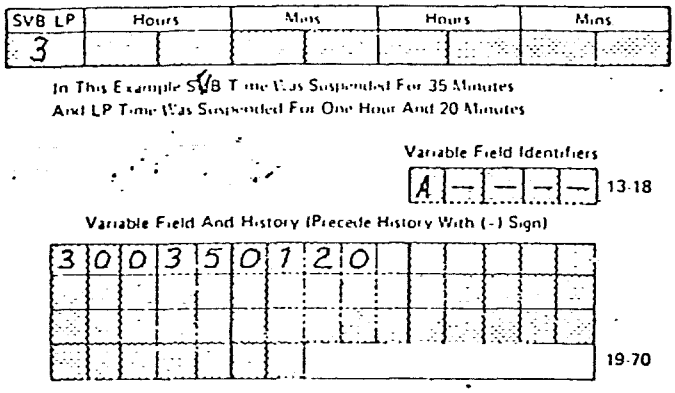


Figure 5C

3.18 No Access Time may be entered to suspend measured time only under the following conditions.

1) Circuit no access — In cases where further testing and sectionalization would render all or part of a circuit inoperative, and the customer denies such access until a later time.

2) Station no access — in cases where tests indicate trouble at a station, and no further trouble clearance action can be taken without access to the station and that access is denied by the customer. No access time ends when the condition causing the access situation no longer exists.

Note: Appropriate log entries must support the use of No Access Time.

3) To use No Access "B" must be placed in one of the VFI fields. For No Access Time entries, three possible formats can be used depending on which time is to be suspended due to no access. Figures 6A, B and C show the use of steering digits 1, 2 and 3 for No Access time.

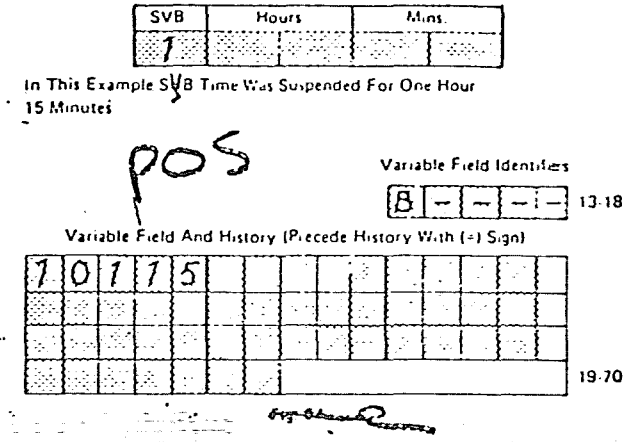


Figure 6A

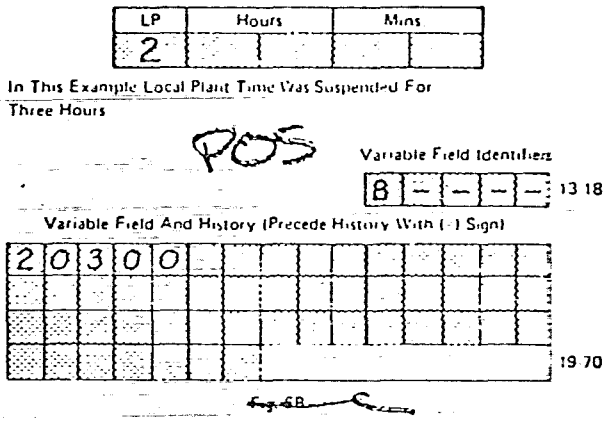


Figure 6B

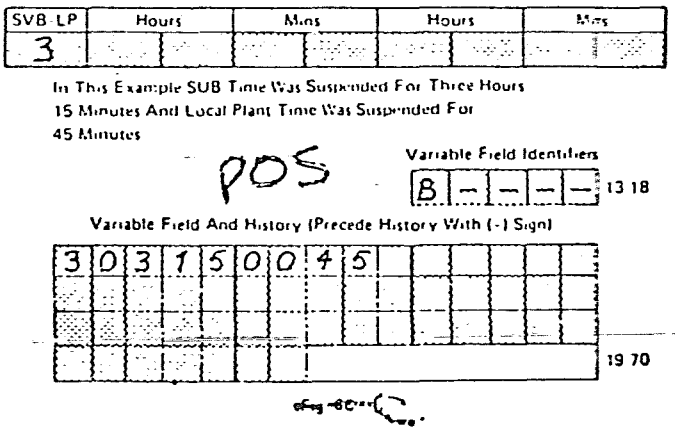


Figure 6C

3.19 Pick Up Time entry may be used when there is a need to record the pick-up time for local study purposes. The time is the actual day, hour and minute (clock time) the report is picked up for the start of testing. The computer will calculate the actual pick-up time duration by subtracting the pick-up time from the received time. To use Pick-Up time a "C" must be placed on one of the VFI fields. The Variable Field consists of 6 digits showing the day, hour and minutes (Clock time) as shown below in Figure 7.

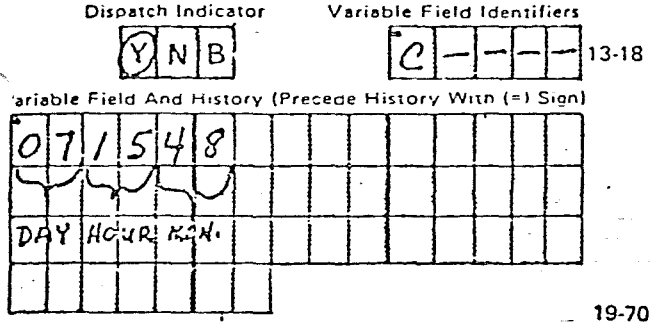


Figure 7

3.20 Maintenance of Service Charge — This entry shall be made when a maintenance of service charge is required on a report. This applies when trouble code disposition 12, Authorized Customer Provided Equipment (A/CPE) or trouble code disposition 13, Unauthorized Customer Provided Equipment (U/CPE) are used and a dispatch has been made and indicated in field 13. The computer will reject those tickets missing a "D" entry when both Dispatch and CPE are indicated. When A/CPE is indicated, the computer will also check the Circuit Inventory to verify a CPE indicator exists. To use Maintenance of Service Charge a "D" must be placed in one of the VFI Fields. The Variable Field is a 33 character field which shows the following:

a) *Dispatch time out* — 8 numeric characters (month-day-hour-minutes)

b) *Customer's Initials* — 2 alpha characters

c) *Dispatch time in* — 8 numeric characters (month-day-hour-minutes)

d) *Street address* (abbreviated as necessary of trouble location — 15 alpha/numeric characters.

Note: This replaces the E-6700.

A sample of how variable field "D" is used is shown in Figure 8.

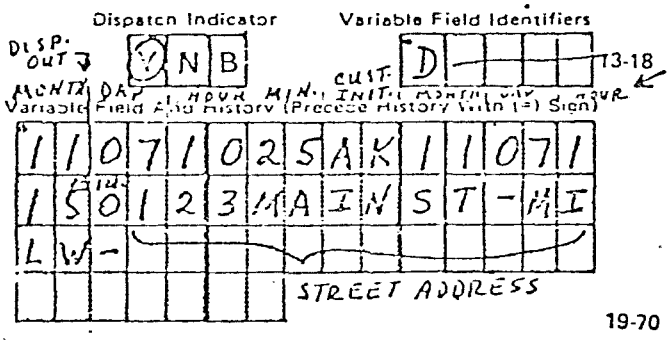


Figure 8

3.21 *The Multi Circuit VFI* — may be used when multiple circuits (circuits in a group) are affected by the *same* trouble. The reason for this multiple circuit provision is to generate multiple tickets when groups of circuits are out of service due to the same trouble. The Circuit Number (except suffix), all times and codes must be identical to use Multi-Circuit VFI.

a) When the multi circuit entry is used the Circuit Identification number and suffix of the lowest numbered circuit affected in the group shall be entered in fields 13 to 36 of Record 7.

b) An "E" is placed in one of the VFI fields.

c) The suffix of the highest numbered circuit affected in the group shall be entered in the variable field. If the lowest numbered circuit in the group was suffix-001 and the highest numbered circuit was suffix -100, the computer will generate 100 tickets in ascending order for this single trouble. If 25 circuits between -001 and -100 were not in service in this group, the computer would check the inventory and the SVB would receive 25 rejects for those circuits not in service. Figure 9 shows a circuit group of 10 circuits affected by the same trouble.

Note: When VFI "E" is used to generate multiple tickets, the computer will assign serial numbers in ascending order to cover all tickets generated. The SVB must reserve the appropriate number of serial numbers when assigning the first number, to avoid duplicate serial numbers being assigned.

