ATIS-0300094.2015

Trouble Type Codes in Support of ATIS Trouble Administration Standards

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ATIS-0300094.2015, *Trouble Type Codes in Support of ATIS Trouble Administration Standards*

Is an American National Standard developed by the **ATIS Telecom Management and Operations Committee (TMOC)**.

American National Standard for Telecommunications

Trouble Type Codes in Support of ATIS Trouble Administration Standards

Alliance for Telecommunications Industry Solutions

Approved March 13, 2015

American National Standards Institute, Inc.

Abstract

This document contains a canonical listing of Trouble Type Codes to be used in the Electronic Bonding process as specified in ATIS-0300003.2012 and ATIS-0300227.2008.

Foreword

The information contained in this Foreword is not part of this American National Standard (ANS) and has not been processed in accordance with ANSI's requirements for an ANS. As such, this Foreword may contain material that has not been subjected to public review or a consensus process. In addition, it does not contain requirements necessary for conformance to the Standard.

The Alliance for Telecommunication Industry Solutions (ATIS) serves the public through improved understanding between carriers, customers, and manufacturers. The Telecom Management and Operations Committee (TMOC) -- formerly T1M1 -- develops operations, administration, maintenance and provisioning standards, and other documentation related to Operations Support System (OSS) and Network Element (NE) functions and interfaces for communications networks - with an emphasis on standards development related to U.S.A. communication networks in coordination with the development of international standards.

ANSI guidelines specify two categories of requirements: mandatory and recommendation. The mandatory requirements are designated by the word SHALL and recommendations by the word SHOULD. Where both a mandatory requirement and a recommendation are specified for the same criterion, the recommendation represents a goal currently identifiable as having distinct compatibility or performance advantages.

Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, TMOC, 1200 G Street NW, Suite 500, Washington, DC 20005.

At the time of initiation or issuance of the letter ballot for this document, TMOC, which was responsible for its development, had the following leadership:

> T. Barrett, TMOC Chair (AT&T)
> S. Kiewel, TMOC Vice Chair (iconectiv)
> T. Barrett, TMOC Technical Editor (AT&T)

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American National Standard for Telecommunications –

Trouble Type Codes in Support of ATIS Trouble Administration Standards

1   Scope, Purpose, & Application

1.1 Scope

The scope of this standard is limited to the definition of an enumerated list of trouble type codes intended to be used in support of American National Standards for Trouble Administration.

1.2 Purpose

The purpose of this standard is to provide a single set of unambiguous trouble type codes to be used consistently across all American National Standards for Trouble Administration.

1.3 Application

This standard is intended to be used together with other American National Standards for Trouble Administration (see 2).

2   Normative References

The following standards contain provisions which, through reference in this text, constitute provisions of this ATIS Standard. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this ATIS Standard are encouraged to investigate the possibility of applying the most recent editions of the standards indicated below.

ATIS-0300227.2008, *Operations, Administrations, Maintenance, and Provisioning (OAM&P) – Interfaces between Operations Systems across Jurisdictional Boundaries to Support Fault Management (Trouble Administration).*[1]

ATIS-0300003.2012, *XML Schema Interface for Fault Management (Trouble Administration).*[2]

3   Definitions

Clause 5 includes definitions for specific trouble types.

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[1] This document is available from the Alliance for Telecommunications Industry Solutions (ATIS), 1200 G Street N.W., Suite 500, Washington, DC 20005. <https://www.atis.org/docstore/product.aspx?id=25583>

[2] This document is available from the Alliance for Telecommunications Industry Solutions (ATIS), 1200 G Street N.W., Suite 500, Washington, DC 20005. < https://www.atis.org/docstore/product.aspx?id=26776>

4 Acronyms

CORBA	Common Object Request Broker Architecture
IDL	Interface Definition Language
OAM&P	Operations, Administration, Maintenance, and Provisioning
XML	Extensible Markup Language

5 Trouble Type Codes for ATIS Trouble Administration Standards

Trouble type codes are listed in the following table.

NOTE: The 8000 – 8999 code block has been reserved for service provider internal use. No Trouble Type codes from 8000 through 8999 shall be passed across the Electronic Bonding Interface between companies.

Trouble Type Code	Type Code
noDialToneGroup	100
noDialTone	101
slowDialTone	102
circuitDead	103
canNotCallOutGroup	200
canNotCallOut	201
canNotBreakDialTone	203
dialToneAfterDialing	204
highAndDry	205
canNotRaise	206
allAccessBusy	207
canNotCallOut2	208
canNotCallLongDistance	209
canNotCallOverseas	210
speedCall	211
cannotCall911	212
cannotCall700	213
cannotCall800or888	214
cannotCall900	215
cannotCallDA	216
cannotCallIntraLataToll	217
canNotBeCalledGroup	300
canNotBeCalled	301
canNotBeCalledBusy	302
doNotGetCalled	303
canNotTripRing	304

Trouble Type Code	Type Code
falseRings	305
doNotAnswer	306
reachRecording	307
canNotRaiseAStation	308
canNotRaiseADrop	309
canNotRaiseACircuitLocation	310
ringNoAnswer	311
reorder	312
alwaysBusy	313
bellDoesNotRing	314
bellDoesNotRing2	315
bellRingsCanNotAnswer	316
bellRingsAfterAnswer	317
noRingNoAnswer	318
otherRingTrouble	319
receivesCallsForWrongNumber	320
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ringsThenGoesBusy	322
canNotBeHeardGroup	400
canNotBeHeard	401
canNotHear	402
fading	403
distant	404
reachedWrongNumberGroup	500
wrongNumber	501
wrongPsapNumber	502
circuitOperationGroup	600
open	601
falseDisconnect	602
grounded	603
canNotBeSignalled	604
canNotSignal	605
permanentSignal	606
improperSupervision	607
supervision	608
canNotMeet	609
canNotReleaseCircuit	610
hungUp	611
noWinkStart	612
noSF	613
lowSF	614
noContinuity	615
cutCable	616

