# Trouble Administration Guide

**In this document:**

Contents

| | |
|---|---|
| Effective: | 05/01/2020 |
| Revised: | 04/20/2020 |

## Introduction

This document outlines the different Trouble Administration transactions and provides the key information Virtual Front Office (VFO) system, however, the supported fields and field usage is the same for e-bonded transactions (EBTA). If you are an E-bonded Carrier and unable to comply with these rules, please contact the Connectivity Manager and ask to be exempt from these rules.

NOTE: The samples included in this document are for illustrative purposes only and represent the most frequent trouble types requested. The intent is NOT to cover every possible scenario for trouble reports.

## Create Trouble Ticket Report

Tickets can be called in, entered electronically in Ziply Fiber's VFO application, or sent electronically to Ziply Fiber's gateway. This section of the document provides the information needed to electronically create trouble reports (VFO or E- bonding), also referred to as "tickets" in this document.

Tickets called into Ziply Fiber, can be sent electronically later and will be "Late Bonded" to the ticket already started in Ziply Fiber's backend systems. For more information on this function, see the Late Bonding Policies and Procedures guide.

Ziply Fiber's schema and application is based off the Trouble Administration industry standards and as a result there are many fields provided that are NOT used by Ziply Fiber. The information in the Ziply Fiber Requirements section can be used by the VFO user and E-bonded carrier to understand which information Ziply Fiber uses and which it does not. For example, there are two tabs not supported by Ziply Fiber on a Create Trouble Request:

- Escalation
- Call Back Info

There are also sections that are not supported, such as:

- Alternate Manager Contact Person
- Customer Info
- Circuit Instance Alias
- Circuit Info

The Loc & Access tab is used to provide Ziply Fiber information about when the Circuit can be Accessed. There is a place for circuit access as well as location access information. Ziply Fiber only supports two different timeframes (a.m. or p.m.) and at least one day must be selected for access. Therefore, you can only send two different time slots in your request. If you send a third set of hours the ticket will error.

There also two location sections depending on the Trouble Report Form Designation selected at the start of the ticket. If it is a ticket for Services without Premises Address, then the tab is only used for Access information. If it is a ticket for Resold POTS or Services with a Premise address, then there will be two Location sections. Location A is always populated when an address exists. Location Z is only used for point-to-point circuits.

The Authorization tab is used during the create ticket process to either:

1.  Provide authorization to activities proactively.

2.  Deny authorization to activities proactively.

NOTE: The authorization information can also be provided later using the Modify Attributes function.

The section called *Ziply Fiber Specific Create Ticket Policies* provides the details on all fields and sections on a Create Trouble Report. The following reviews the process for entering tickets in the Ziply Fiber VFO application.

### SAMPLE: CREATE A TROUBLE TICKET REPORT– RESOLD POTS

To create a trouble ticket in Ziply Fiber's VFO:

1.  Hover over the **Ticket** tab and click **Create Trouble Report**.
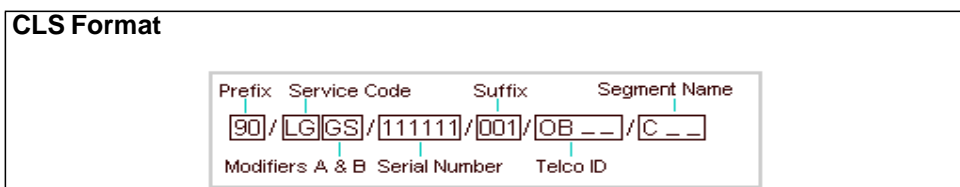


The Create Trouble Report Request Screen is returned.

Fill out all required fields to start a trouble report.

| Request is for: | TRFD Field: | Account Name: | Network ID: | Service ID: |
|---|---|---|---|---|
| **Designed Circuit** | **1 - Services with Premises Address** | **Company CCNA** | **NW Fiber** | **Circuit ID** |
| **Non-Designed Circuit (UNE Loop)** | **1 - Services with Premises Address** | **Company CCNA** | **NW Fiber** | **Circuit ID** |
| **Circuit (Central Office Work)** | **2 - Services without Premises Address** | **Company CCNA** | **NW Fiber** | **Circuit ID** |
| **Resale, UNE Platform, Wholesale Advantage** | **3 - Resold Pots** | **Company CCNA** | **NW Fiber** | **Ten Digit Telephone Number** |

Below is a "Call Return Not Working" example:

☐ **TRFD –** Drop Down Menu – Select **3/Resold Pots**.