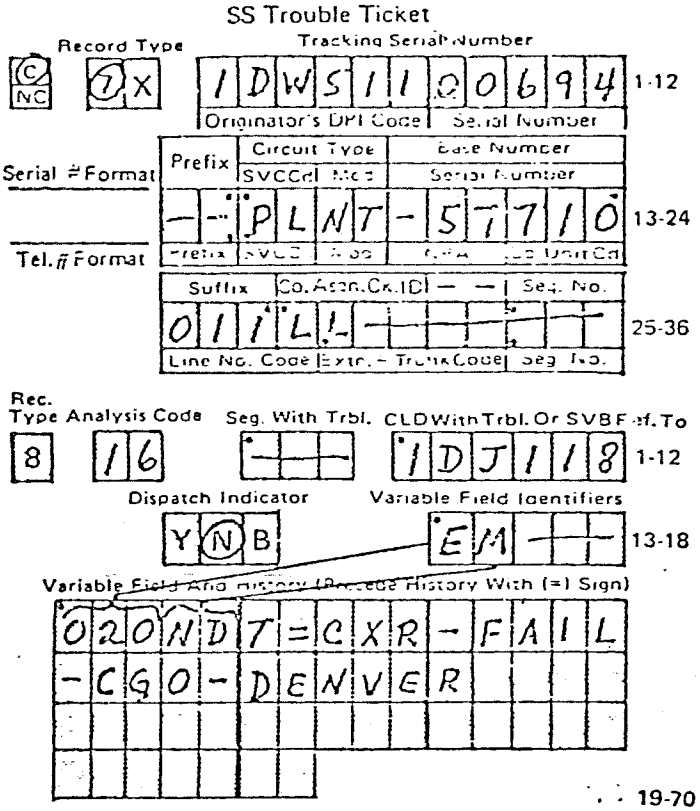


Figure 9

3.22 Customer Credit Allowance (CCA) variable field is used to show how many points are affected by a trouble on a multipoint circuit, and for how much time should be used in calculating the Credit Allowance.

Note: CCA's are automatically generated on 2 *point circuits,* Access Services and Network Trunks.

a) To provide CCA an "F" must be placed in one of the VFI fields. Four possible formats can be used. The first digit (1, 2, 3 or 9) will indicate which format was used.

1) Steering digit 1 format is used when only one outage period was involved.

2) Steering digit 2 format is used when two different Customer Credit Allowances are required.

3) Steering digit 3 format is used when three different Customer Credit Allowances are required.

4) Steering digit 9 is used to negate a Customer Credit allowance. Figures 10, 11, 12 and 13 show examples of proper steering digit usage for Customer Credit Allowance.

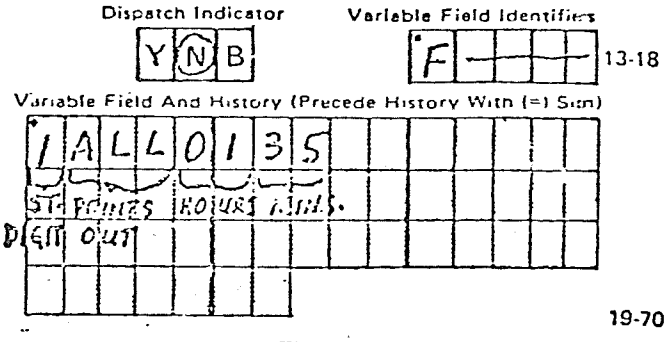


Figure 10

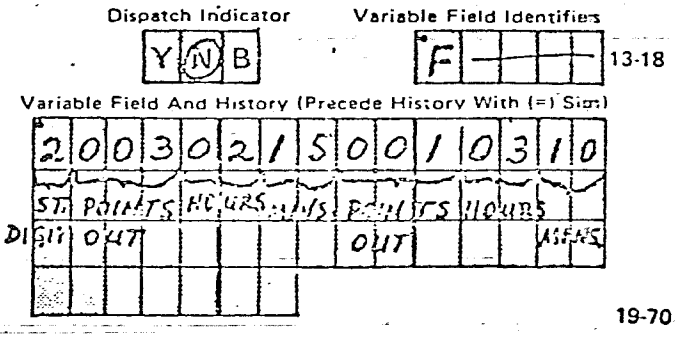


Figure 11

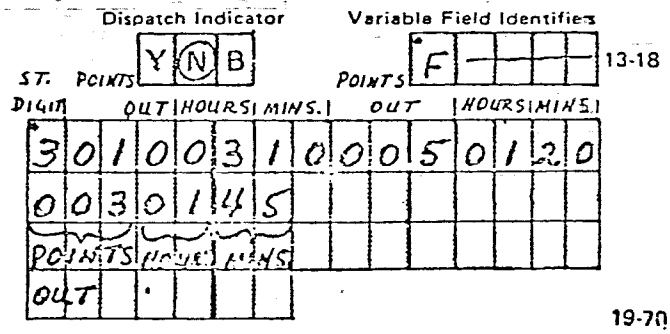


Figure 12

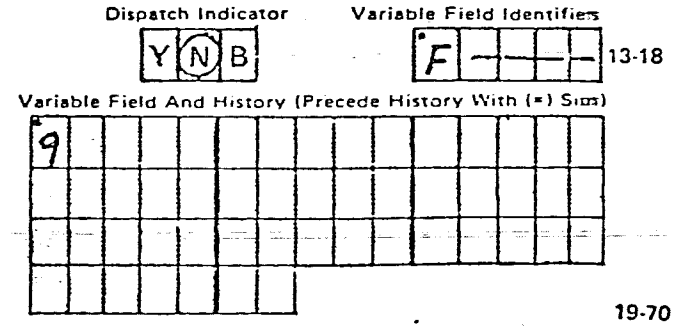


Figure 13

3.23 *VFI "G"* — Called/Calling numbers are used for after-the-fact CR reports in a switched environment (TTTN, CCSA, Switched Wide Band, etc.) for troubles such as No Ring, Ring-No Answer where no circuit number is available. Since the called and calling telephone numbers are known, they are entered in the variable field. To use the Called/calling Number VFI a "G" must be placed in one of the VFI Fields.

a) Variable field "G" uses 21 digits to record the telephone numbers. The numbers are entered as shown in Figure 14. This format can be used for 10 digit or 7 digit numbers as needed. The called telephone number is listed first, then a plus sign (+) followed by the calling telephone number.

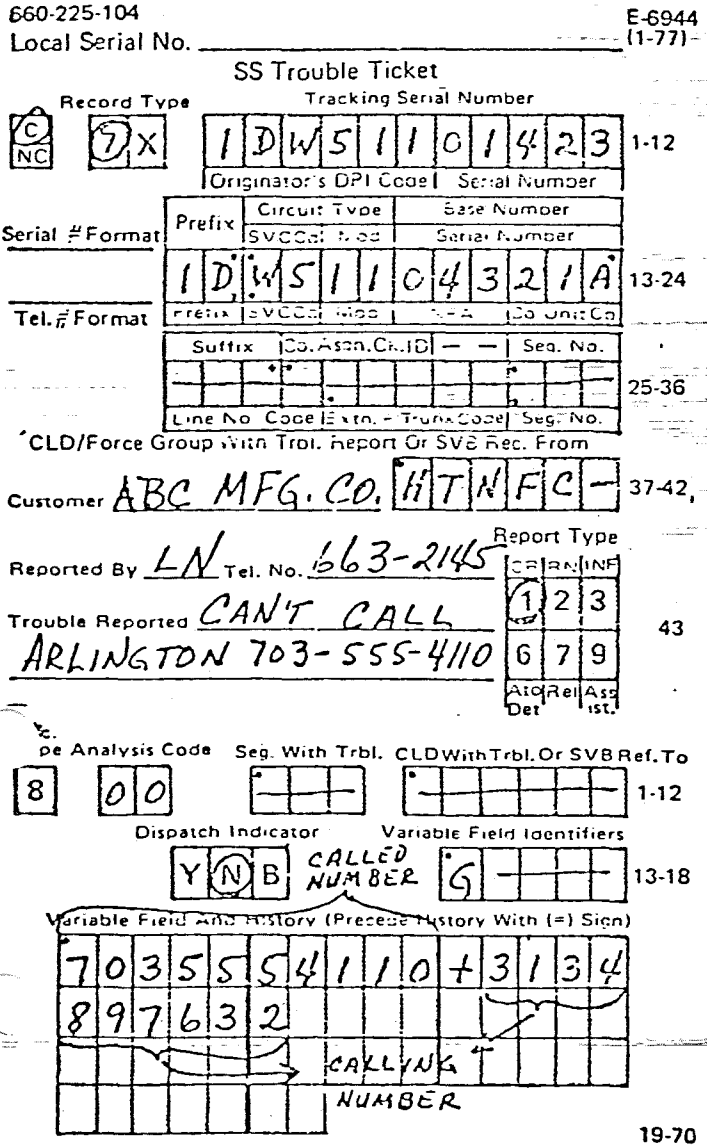


Figure 14

b) Since the actual credit number is unknown the Administrative Circuit Number is used. This Administrative Circuit Number allows entry of these troubles in the computer files for analysis without building up an erroneous trouble history against a given circuit. Information concerning the inventory of the Administrative Circuit Number is in BSP 660-225-103. All Administrative Numbers need to be inventoried in the Circuit Inventory before any tickets are submitted against them.