Trouble Type Code	Type Code
openToDemarc	617
noRingGenerator	618
badERL	619
echo	620
hollow	621
circuitDead	622
circuitDown	623
failingCircuit	624
noSignal	625
seizureOnCircuit	626
lossEPSCSorSwitchedServices	627
monitorCircuit	628
newServiceNotWorking	629
openEPSCSorSwitchedServices	630
otherVoiceDescribeAdditInfo	631
trunkBlockedFarEnd	632
badBalance	633
highRateIncompleteIncoming	634
outgoingFailureAfterWink	635
requestForPerformanceMeasures	636
chronicMonitoring	637
cutOffGroup	700
cutOff	701
noiseProblemGroup	800
intermittentNoise	801
noisy	802
foreignTone	803
clipping	804
crossTalk	805
staticOnLine	806
groundHum	807
hearsOtherOnLine	808
humOnLine	809
clicking	810
noiseEPSCSorSwitchedServices	811
levelTroublesGroup	900
lowLevels	901
highLevels	902
longLevels	903
hotLevels	904
highEndRollOff	905
lowEndRollOff	906
needsEqualized	907

Trouble Type Code	Type Code
lineLoss	908
doesNotPassFreqResponse	909
levelsOutOfLimit	910
miscellaneousTroubleGroup	1000
hiCapDown	1001
carrierDown	1002
biPolarViolations	1003
frameErrorsHicap	1004
outOfFrame	1005
lossOfSync	1006
frameSlips	1007
noLoopback	1008
canNotLoopbackDemarc	1009
recordingOnCircuit	1010
linesNeedTagging	1011
outwatsRingingIn	1012
remoteAccess	1013
other	1014
alarm	1015
multipleShortDurationHit	1016
frameErrors	1017
facilityAlarm	1018
softwareGroupAlarm	1019
dChannelDown	1020
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networkFailure	1022
noPsapInfo	1023
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callTransferProblem	1102
callWaitingProblem	1103
customCallFeature	1104
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callTraceNotWorking	1106
callTraceBlockNotWorking	1107
repeatDialNotWorking	1108
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callReturnBlockNotWorking	1111
callerIdentificationNotWorking	1112
callBlockingNotWorking	1113
voiceMessagingServiceProblem	1114
callForwardingNotWorking	1115

Trouble Type Code	Type Code
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callForwardingNoAnswerNotWorking	1117
huntingNotWorking	1118
selectiveCallForwardingNotWorking	1119
cannotSetupUniqueRingID	1120
callerIDBlockNotWorkingPerLine	1121
callerIDBlockNotWorkingPerCall	1122
cannotRemoveBlockingOnASingleCall	1123
remoteCallForwarding	1124
commonBlockCentrexProblem	1125
incorrectCallerID	1127
remoteAccessCallForwarding	1128
dataTroubleGroup	1200
canNotReceiveData	1201
canNotSendData	1202
canNotTransmitCanNotReceive	1203
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delay	1206
impulseNoise	1207
phaseJitter	1208
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noDataLoopback	1211
noCarrier	1212
notPolling	1213
dataFramingErrors	1214
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hits	1216
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streamer	1218
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garbledData	1225
invalidData	1226
crossModulation	1227
slowResponse	1228
otherDataDescribeAdditInfo	1229
gettingAllOnes	1230

Trouble Type Code	Type Code
slip	1231
noDSLConnectivity	1232
slowDSLThroughput	1233
portReset	1234
otherDataDescribeAdditInfoIN	1235
gettingAllOnesIN	1236
slipIN	1237
noDSLConnectivityIN	1238
slowDSLThroughputIN	1239
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dataset	1402
ttySet	1403
highSpeedPrinter	1404
aNI	1405
aLI	1406
canNotActivatePC	1407
modem	1408
cathodeRayTube	1409
looseJack	1410
offHook	1411
physicalProblem	1412
processerDead	1413
wiringProblem	1414
wireBrokenSetBrokenPoleDown	1415
noRegister	1416
stuckSender	1417
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otherCaseGroup	1500
callTransferProblem	1501
callWaitingProblem	1502
customCallFeatureDoNotWork	1503
information	1504
threeWayCallingProblem	1505
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Trouble Type Code	Type Code
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releaseCktRequestedByEC	1508
releaseFacilityRequestedByIC	1509
releaseFacilityRequestedByEC	1510
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release	1512
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coinsFallThrough	1804
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Trouble Type Code	Type Code
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accessBearerFault	1901
short	1902
loopDegradation	1903
elecInterference	1904
loopFault	1905
customerAccountRelatedGroup	2000
accountFault	2001
svcDisconnect	2002
notDSLCustomer	2003
notRegisteredforService	2004
aggregationNetworkTroublesGroup	2100
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accessNodeFault	2102
accessNodeLineCardFault	2103
accessNodeConfigFault	2104
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authenticationTroublesGroup	2200
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bngConfigProb	2302
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cpeDriver	2507
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custApplication	2601
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noConnection	2603
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Trouble Type Code	Type Code
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pictureBlockiness	2607
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custConnectionProblem	2701
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connectionDrop	2707
noSync	2708
timeout	2709
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dnsTroublesGroup	2800
dnsFault	2801
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filter	2901
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Trouble Type Code	Type Code
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modemFirewall	3311
modemPortForwarding	3312
modemIncompatible	3313
modemAbsent	3314
networkInterfaceTroublesGroup	3400
nidFault	3401
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loopNotQualified	3501
notQualifyingFeature	3502
notQualifiedDistance	3503
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