☐ **Account Name** – Drop down menu - Select your company CCNA.

☐ **Network ID – NW Fiber**

☐ **Service ID** – Enter the 10-digit telephone number that is being reported.

When entering circuits, be sure to use the Telcordia CLS Circuit ID format.

**CLS Format**



3. Click **NEXT**. Create Trouble Report Screen shown is returned. Unless the Service ID is not found or the Account ID and Service ID do not match values in the Ziply Fiber backend systems.

*Ziply Fiber General Policies:*

☐ **Circuit Access Hours** - Ziply Fiber only allows **2 occurrences of Access information**, since Ziply Fiber uses Am or PM; therefore the user should

just click **Add** once to populate a second set of Access Hours for the A Location or Circuit Hours.

- **Escalation Tab** – No escalations are supported on a create trouble ticket report. A ticket must be opened and have been processed in the back end system for one hour before it can be escalated.
- **Call Back Tab**- Not supported by Ziply Fiber.



3. **Trouble Type:** Selects trouble type from drop down menu (Call Return Not Working)
4. **Status Window:** Select how often you want the application to pull updates on the ticket. Zero fill the fields, since Ziply Fiber provides updates as they are made.
5. **Additional Trouble Info:** Free flowing text to explain the issue being reported.
6. **Manager Contact Person:** Name, Phone and Email are required.
7. Click the **Loc Access Tab**. Loc & Access Tab is displayed.
8. Select days of the week by clicking **days** available for access to the premises.
9. Enter the **Start and End time**.
10. **Access Hours – Selects A Location Hours –** fill in the **Start Time & End Time**.
    Ziply Fiber access hours are either am, pm, or all day. To indicate: AM: enter 8:00 am to 12:00 pm
    PM: enter 12:00 am to 5:00
    pm All Day: enter 8:00 am to
    5:00 pm

    NOTE: "A Location" Access Hours are required on tickets with a premise address. Two Day/Time sets can be used. Ziply Fiber does not accept a third row of additional Access Hours.

11. If applicable, select the **Authorization** tab and populate the request type and the authorization activity.

NOTE: If you added the Authorization fields and then decide not to provide any Authorization, click the Delete link under the Action column found to the right of the fields and this tab will not be required.

Ziply Fiber does not support Escalations on a newly created Ticket. You must wait one hour before escalating an issue.

12. Click **Submit** (Running Person). The Trouble Detail Report is returned.

13. Click **Refresh/Reload** to receive a Response ID.  The Response ID will be a hyperlink to view the response.

| TICKET | MLT | SEARCH | TEMPLATE | ADMINISTRATION |

**Create Trouble Report Request Detail**

| ID: 2085 | Trouble Report ID: 2080 | Response ID: |
| Creation Time: 05/06/10 05:01 PM | Created By: jgerber | Invoke ID: 620 |
| Service ID: 7172278077 | Network ID: FSIM | Account Name: ZTX |
| Trouble Type: Call Return Not Working | | TRFD: 3 - Resold POTS |
| Additional Trouble Info: Call Return is Not Working | | |
| Called Number: | Customer Trouble Ticket Num: | Customer Work Center: |
| Trouble Detection Time: | Status Window: 0 days, 4 hrs, 0 mins | Preferred Priority: |
| Repeat Report: | Perceived Trouble Severity: | TSP Priority: |
| TP State: | | |
| Dialog: | | |

**Commitment Time Request:**

**Customer Info:**

**Manager Contact Person:**

| Name: Jackie Gerber | Number: | Phone: 3012212185 |
| Fax: | Pager: | Email: |
| Respon: | Address: | |