3.24 Serving Bureau Study entry may be used by the SVB to identify test person, repair person or any other study the SVB wishes to make. The entries may be numeric, alpha or dashes, and any combination may be used. There are 7 digits in the field and may be used in numerous combinations. Figure 15 shows three examples.

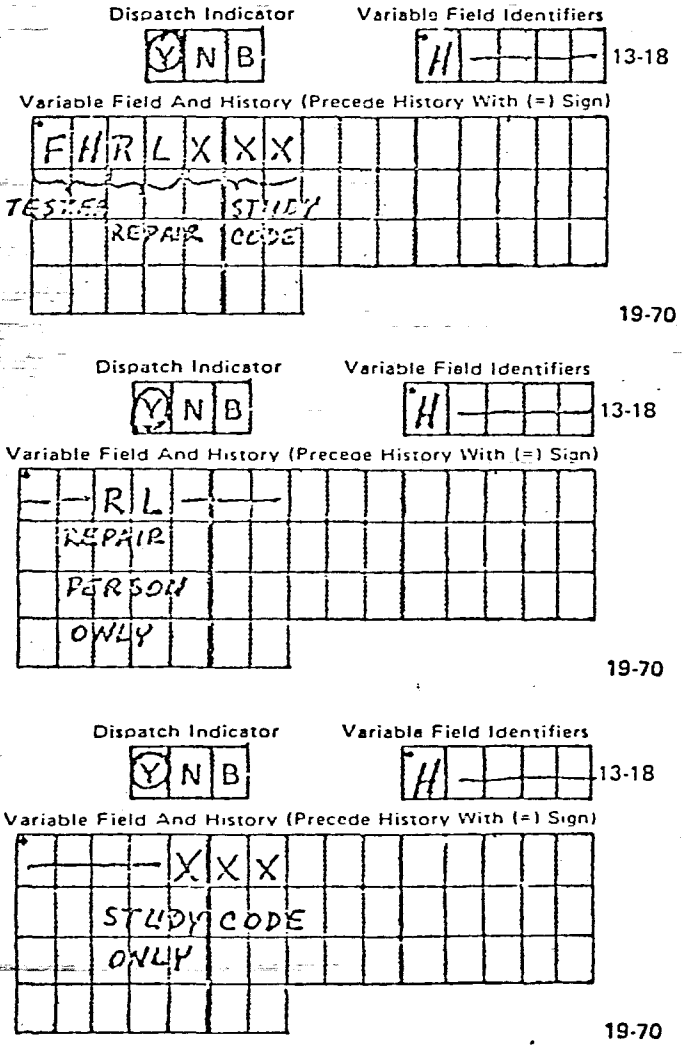


Figure 15

3.25 Headquarters Study entry provides for special studies to be initiated and used when authorized by Headquarters groups. Codes for this field are assigned and controlled by the System Director.

a) VFI "J" is 6 characters in length. Any combination of alpha, numeric or dashes can be used. All 6 characters must be filled in when the field is used.

b) This field shall not be used unless the SVB is directed to do so.

3.26 *Tested Time Completed* — This entry may be used to provide the time the test was actually completed by the test person for local study purposes. Test time starts with VFI "C" (pick-up time) entry or the received time if no VFI "C" is used.

a) VFI "K" is a 6 character field showing the day, hour and minutes as shown in figure 16.

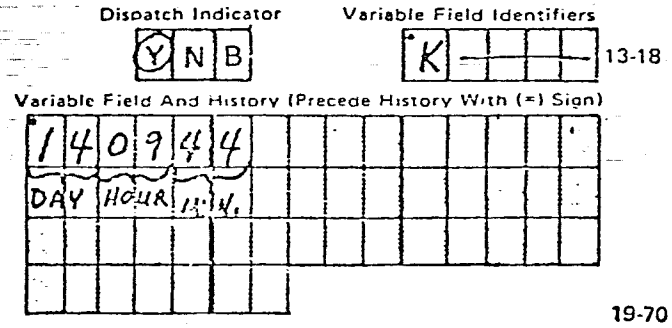


Figure 16

3.27 *Dispatched Time* — This entry may be used to provide the actual time the dispatch was made to the customer premises for local study purposes. The time starts when the repair person receives from the repair bureau a trouble condition to be cleared.

a) This is a 6 digit field and the time is entered by day, hour and minute as shown in Figure 17.

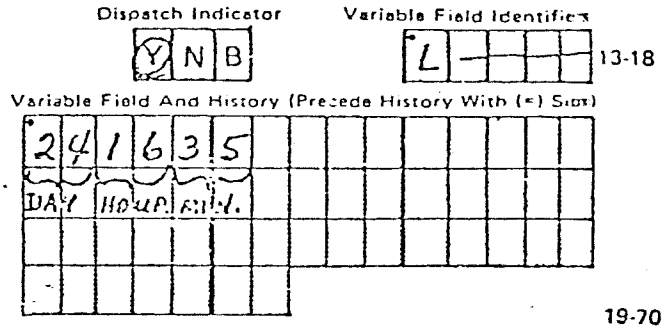


Figure 17

3.28 *Trouble Reported* — This entry provides a 3 character field for entering a trouble reported code. Appendix 2 lists the standard Trouble Reported Codes to be used. The code that best describes the Trouble Reported by the customer should be entered in Variable Field "m".

a) Figure 18 shows a customer reported trouble of errors on a circuit.

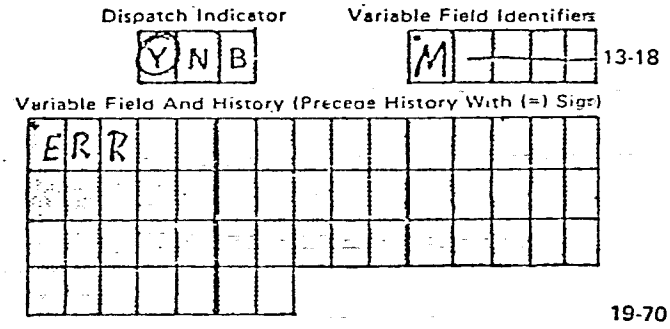


Figure 18

4. ERROR DELETION PROCEDURES

4.01 This section outlines procedures which permit a SVB to correct a coding or punching error in a SS Trouble Ticket, E-6944, which is detected locally after a ticket has been accepted by SSS. These errors are entries which appear as valid data to the computer but are found to be incorrect when reviewed by the SVB, such as incorrect outage, wrong Analysis Code, etc.

4.02 Error correction allows an office to delete the effect of an invalid trouble entry in the DPC file, and to submit the correct information.

a) Prepare another E-6944, circling Record Type X and enter the Tracking Serial Number of the original ticket in fields 2 to 12 and circuit

number in fields 13-36. This is all the information that is required.

b) Prepare another E-6944, circling Record Type 7 and entering all the correction information.

j) Transmit both of the above reports to the DPC. They may both be transmitted on the same message. If transmitted on separate messages, the X record must be transmitted first.

5. RESUBMISSION OF REJECTS

5.01 A complete list of the reject reasons for the SS Trouble Ticket E-6944 are given in Appendix 3.

5.02 All input data in the shaded portion of the ticket is edited by SSS. Errors detected are returned to the submitting SVB on the daily feed-back report. The rejected tickets are not part of the data base in the computer. A corrected ticket must be submitted to get the information into the computer.

6. SERVICES REQUIRING SPECIAL CONSIDERATION

MULTI-CIRCUIT TROUBLES

6.01 Special procedures have been established for the handling of trouble reports on SSN, TTTN (Dial Tandem) Switched Wide Band Networks, Multiplexers, etc. These procedures are outlined in Figure 19 which shows a typical network.

Numbers 1 to 6 show the location of 6 separate trouble conditions. It is assumed that the customer at PBX A initiated the report in each of the 6 cases. RO, SVB and LP times for each case will as shown in the figure. When an SSN SVB receives a Customer Report and subsequently refers the trouble out to another SVB (along with the Tracking Serial Number) the Referred In SVB receiving the report is then responsible for further sectionalizing the trouble and, if necessary, referring it on to yet another SVB (along with the original Tracking Serial Number) and will code the ticket report type RN with trouble code RO. This procedure continues until the trouble is located and the final SVB is responsible for arranging dispatch and/or final clearance.

Some confusion can exist as a trouble is referred along the line to various SVB's as to which circuit number should be used. From Figure 20, SVB B receives a Referred In ticket on circuit PLNT1234-001. If SVB B finds it necessary to refer the trouble to SVB C on Circuit PLNT5678-001, SVB C obviously must use PLNT5678-001 on his RN ticket but SVB B has the option of using either circuit number since he has a serving link on both circuits. The same Tracking Serial Number will be used on all tickets so the computer can associate all tickets for this trouble (regardless of circuit number) via the Ticket Tracking Process. In all cases the SVB with final disposition must notify SVB "A" of the time the trouble was cleared, even though the customer originating circuit may have been restored earlier. SVB "A" should then notify the customer of the final clearance.

CALLED CALLING REPORTS

6.02 On Customer Reports where the SVB is unable to identify the circuit in trouble and on subsequent attempts the customer did complete a satisfactory call the report is closed out as TOK or CC as applicable and an Administrative Circuit Number (as discussed in paragraph 3.23 Variable Field "G") is used.

CIRCUITS EXTENDED TO OVERSEAS LOCATIONS

6.03 Facilities in Telephone Company underseas cables which are contracted for by International Record Carriers and Satellite facilities, including the associated ground station equipment will be considered as a portion furnished by the International Record Carrier when classifying troubles (See Figure 21).

6.04 Any trouble report received from a customer in the continental United States on circuits extended overseas should be classified as an initial Customer Report. If the trouble is sectionalized to a portion furnished by International Record Carriers, Telephone Company short wave radio, or Telephone Company Undersea Cable, the report should be coded NPC and referred to the appropriate carrier or overseas radio terminal. The customer should be notified when the trouble is cleared.

6.05 Trouble reports which meet the definition of Test OK will be classified as follows:

	CASE 1	CASE 2	CASE 3	CASE 4	CASE 5	CASE 6
SVB A						
REPORT	CR	CR	CR	CR	CR	CR
TRBL CODE	Y	RO	RO	RO	RO	NPC
DURATION		Note 1	Note 1	Note 1	Note 1	Note 2
RO		**T&C	**T&C	**T&C	**T&C	Y
SVB	Y					
LPCT	*(Y)					
CKT. NO.	PLNT1234-001 →					
SVB B						
REPORT		RN	RN	RN	RN	
TRBL CODE		Y	Y	R	RO	
DURATION				Note 1	Note 1	
RO				**T&C	**T&C	
SVB		Y	Y			
LPCT		*(Y)	*(Y)			
CKT. NO.		PLNT1234-001	PLNT5678 →			
SVB C						
REPORT				RN	RN	
TRBL CODE				Y	RO	
DURATION					Note 1	
RO					**T&C	
SVB				Y		
LPCT				*(Y)		
CKT. NO.				PLNT5678-00 →		
SVB D						
REPORT					RN	
TRBL CODE					Y	
DURATION						
RO						
SVB					Y	
LPCT					*(Y)	
CKT. NO.					FXNT 2136	

Y-Indicates Yes — a code is required in this case.
*(Y) Indicates optional — depending on trouble location if LPCT is applicable.
**(T&C) Indicates Time & Case.
Note 1: RO time ends at any SVB when case is referred out. Measured time at the office where the trouble locates will start with the time of the RN and ends when the trouble is cleared.
Note 2: SVB duration time for CR report will be measured until the service is restored to the customer. Ticket is coded NPC, which measures the report as a Class 1 trouble.

Figure 19

a) If the trouble report is received from a customer in the continental United States, it should be counted as an initial Customer Report and coded to TOK.

b) If a trouble is reported to the Telephone Company by an Internation Record Carrier or overseas terminal the ticket will be coded as INFO.

6.06 Trouble reports which meet the definition of Came Clear will be classified as follows:

a) If the trouble report is received from a customer in the continental United States and comes clear before being sectionalized, it is an initial Customer Report and coded Came Clear.

b) If a trouble is reported to the Telephone Company by an International Record Carrier or overseas terminal the ticket will be coded info.

6.07 Except for troubles sectionalized in the continental United States troubles should not be shown as Referred Out. For the purposes of this plan Mexico, Canada and the states of Alaska and Hawaii are considered as overseas locations.

COMBINED SERVICES

6.08 A "Combined Service" is one on which the Bell System provides only a portion of the circuit, and the overall service is under contract to an Independent Company within the continental United States.

6.09 The following rules should be applied to Combined Services:

a) The designated Control Office for the Bell System portion of the circuit will accept trouble reports from either the overall circuit Control Office (Independent Company) or from the customer contracting for the service. These will be classified as initial Customer Reports.

b) If the trouble locates in the facilities provided by the Bell System, including local channels and/or equipment for which the Bell System SVB has responsibility, troubles will be classified and duration time counted the same as for other Special Services.

c) If the trouble locates beyond the demarcation point in the Independent Company territory the Independent Company will be notified via established contacts. Duration time will be stopped at the time of such notification and the trouble will be classified NPC. Troubles will not be classified as Referred Out to the Independent Company nor to the Bell System demarcation office.

d) If the Independent Company received the initial Customer Report and through testing the trouble sectionalizes to other than Bell System facilities and equipment, the trouble ticket should be coded INFO. This INFO classification will also apply to Test OK and/or Came Clear reports where the Independent Company has the initial report.

Note: When a Bell System Special Service extends into an Independent Company territory, it is not considered a "Combined Service" and all troubles will be classified the same as for any other Special Service regardless of where the trouble locates.

7. ORDERING INFORMATION FOR FORMS

7.01 Forms E-6944 and E-6944S are available only in packages of 100. Orders should be placed in multiples of 100 worded as follows:

(Quantity) Form (No.)

7.02 The above forms will not be automatically stocked at your local Western Electric Distributing House. Each company must authorize its local Distributing House to stock the new forms.

GLOSSARY OF TERMS

8.01 The following definitions relate to their use in this Bell System Practice covering the SS Trouble Ticket.

a) *Analysis Code:* A 2 digit numerical code to further describe the final trouble code. See Appendix 1 for descriptions.

b) *CCA:* Customer Credit Allowance is the term used to describe the billing adjustment given a customer due to interruption of service due to a Telephone Company problem, when the interruption exceeds tariff limitations.

c) *Circuit Identification:* Circuit number as listed in the serving link inventory.

d) *CLD:* Customer Location District is the repair organization for which the serving link terminations are associated for the purposes of this plan.

e) *COD:* Central Office District is the group or organization to which IT trouble dispositions are categorized for output analysis only. Measured time for IT troubles are charged to Class 1 Trouble Dispositions under Local Plant Cases.

f) *Delayed Maintenance:* Provides for the suspension of measured time outside NBD with the concurrence of the following situations:

1) A report received from a *Switched Service* (CCSA, TTTN, etc.) customer who has other circuits in the Group which, the customer agrees, will provide adequate service until such time as regular maintenance forces are available.

2) A Non-service affecting troubles (frayed cords, cracked glass, chipped handsets, etc.) which meet the following conditions:

a) Report does not relate to circuit transmission or operational problems (regardless of how minor).

b) No safety hazard exists.

c) Customer is agreeable to the postponement of maintenance.

Note: NBD (Normal Business Day) is Monday through Friday excluding national holidays, 8:00 a.m. to 5:00 p.m. local time.

g) *DPC:* Data Processing Center where the ticket information is processed and stored.

Note: The DPC is currently Cleveland.

h) *Maintenance of Service Charge:* A billed service charge, resulting from Telephone Company dispatch to a customer's premise to clear a reported trouble, when the difficulty is caused by Customer Provided Equipment.

i) *Multiple Circuits:* Circuits in a co-terminus group which have the same circuit base number but a different suffix.

j) *No Access:* This is the time during which service restoration or repair is halted for the following reasons:

1) *Circuit no access* — In cases where further testing and sectionalization would render all or part of a circuit inoperative, and the customer denies such access until a later time.

2) *Station no access* — In cases where tests indicate trouble at a station, and no further trouble clearance action can be taken without access to the station, and that access is denied by the customer. No access time ends when the condition causing the access situation no longer exists.

k) *OCC:* The Other Common Carriers (OCCs) are regulated communications common carriers authorized by the Federal Communications Commission (FCC) to provide interstate private line communications services to their patrons in competition with the Bell System Interstate Enterprise.

l) *OTC:* Operating Telephone Company

m) *Report Type:* denotes the nature of a Special Service Trouble Report and determines the action to be taken as well as the disposition used to close the report. Reports are divided into 6 distinctive types. Each Report Type is dependent upon the circumstance in which a report is received. The initial selection of a Report Type should always be determined by the individual situation.