**Alternate Manager Contact Person:**

**Circuit Info:**

| Access From Time: | Access To Time: | |

**Circuit Access Hours**

14. Click the Response ID to view the Create Trouble Report Response Detail.

| TICKET | MLT | SEARCH | TEMPLATE | ADMINISTRATION |

**Create Trouble Report Response Detail**

| ID: 63208 | Trouble Report ID: 63203 | Request ID: 63206 |
| Creation Time: 06/18/10 08:33 AM | Invoke ID: 2434 | |
| Agent Trouble Report ID: 827127 | Network ID: FRLC | Account Name: ALN |
| TSP Priority: | Initiating Mode: 0 | |

**Status Information**

| State: Open Active | Status: Pending Test | Status Time: 06/18/10 07:33 AM |

**Commitment Time**

| Onsite Time : 06/21/10 09:00 PM | Cleared Time : | |

**Agent Contact Person**

**SAMPLE: VENDOR MEET REQUEST**

Vendor Meets can be requested on Design Circuit tickets during the
Closing Tickets/Verify Repair Complete process, when the state is "Cleared" and the
status is "Cleared Awaiting Customer Verification."

However, for Non-Design Circuits, Ziply Fiber will close the ticket when the issue is
resolved and a new ticket will need to be open to request a vendor meeting.  The steps
below are an example of the process followed to request a vendor meet on closed
tickets.

1. Create a trouble ticket by hovering the **Ticket Tab** and selecting **Create
   Trouble Report**.

NOTE:  You may also use the **Create As** function to copy the closed ticket's
information. However, remember to change the Trouble Type and description.



2. Populate the fields to start a Trouble Report.
   a. **TRFD –** Drop Down Menu – Select whether the circuit has an
      end user address TRFD=1, or if it is a Carrier Interoffice Facility
      TRFD=2.
   b. **Account Name** – Drop down menu - Select your company CCNA.
   c. **Network ID –** NW Fiber.
   d. **Service ID** – Enter the 10 digit telephone number that is being
      reported.

NOTE: The example provided is for illustrative purposes only.

3. Complete the ticket based on the Trouble Report Format Designation (TRFD) selected.
   a. **Trouble Type –** Select *Manuelintervention required* from the TRFD menu
   b. **Status Window** – Enter the frequency of updates you want on this ticket or zero "0" fill these fields.
   c. **Additional Trouble Info –** Enter "Vendor Meet Request," previous trouble ticket number, and date of the previous dispatch.



   a. Enters **Manager Contact Person:** Name, Phone, and Email Address.
   b. Click the **Loc & Access Info** tab and complete all required fields for access**.**
   c. The ticket flows downstream to the repair operations center.
   d. The CNOC pulls the ticket and calls the customer to schedule the vendor meet.

4. The ticket will receive updated statuses once the meeting is scheduled and again after the issue has been resolved.

## Ziply Fiber Specific Create Trouble Report Policies

This section reviews the Create Trouble Report fields and the Ziply Fiber policies for completing these fields for Resale POTS, Wholesale Advantage, UNE Platform, UNE Loop/Non-Design Circuits and Design Circuits.

### Table Legend

**O** = Optional

**R** = Required in the System

**FR** = Ziply Fiber

Required **FP** = Ziply

Fiber Prohibited **C** =

Conditional

**N/A** = Not Supported by Ziply Fiber

**Light Red** shading = Field not used by Ziply Fiber

**Yellow** shading = Not all values in the field drop down are used by Ziply Fiber

**Green** shading = Field is required by Ziply Fiber with additional information

> NOTE:  The values below may not match with the application required/optional rules. These are Ziply Fiber specific rules that will be added to the system at a later time.