REPORT TYPES:

1) Customer Report

2) Referred In

3) Information

6) Automatic Detect

7 ,) Release

9) Assist Test

1) *Customer Report (CR):* Customer Reports are Trouble Reports received directly from a customer, a customer's representative, an employee representing a customer such as a station repairperson who accepts a Trouble Report while on a customer's premises or a testroom employee in contact with a customer who reports dissatisfaction with a service.

A PCO, NCO or any SVB will take a CR report, regardless of where the trouble locates on the circuit, and refer the report to the SVB responsible. When a customer reports a trouble to a Telco office which has no responsibility for that service (i.e. A telegraph customer calls a telephone SVB), the Telco office will relay the report to the proper SVB. The SVB for that service will then initiate a CR report, confirm it with the customer and advise them of the proper reporting procedures. A Customer Report is also initiated when the Telephone Company contacts a customer to advise them of a trouble condition.

2) *Referred in Report (RN):* Referred in Reports are Trouble Reports which have been referred in to a Serving Bureau for further sectionalization or clearing. A RN report that is subsequently RO remains coded RN, RO.

3) *Information Reports (INF):* Information Reports may be used to input information a SVB finds necessary for historical data, analytical or billing purposes.

6) *Automatic Detected Reports (AUTO):* Automatic Detected Reports are Trouble Reports which are generated by an employee who responds to an alarm condition or to analytical data which is produced by test equipment directly utilized in testing or sampling all or part of circuits, circuit groups or systems which constitute a customer's service, when there is no occasion to contact the customer regarding the report. Any contact with the customer about the trouble changes the report type from Auto Detect to CR. Reports from a customer about alarms on Telco Equipment on their premises shall also be coded CR. Auto Detect Reports may be referred out.

7) *Release Reports (RLS):* Release Reports are used to document agreement of circuit or station release periods for a definite period of time during which a customer releases the equipment and/or facilities for routine maintenance or rearrangements other than for clearing trouble. If the customer is unable to use the circuit at the end of a release period, a Customer Report should be initiated.

9) *Assist Test Reports (ASSIST):* Assist Test Reports should be used when:

a) Assisting an assembly customer in trouble sectionalization who has not given a Trouble Report to the Telephone Company.

b) O.C.C. testing as outlined in BSP 471-000-010 and no valid Trouble Report exists.

~~c) Assisting another SVB in sectionalization.~~

n) *Serial Number:* There are 3 types of serial numbers on the E-6944.

1) Local serial numbers are assigned locally in the upper left corner. This is for local control to guard against lost tickets.

2) Tracking serial numbers (fields 2 to 12) are used to positively identify a Trouble Report in the computer to track the trouble to its conclusion, regardless of how many SVB's are involved.

3) Serial Number format is the Common Language circuit number expressed in alphanumerics rather than telephone number format.

p) *Serving Central Office (SCO):* last office on a circuit that interfaces electrically with the customer location.

q) *SSN:* Switched Service Network is a network of lines, trunks and switching machines dedicated to providing service for a particular customer.

r) *SSS:* Special Services System

s) *SVB:* A generic term, representing any of the serving organizations involved in the provision of Special Services, including Serving Test Centers (STC), Special Service Centers (SSC) and Switched Service Bureaus (SSB).

t) *Times:*

1) *Receive Time:* the time expressed in month, day and local clock time SVB:

a) Receives notice from a customer (CR) another SVB (RN) or an automatic detecting device (AUTO DET) of a trouble condition.

b) Is requested to assist in trouble sectionalization by an assembly customer or an O.C.C. (ASSIST).

c) Is requested for, or requests a release period (RELEASE).

d) Desires to document historical data, analytical or billing information (INF).

2) *Referred Time:* the time expressed in month, day and local clock time SVB refers to a trouble condition to another SVB or a local repair force for the purpose of clearing the trouble or for further sectionalization.

3) *Restored Time:* The time expressed in month, day and local clock time a SVB:

a) Restores service to the customer or SVB that originated the trouble report (CR, RN or AUTO DET Reports).

b) Terminates assistance in testing with an O.C.C. (ASSIST Report).

c) Concludes a release period (RELEASE Report).

d) Desires the historical, analytical or billing information period to end (INF Report).

u) *Trouble Codes:* Used to define the disposition of a trouble ticket into the following categories:

1) 01 *Station (ST):* is the disposition used to classify serving link troubles due to failure of Telephone Company maintained equipment *at the customer's premises,* including station apparatus, inside wiring and drop wire.

2) 04 *Serving Bureau (SVB):* is the disposition used to classify troubles due to either physical equipment trouble or operational activities *in the SVB.* When an SVB clear's an IT or SL trouble without referring it to local plant forces the case is to be coded SVB with an appropriate analysis code.

This also applies to station-type equipment which may be located in the SVB such as Data Sets. Consideration should be given to *location* of equipment rather than type.

3) 06 *Customer Action (CA):* is the disposition used to classify Serving Link troubles which are definitely proven to have been generated as a direct result of improper operation by the customer of equipment for which the Telephone Company has the training responsibility. It is intented that these reports will be analyzed and action will be taken to solve the training problem. All other trouble conditions resulting from customer action should be coded to the trouble disposition INF (Code 25).

4) 07 *Test-OK (TOK):* is the disposition used when the reported trouble cannot be verified, no trouble can be detected, no cause for trouble can be established and no situation exists which would require further investigation.

5.09 Found — OK (F-OK) — is the disposition used when a repairperson is dispatched to a customer's station and the reported trouble cannot be verified, no trouble detected, no cause for trouble can be established and no situation exists which would require further investigation.

6) 10 Referred Out (RO)—is the disposition used to classify reports referred to an SVB, PCO or NCO, on the same Special Service, for further sectionalization or trouble clearance.

Note: If an RO trouble is ultimately coded out A-CPE or U-CPE by the RN, office the

computer will automatically make the original RO ticket a non-measured case via the Ticket Tracking process.

7) 11 Protective Connecting Arrangements (PCA) is the disposition used to classify a Serving Link trouble that locates in or is caused by the Protective Connecting Arrangement at the customer interface of TELCO and CPE equipment.

8) 12 Authorized Customer Provided Equipment (ACPE) is the disposition used to classify a Trouble Report, when the trouble locates in, is caused by, or results from Customer Provided Equipment which is interconnected in accordance with existing tariffs.

9) 13 Unauthorized Customer Provided Equipment (UCPE) — is the disposition used to classify a trouble report when the trouble locates in, is caused by, or results from Customer Provided Equipment which is connected in violation of existing tariffs.

10) 17 Came Clear (CC) — is used when the reported trouble is verified through testing, monitoring or some other test center procedure and the trouble condition disappears before being sectionalized to a portion of the circuit having a specific trouble classification. In these cases an appropriate analysis code should be used (i.e. unsectionalized toward the customer, etc.)

In the event a trouble is definitely sectionalized to one of the other trouble classifications and comes clear before the exact cause is found, the trouble will be coded to that classification using the analysis Code, Came Clear. In all cases referred to Local Plant Forces, which subsequently come clear, the appropriate trouble classification is to be used.

11) 21 Inter SVB Facility (IS) — Includes the facilities and equipment used for Special Services and which interconnects the SVB's serving the stations on the same Special Service. These facilities will include all types of Carrier Systems, which provide the transmission path between SVB's. In the case of an off line SVB, the IS facility extends from the Serving Central Office to the SVB or other Serving Central Office.

12) 22 *Inter-Toll Facility (IT):* Includes the facilities and equipment from the MDF of the SVB thru all intermediate offices and terminating on the MDF on the customer side of the last serving central office. *(SCO)* Intermediate offices will be considered part of the Inter-Toll Facility. These facilities will include all types of Carrier Systems and Cable (Repeatered or non-repeatered) which provide the transmission path from the *SVB* to the *SCO*. The location of equipment should determine its coding terminology and not its circuit function. In the case of an off line SVB, the IT facility extends from SCO to SCO excluding, any plant equipment located in an on line SVB.

13) 23 *Local Facility (LF):* is the trouble disposition used to classify Serving Link Troubles which locate in or are associated with non-repeatered physical conductor facilities from the SVB or Serving Office to the customer location. This category includes all Serving Link Facilities not defined as Toll Type or Inter-Toll.

14) 24 *Toll Facility (TP):* is the disposition used to classify Serving Link Troubles which locate in, or are associated with carrier facilities or physical conductor facilities equipped with amplifiers or repeaters from the MDF of the last serving office to the customer location.

15) 25 *Information (INF):* is a disposition that may be used to classify a report when an SVB, PCO or NCO finds it necessary to input data for historical, analytical or billing purposes.

16) 26 *Subsequent (SQ):* is the disposition used to classify additional reports received from the same customer concerning a trouble previously reported and covered by an existing open ticket.

17) 29 *Non-Plan · Classified (NPC):* is the disposition used to identify and make accountable troubles locating beyond the respon-

sibility of the Special Service organization. *For Example:* troubles in common equipment not assigned to individual circuits, such as Central Office Switching Equipment and PBX's are coded *NPC.*

18) 30 *Foreign Carrier (F.C.):* is the disposition used to track cases in overseas or foreign facilities.

19) 31 *Existing (ER):* is the disposition used to classify customer reports and referred in reports received from another customer or SVB on a trouble previously reported and covered by an existing open ticket.

v) *Trouble Reports:* A Trouble Report is any notice, concurrent with the trouble, which indicates one or more of the following conditions:

1) Difficulty or dissatisfaction with the performance of a Special Service.

2) Improper functioning of telephone company maintained equipment or facilities associated with a Special Service.

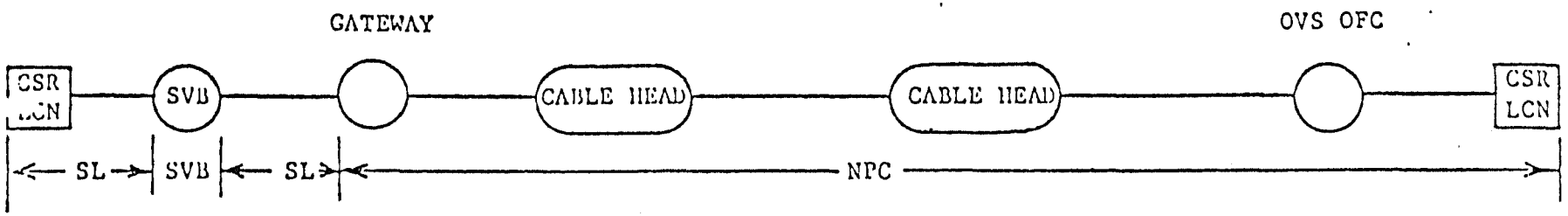
3) Dissatisfaction with the physical condition, appearance of telephone company maintained equipment; or facilities associated with a Special Service.

4) Improper use by a customer of telephone company maintained equipment or facilities associated with a Special Service that results from a lack of proper customer training.

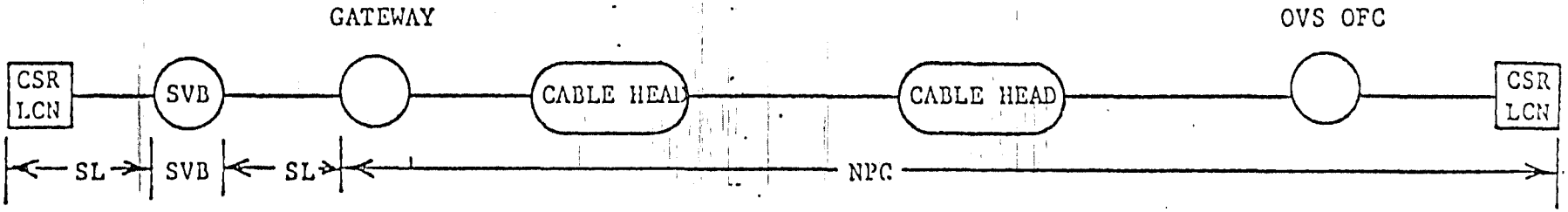
w) *VFI:* Variable Field Indicators are one digit alphas used in fields 14 to 18 to indicate what entries will be logged in the variable history fields 19 to 70 (Record 8).

SSS TROUBLE TICKET INPUT REQUIREMENTS

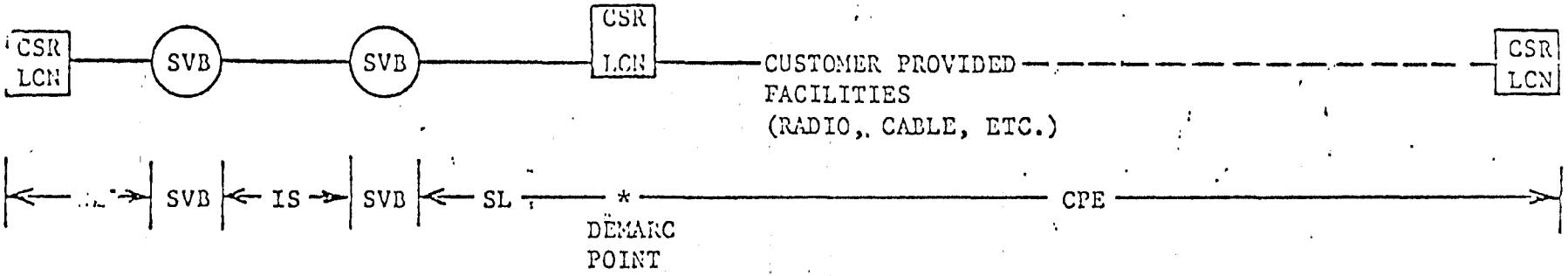
Transaction Type	Report Type	Reason	Reference
Customer Initiated	CR	Customer Complaint Tracking	660-225-104 660-005-011
Troubles Greater Than 30 Minutes (Verified Outages Not Associated With Maintenance Releases)	CR, AD	Customer Credit Allowance (Current FCC Tariff No. 260 Requirements for Long Lines IS 30 Minutes. Refer to Local Tariffs on O.T.C. for Times)	660-225-030 002-300-090LL 660-225-108
Tickets Relating To Troubles Referred Between Serving Bureaus	CR - RD AD - RD RN	Idex Plan Integrity, SSS Trouble Tracking Process	660-225-104
All Troubles Resulting To Maintenance of Service Charge	CR	Customer Billing Procedure	660-225-104 660-101-312 660-225-108
All Trouble Transactions To OCC-Provided Services	CR AD	OCC Tracking	471-200-001
All Trouble Transactions Resulting in CPE Disposition (Includes Direct Interconnection)	CR AD	CPE Tracking	480-050-100
Troubles Detected by Alarms, MTCC TTY's, Other Indicating Equipment	AD	SVB Service Analysis NCO Service Analysis ONM Service Analysis	660-225-104 660-005-011
Optional Other Disireable Reasons Test, Releases, Assistance, Etc.	INF, RLS AST	Control Office CCA, Uniformity of History Records, Circuit History, Local Analysis, Test Time, Pickup Time, Special Study, Etc.)	660-225-104
Trouble Conditions Less Than One Minute	—	SSS Tickets Handle Increments of One Minute	—



NOTE 1 - TELCO CABLE, TELCO FURNISHED



NOTE 2 - TELCO CABLE, OTHER CARRIER FURNISHED



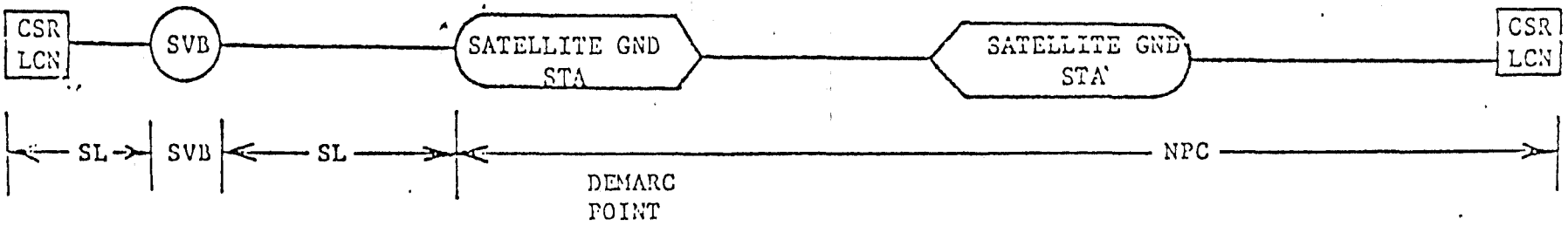


Figure 20 For Overseas

E-6944
REJECT REASONS

The following list of Reject Reasons along with the explanations for these rejects should help isolate the particular cause of the reject.

In addition to the specific causes listed for each reject reason, please check for the following:

1. Check the feedback report for Transmission errors.
2. Verify that all information was actually transmitted in the proper columns.
3. Alphanumeric means A-Z, 0 thru 9 (no special characters and no dashes).

RR 17 - "TBL CODE INVALID"
Check trouble code used against trouble codes listed on trouble ticket.

RR 18 - "ANALYSIS CODE INVALID"
The analysis code used must be either dashes or 00 thru 99.