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| TICKET | User Template | O | O | O | |
| | TRFD | R | R | R | 1 Services with Premises Address /Circuits<br><br>2 Service without Premises Address /Circuits<br><br>3 POTS (10 digit telephone Number) |
| | Account Name | R | R | R | Company ID (CCNA) – Pre-populated in drop down list. User can only open tickets for their company. Validations are performed at log on. |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| | Network ID | R | R | R | You enter "NW Fiber" and behind the scene Ziply Fiber will determine if the circuit is a Designed Circuit or a Non-Designed Circuit (Resale POTS, UNE Platform, Wholesale Advantage or UNE Loops) |
| | Service ID | R | R | R | Circuit ID number – When TRFD = 1 or 2 / Designed Circuits and Non-Designed Circuits |
| | | | | | 10 digit TN when TRFD = 3 (POTS) |
| Ticket Info | Trouble Type | R | R | R | See Appendix A to view which Trouble Types should be used depending on the circuit type (Design vs Non-Design). |
| | Status Window – Days | R | R | R | This indicates how often you want the system to pull an update on your ticket. Enter zero in the status windows you are not using or in all to request no status updates. |
| | Status Window – hrs | R | R | R | |
| | Status Window – mins | R | R | R | |
| | Customer Trouble Ticket Num | FR | R | R | This system has this field optional when TRFD=3 but Ziply Fiber would like this field populated on all tickets. |
| | Called Number | O | O | O | Indicates the number being called that has an issue. |
| | Additional Trouble Info | R | R | R | State specifically the issue or request in this field. |
| | Customer Work Center | FP | P | P | This field is not supported by Ziply Fiber. |
| | Trouble Detection Time | FP | R | R | Required when the Service ID field is populated with a circuit number and it's a Design Circuit.<br><br>Otherwise, not applicable. |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| | Preferred Priority | FP | O | O | Ziply Fiber prohibited when TRFD=3. |
| | Repeat Report | FP | P | P | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems. |
| | Perceived Trouble Severity | N/A | O | O | Optional when the Service ID field is populated with a design circuit value. Otherwise, not applicable. |
| | TSP Priority | O | O | O | Used to enter the circuit's Telecommunication Service Priority code. |
| | Commitment Time Request | N/A | P | P | *NOTE*: No Commitment time request should be provided. |
| | Commitment Time Request Type | N/A | P | P | Not supported by Ziply Fiber. |
| | TP State | FP | F P | FP | Not supported by Ziply Fiber, |
| | Dialog | O | O | O | |
| Ticket Info | Manager Contact Section: | | | | |
| | Name | R | R | R | |
| | Number | N/A | N/A | N/A | Not supported by Ziply Fiber. |
| | Phone | R | R | R | Required by Ziply Fiber. |
| | Fax | FP | P | P | Not supported by Ziply Fiber. |
| | Pager | FP | P | P | |
| | Respon | FP | P | P | |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| | Email | FP | R | R | This is required when requesting a test on Special Access Request with Trouble Type "Request for Routine." So it is required for all Design Circuit requests.<br><br>Optional, when the Service ID field is populated with a circuit ID number and its a Design Circuits. Otherwise, prohibited. |
| | Civic Address | FP | P | P | Not supported by Ziply Fiber. |
| | City | FP | P | P | |
| | State | FP | P | P | |
| | Zip | FP | P | P | |
| | Alternate Manager Contact Person: | | | | |
| | Name | FP | P | P | Not supported by Ziply Fiber. |
| | Number | FP | P | P | |
| | Phone | FP | P | P | |
| | Fax | FP | P | P | |
| | Pager | FP | P | P | |
| | Respon | FP | P | P | |
| | Email | FP | P | P | |
| | Civic Address | FP | P | P | |
| | City | FP | P | P | |
| | State | FP | P | P | |
| | Zip | FP | P | P | |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| Customer Information: | | | | | |
| | PIC | FP | P | P | Not supported by Ziply Fiber. |
| | LPIC | FP | P | P | |
| | LRN | FP | P | P | |
| | OCN | FP | P | P | |
| Circuit Instance Alias: | | | | | |
| | Instance Alias | FP | P | P | Not supported by Ziply Fiber. |
| Circuit Info: | | | | | |
| Access From Time | | N/A | N/A | N/A | Not supported by Ziply Fiber |
| Access To Time | | N/A | N/A | N/A | Not supported by Ziply Fiber |
| Circuit Access Hours: | | | | | |
| | Sun | FP | O | O | At least 1 value must be checked in the SUN – SAT fields.   When the Service ID field is populated with a circuit number and it is a Design Circuit, all can be checked. |
| | Mon | FP | O | O | |
| | Tue | FP | O | O | |
| | Wed | FP | O | O | |
| | Thu | FP | O | O | |
| | Fri | FP | O | O | |
| | Sat | FP | O | O | |
| | Start Time | FP | R | R | |
| | End Time | FP | R | R | |
| A Location Access Address: | | | | | |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| Loc & Access Info | Premises Name | R | C | C | Not available on TRFD = 2 No Service Address |
| | Civic Address | R | C | C | Not available on TRFD = 2 No Service Address |
| | City | R | C | C | Not available on TRFD = 2 No Service Address |
| | State | R | C | C | Not available on TRFD = 2 No Service Address |