RR 20 - "DELAYED MTC INVALID"
1. A 1, 2 or 3 steering digit must be in the first Column of the variable field for VFI "A".
2. For steering digits 1 and 2, delayed maintenance time should only be 0000 thru 9959.
3. For steering digit 3, enter SVB time (0000 - 9959) and LP time (0000 - 9959).

RR 21 - "CKT NOT IN INVENTORY"
Circuit does not exist in inventory.

RR 23 - "SEGMENT INVALID"
Check inventory to determine proper segment number.

RR 25 - "REFERRED FROM INVALID"
1. Only SVB and CLD DPI types can be listed as referred from.
2. Can't have an RN report type with a CLD DPI referred from.
3. Can't have a CR report type with an SVB DPI referred from.
4. DPI listed as referred from is not in SSS.

RR 26 - "REFERRED TO INVALID"
1. This CLD with trouble or SVB referred to not inventoried.
2. Trouble codes 04, 07, 10, 17 or 21 not valid with CLD DPI (12) referred to.
3. Only DPI types 11 (SVB), 12 (CLD) or 13 (COD) valid for referred to.
4. If referred to DPI type 11 (SVB) not allowed to have the following trouble codes - 01, 06, 09, 11, 12, 13, 22, 23, 24, or 29.
5. If referred to DPI type 13 (COD) only allowed trouble codes 22, 29.

6. Ensure that the SEG/CLD is reported on the trouble ticket exactly as it is in the inventory. For example, if the circuit was inventoried with 000 AB1919 the trouble ticket would also have to show 000 AB1919. If - - - AB1919 was input in this case (for the trouble ticket) it would reject.

RR 34 - "NOT PCO ON CKT"
Only a PCO can submit a CCA on a multipoint circuit.

RR 49 - "RESTORED DATE/TIME INVALID"
1. Check month/day relationship (e.g. June only has 30 days).
2. Check hour/minute relationship. Hour must be 00 thru 24. Minute must be 00 thru 59. If hour = 00, minute must not equal 00. If hour = 24, minute must = 00.
3. Check whether month still in range. Can only input ticket for current report month and one previous report month.

RR 52 - "RECEIVE DATE/TIME INVALID"
See items 1 and 2 for reject reason 49.

RR 53 - "REFERRED DATE/TIME INVALID"
See items 1 and 2 for reject reason 49.

RR 55 - "TRACKING NUMBER INVALID"
1. Serial number portion of tracking number must be all numerics.
2. Duplicates a tracking serial number already on file. Must not reuse tracking numbers for two months.
3. Check to be sure a trouble ticket was issued for a delete ticket to act against. Check tracking number of original trouble ticket.

RR 56 - "REPORT TYPE INVALID"
Report type omitted or contains invalid characters. Valid report types are: 1, 2, 3, 6, 7 or 9.

RR 58 - "PICKUP DATE/TIME INVALID"
1. See items 1 and 2 for reject reason 49.
2. Be sure pickup time is not before receive time.
3. Be sure pickup day is not before receive day.

RR 59 - "TESTED DATE/TIME INVALID"
See items 1 and 2 for reject reason 49.

RR 60 - "DISPATCH DATE/TIME INVALID"
See items 1 and 2 for reject reason 49.

RR 61 - "NO ACCESS TIME INVALID"
1. Check to see that a 1, 2 or 3 steering digit is in first Column of variable field for VFI "B".
2. For steering digit 1 and 2 be sure no access time is 0000 - 9959.
3. For steering digit 3, no access time should be SVB time (0000 - 9959) then LP time (0000 - 9959).

RR 62 - "TRACKING DPI INVALID"
Can only have different input DPI and tracking DPI if report type = RN (2).

RR 66 - "DURATION TIME NEGATIVE"
When using VFI "A" and "B" be sure that the Delayed Maintenance and No Access Time do not cause the Duration time to be negative.

RR 68 - "CANNOT HAVE VFI (A)"
Delayed maintenance is invalid for the following combinations of trouble codes and report types.

Trouble Code	Report Type	Trouble Code	Report Type
01 (ST)	7	17 (CC)	9
04 (SVB)	7	21 (IS)	7
06 (CA)	7,9	22 (IT)	7
07 (TOK)	9	23 (LF)	7
11 (PCA)	7	24 (TP)	7
12 (ACPE)	9	25 (INF)	1,2,3,6,7
13 (UCPE)	9	31 (ER)	1,2

RR 69 - "SSN #'s INVALID"
1. Called and calling numbers in variable field must be numerics.
2. A plus "+" sign must be between the called and calling numbers.

RR 70 - "CANNOT HAVE VFI (B)"
No access time is invalid for the following combinations of trouble codes and report types.

Trouble Code	Report Type
25 (INF)	1,2,6
31 (ER)	1,2

RR 71 - "HDQTRS STUDY INVALID"
If a "J" entered in variable field identifier, there must be an entry in the variable field.

RR 72 - "CANNOT HAVE VFI (D)"
Maintenance of Service Charge is only valid for the following combinations of trouble codes and report types.

Trouble Code	Report Type
12 (ACPE)	1,2,3,6,7,9
13 (UCPE)	1,2,3,6,7,9

RR 73 - "NO MATCH FOR DELETE X"
Record type X does not match any record type 7 in file.

RR 74 - "CKT HAS NO CPE"
When this circuit was inventoried by the SVB no CPE was indicated.

RR 75 - "MULTI CIRCUITS INVALID"
If there is an "E" in the VFI, variable field must have 001 thru 999.

RR 76 - "CANNOT HAVE VFI (F)"
Cannot have CCA billing for the following combinations of trouble codes and report types.

Trouble Code	Report Type	Trouble Code	Report Type
06 (CA)	1,2,3,6,7,9	23 (LF)	7
07 (TOK)	9	24 (TP)	7
09 (FOK)	6,7	25 (INF)	1,2,6,7,9
12 (ACPE)	1,2,3,6,7,9	26 (SQ)	1
13 (UCPE)	1,2,3,6,7,9	29 (NPC)	7
17 (CC)	7,9	31 (ER)	1,2
21 (IS)	7		
22 (IT)	7		

RR 77 - "TROUBLE REPORTED INVALID"
Must have alpha characters in variable fields when using VFI "M".

RR 78 - "CANNOT HAVE VFI (G)"
Called/calling numbers not valid for the following combinations of trouble code and report type.

Trouble Code	Report Type
10 (RO)	1,2,3,6,7
11 (PCA)	1,2,3,6,7
31 (ER)	1,2

RR 79 - "NEED VFI (D)"
If trouble ticket indicates dispatch = Y and trouble code = 12 or 13, must have a "D" in VFI. Must input appropriate MSC information in variable field.

RR 80 - "MTCE CHARGE INVALID"
1. See items 1 and 2 for reject reason 49.
2. Columns 1-8 (Dispatch time out) must be all numerics.
3. Columns 9-10 (customer's initials) must be alphas.
4. Columns 11-18 (Dispatch time in) must be numerics.
5. Columns 19-33 (street address of trouble location) must be alpha/numerics.
6. Make sure dates stated are not greater than today's date.
7. Be sure that dispatch out date/time are not greater than dispatch in date/time.

RR 83 - "CKT TYPE MUST BE A '1'"
Must use serial number format for multi circuits.

RR 84 - "CONTINUED RECORD INVALID"
Check to see if record type 8 was entered.

RR 85 - "NO SVB REFERRED TO"
Must have referred to information for trouble Code 10, report types CR and RN.

RR 86 - "RPT TYPE/TRBL CODE INVALID"
The following combinations of trouble codes and report types are invalid:

Trouble Code	Report Type	Trouble Code	Report Type
01 (ST)	9	21 (IS)	9
04 (SVB)	9	22 (IT)	9
07 (TOK)	6,7	23 (LF)	9
09 (FOK)	9	24 (TP)	9
10 (RO)	9	26 (SQ)	2,3,6,7,9
11 (PCA)	9	29 (NPC)	9
		31 (ER)	3,6,7,9

RR 87 - "CANNOT HAVE SEG W/RPT"
This serving link not inventoried by segment number.

RR 88 - "NO REFERRED TIME"
Must have referred time for report type/trouble code combination.

RR 89 - "CANNOT HAVE REFERRED TIME"
Cannot have referred time for the combination of trouble code 07 and report types 1, 2, 3, 9.

RR 90 - "NO SEG/CLD W/RPT"
Must enter either segment number and/or CLD number for customer location reporting trouble. Enter as shown in serving link inventory.

RR 91 - "NO SVB REFERRED FROM"
Must have SVB referred from with report type RN (2).

RR 92 - "NO SEG/CLD W/TRBL"
Must have referred to CLD/STC for the following trouble codes and report types:

Trouble Code	Report Type	Trouble Code	Report Type
01 (ST)	1,2,6	13 (UCPE)	1,2,6
09 (FOK)	1,2,6	23 (LF)	1,2,6
11 (PCA)	1,2,6	24 (TP)	1,2,6
12 (ACPE)	1,2,6		

RR 93 - "CANNOT HAVE SEG W/TRBL
Segment with trouble not allowed with the following combinations of trouble codes and report types.

Trouble Code	Report Type
7 (TOK)	1,2,3,9
10 (RO)	1,2,6

RR 94 - "VFI INVALID"
1. Check variable field indicator. Must be A, B, C, D, E, F, G, H, J, K, L, M or spaces.
2. No imbedded spaces allowed.
3. The same characters can not appear more than once in this field.

RR 95 - "VAR FLD COMBO INVALID"
The following combinations are invalid: AG, BG, DF, DG, FG.

RR 96 - "REFER TO NOT PERMITTED"
Referred to not permitted with trouble code 07 and report types 1, 2, 3, 9.

RR 97 - "VAR FIELD TOO LONG"
Variable field entry exceeds 52 characters.

RR 98 - "MULTI CKTS NOT IN ASC SEQ"
Multi circuits must be input in ascending order. The number in the variable field must be greater than suffix.

RR 99 - "MULTI CKT NOT IN INV"
One of the generated circuit numbers is not in your inventory.

RR 139 - "CCA IS AUTOMATIC"
1. Rebate is automatic on a two-point or network trunk - VFI "F" is not required.
2. If service type is a 1,3 or 4 be sure that report type is 3 (Info) and trouble code is 25 (Info).

RR 142 - "CCA INFORMATION INVALID"
1. A 1, 2, 3 or 9 steering digit must be in the first Column of the variable field for VFI "F".
2. CCA Hour must be 00-99.
   CCA Minutes must be 00-99.

RR 144 - "DISPATCH CODE INVALID"
1. Dispatch code must be yes, no or bulk.
2. If dispatch code is No, can't have VFI "D" indicated.

RR 145 - "TIME LESS THAN CCA CRITERIA"
Customer credit allowance time is less than the CCA criteria for that circuit. Check inventory for proper CCA criteria.

RR 146 - "SVB STUDY INVALID"
If "H" entered in VFI must have an entry in variable field. All spaces not allowed. Entry in the variable field does not match the 7 digit SVB study format.

RR 147 - "REFERRED LT RECEIVE TIME"
The referred time (Month, day and clock time) is less than the received time (Month, day and clock time).

RR 149 - "RESTORED LT REFERRED TIME"
The Restored Time (Month, day and clock time) is less than referred time (Month, day and clock time).

RR 151 - "RESTORED LT RECEIVE TIME"
The Restored Time (Month, day and clock time) is less than received time (Month, day and clock time).

ANALYSIS CODES

00 GENERAL
01 CAME CLEAR
02 PLANT ACTIVITIES
03 IMPROPER OPERATION
04 COMMERCIAL POWER
05 TEST ACCESS ARRANGEMENT
06 ORDER RELEASE
07 CUSTOMER RELEASE

10 DDD
11 CABLE
12 FRAME
13 CARBONS — HEAT COILS
14 OFFICE WIRING
15 COMMON EQUIPMENT
16 LINE CIRCUIT
17 TRUNK CIRCUIT
18 TERM SET
19 BRIDGE
20 ECHO SUPPRESSOR
21 REPEATER
22 EQUALIZER
23 SIGNALING EQUIPMENT
24 RELAY SWITCH ARRANGEMENT
25 LOOPBACK KEY
26 COUPLER
27 TESTBOARD JACKS
28 CENTRAL OFFICE
29 SWITCHING MACHINE

30 CARRIER CHANNEL
31 CARRIER SYSTEM
32 BROADBAND FACILITY
33 OVERSEAS SWITCHER
34 BEYOND OVERSEAS SWITCHER
35 OVERSEAS ACCESS LINE
36 OVERSEAS CABLE (NOT IRC)

40 TELCO POWER
41 STATION EQUIPMENT
42 PBX EQUIPMENT
43 KTS EQUIPMENT
44 MULTIPLEXER
45 INSIDE WIRE
46 TELEPHONE SET
47 TELEMETRY EQUIPMENT
48 RECORDING DEVICE
49 COMPUTER

50 RADIO XMIT AND REC. EQUIP.
51 ALARM EQUIP.
52 ACOUSTICALLY COUPLED DEVICE
53 DATA SET
54 DATA AUXILLARY SET
55 TELETYPE MODEL SERIES 30
56 TELETYPE MODEL 43KSR
57 TELETYPE MODEL OTHER
58 DATASPEED 40® DISPLAY UNIT
59 DATASPEED 40® KEYBOARD
60 DATASPEED 40® PRINTER
61 DATASPEED 40® LOGIC & OTHER
62 DATASPEED 40® /4 CONTROLLER
63 DATAPHONE® 50 EQUIPMENT
64 CLUSTER ARRANGEMENT
65 1A DATA STATION
66 SUBSET
67 REGEN
68 PHYSICAL CONDUCTORS
69 OTHER

70 INDEPENDENT CO. FACILITIES
71 INDEPENDENT CO. SWITCHER
72 INDEPENDENT CO. EQUIPMENT
73 INDEPENDENT CO. OTHER
74 BEYOND TELCO/IRC INTERFACE
75 BEYOND TELCO/OCC INTERFACE
76 BEYONE TELCO/CPE INTERFACE
77 BEYOND TELCO/INDEPENDENT CO. INTERFACE
78 CPE RELEASE
79 OCC RELEASE

80 DSU - DATA SERVICE UNIT
81 CSU - CHANNEL SERVICE UNIT
82 OCU - OFFICE CHANNEL UNIT
83 MJU - MULTI POINT JUNCTION UNIT
84 DDGT - DIGITAL DATA GROUP UNIT
85 TIMING
86 1ARDT
87 KEYBOARD/DISPLAY UNIT (NOT DATASPEED 40®)
88 TAPE DRIVE
89 HIGH SPEED PRINTER

Note: Any Analysis Code may be used with any Trouble Code/Class of Service

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VARIABLE FIELD "M" ENTRIES

TROUBLE REPORTED (TRBRPT) ASSOCIATION TABLE

ATLVL (Transmission Level Problems)

CTH — Can't hear
CBH — Can't be hear
LOW — Low Levels
FAD — Fading
HIL — High Levels
DIS — Distant

ATNSY (Transmission noise problems)

ECO — Echo
INT — Intermittent Noise
NSY — Noisy
FOR — Foreign tone
CLP — Clipping
XMD — Cross Mod
XTK — Cross talk
SOL — Static on Line
HID — High Distortion
HOL — Hollow

DATATB (Data transmission problems)

CSD — Can't send data
CRD — Can't receive data
ERR — Errors
DEL — Delay
IMP — Impulse Noise
JIT — Phase Jitter
HAR — Harmonic Distortion

CCONDT (Can't Call out; No Dial Tone)

NDT — No dial tone
REG — No Register
SDT — Slow Dial Tone
NTR — Can't Transmit — Can't Receive

CCOOTH (Can't Call out; Other Problems)

DTA — Don't answer
ROC — Recording on Ckt
CCS — Can't Call Out
CSO — Can't Signal Out
CNR — Can't Raise
BT — Can't Brk Dial Tone
DAD — Dial Tone After Dialing
RNA — Ring No Answer
NRA — No Ring, No Answer
WNR — Wrong #
AAB — All Access Busy
NAB — No answer back

CBCALL (Can't be called)

CBC — Can't be called
DBC — Don't get called
CTR — Can't trip ring
FSR — False rings
CBS — Can't be signaled

PHYTBL (Physical trouble)

DR — Bell doesn't ring
BO — Light burned out
DAS — Data set
TTY — TTY set
RNG — Other ring trouble
STA — Other station trouble

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IMPOPN (Improper circuit operation)

HAD — Hi and dry
CKD — Circuit dead
OPX — Open
BSY — Always busy
CTO — Cut offs
PRS — Permanent signal
SUP — Supervision
CTM — Can't meet
CRC — Can't release circuit
HUP — Hung up
FSD — False disconnect

MSCTBL (Miscellaneous troubles)

ROR — Reorder
STS — Stuck sender
RTF — Routine Test Failure

OTHTBL (Other Cases)

OTH — Other
RLS — Release
INF — Information
LTR — Lost Time Report
ORD — Order Work
RFR — Request for Routine

(All others not defined)

MEMSVC (Memory services)

INV — Invalid data
PRC — Processor dead
PRN — Hi Speed Printer
CRT — Cathode ray tube