| | Zip | R | Cr | C | Not available on TRFD = 2 No Service Address |
| | A Location Access Person: | | | | |
| | Name | R | R | R | Ziply Fiber required for TRFD = 1 or 3. |
| | Number | FP | F P | FP | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |
| | Phone | R | R | R | Ziply Fiber required for TRFD = 1 or 3. |
| | Fax | FP | F P | FP | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems. |
| | Pager | FP | F P | FP | Not supported by Ziply Fiber |
| | Respon | FP | F P | FP | Not supported by Ziply Fiber.. |
| | Email | FP | F P | FP | Not supported by Ziply Fiber. |
| | Civic Address | FP | F P | FP | Not supported by Ziply Fiber. |
| | City | FP | F P | FP | Not supported by Ziply Fiber. |
| | State | FP | F P | FP | Not supported by Ziply Fiber. |
| | Zip | FP | F P | FP | Not supported by Ziply Fiber. |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|-----|-----------|---|---|---|---|
| | A LOCATION ACCESS HOURS: ADD | | | | |
| | Sun | C | C | C | At least 1 value must be checked in the SUN – SAT fields, when the TRFD = 1 or 3. |
| | Mon | C | C | C | |
| | Tue | C | C | C | |
| | Wed | C | C | C | |
| | Thu | C | C | C | |
| | Fri | C | C | C | |
| | Sat | C | C | C | |
| | Start Time | C | C | C | Required when TRFD = 1 or 3 |
| | End Time | C | C | C | Required when TRFD = 1 or 3 |
| | Z LOCATION ACCESS ADDRESS: | | | | |
| | Premises Name | FP | C | C | Required on a point-to-point circuit. Prohibited for Resold POTS. |
| | Civic Address | FP | C | C | Required on a point-to-point circuit. Prohibited for Resold POTS. |
| | City | FP | C | C | Required on a point-to-point circuit. Prohibited for Resold POTS. |
| | State | FP | C | C | Required on a point-to-point circuit. Prohibited for Resold POTS. |
| | Zip | FP | C | C | Required on a point-to-point circuit. Prohibited for Resold POTS. |
| | Z LOCATION ACCESS PERSON: | | | | |
| | Name | FP | C | C | Prohibited for Resold POTS. Required on a point-to-point circuit. |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| | Number | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| | Phone | FP | C | C | Prohibited for Resold POTS. Required on a point-to-point circuit. When required, a 10 digit Telephone must be populated in this field; if not populated an error message will be returned |
| | Fax | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| | Pager | FP | C | C | Prohibited for Resold POTS. Optional on a point -to-point circuit. |
| | Respon | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| | Email | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| | Civic Address | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| | City | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| | State | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| | Zip | FP | C | C | Prohibited for Resold POTS. Optional on a point-to-point circuit. |
| Loc & Access Info | Z LOCATION ACCESS HOURS: | | | | |
| | Sun | FP | F P | C | Prohibited for Resold POTS. |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| | Mon | FP | F P | C | Required on a point-to-point circuit. If its a Design Circuits and Z Location Access Address and/or Z Location Access Person fields are populated on any Create or Modify Request, then one occurrence of Sun-Sat must be populated |
| | Tue | FP | F P | C | |
| | Wed | FP | F P | C | |
| | Thu | FP | F P | C | |
| | Fri | FP | F P | C | |
| | Sat | FP | F P | C | |
| | Start Time | FP | F P | C | Required on a point-to-point circuit with Address |
| | End Time | FP | F P | C | Required on a point-to-point circuit with Address |
| AUTHORI-ZATION | AUTHORIZATION ADD: | | | | |
| | Request State | O | O | C | Required on TRFD=1 and if Authorization tab has been added. Click the **Add** link to give different Request States to different Activity Types. **Provided:** Used to give Ziply Fiber approval to do the selected activity and authorizes billing if billing would normally be generated for the selected activity. **Denied:** Used to tell Ziply Fiber that the activity is not approved. *NOTE: Authorization is required on TRFD=1 tickets.* ***Requested:*** *NOT supported by Ziply Fiber. If Requested is submitted, it will be treated as Provided.* |
| | ACTIVITY | | | | |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| | After Hours Repair | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies repairs after normal business hours (8 am to 5 pm). |
| | After Hours Standby | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies the cost associated with having Ziply Fiber on standby for after hour repairs. |
| | Delayed Maintenance | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies the ability to delay maintenance until a later time (usually to delay maintenance until Ziply Fiber's hours of business on the next day if no resolution has been achieved by end of the current business day). |
| | Deregulated Work | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies services billed out of a different tariff (i.e., inside wiring). |
| | Dispatch | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies a technician being sent. |
| | Manager Initiated Test | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies having the Carrier Initiate the test. |

| TAB | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|---|---|
| | No Access | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies the ability to access the premises. This is used to adjust the total MTTR (stop clock applied). |
| | Release | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies intrusive testing or work on the circuit that may cause service interruption. |
| | Standby | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies the cost involved with having Ziply Fiber on Standby. |
| | Test | C | C | C | If tab used, at least one activity is required.<br><br>This selection either approves or denies testing the circuit. |
| | AUTHORIZATION TAB: | | | | |
| | AUTHORIZATION PERSON | | | | |
| | Name | C | C | C | Required by Ziply Fiber if the Authorization tab is populated. |
| | Number | FP | FP | FP | Not supported by Ziply Fiber |
| | Phone | C | C | C | Required by Ziply Fiber if the Authorization tab is populated. |
| | Fax | O | O | O | Not supported by Ziply Fiber. |
| | Pager | O | O | O | Not supported by Ziply Fiber. |
| | Email | O | O | O | Not supported by Ziply Fiber. |

| TA B | Field Name | Resale POTS, Wholesale Advantage & UNE Platform | UNE Loops | Access Designed Circuits | Ziply Fiber Specific Business Process |
|------|-----------|--------------------------------------------------|-----------|--------------------------|----------------------------------------|
| | Civic Address | O | O | O | Not supported by Ziply Fiber. |
| | City | O | O | O | Not supported by Ziply Fiber. |
| | State | O | O | O | Not supported by Ziply Fiber. |
| | Zip | O | O | O | Not supported by Ziply Fiber. |
| Escalation | NOT SUPPORTED BY ZIPLY FIBER ON CREATE | | | | |
| Call Back Info | NOT SUPPORTED BY ZIPLY FIBER | | | | |

## Sample Responses

After the ticket is submitted the information sent will be displayed on the screen.  To view the response, click the refresh icon and click the Response ID that should be populated on the Request detail screen just a few seconds after submitting the ticket. Below is the response provided for Non-Design Circuits and Design Circuits tickets:

**Non-Design Circuits**



TICKET | MLT | SEARCH | TEMPLATE | ADMINISTRATION

**Create Trouble Report Response Detail**

ID: 10497
Creation Time: 07/05/10 04:18 PM
Agent Trouble Report ID: 457046
TSP Priority:

Trouble Report ID: 10488
Invoke ID: 815
Network ID: FRLC
Initiating Mode: 0

Request ID: 10495

Account Name: FET

**Status Information**
State: Open Active          Status: Pending Test          Status Time: 07/05/10 12:19 PM

**Commitment Time**
Onsite Time : 07/07/10 12:19 PM          Cleared Time :

**Agent Contact Person**

## Design Circuits



During the ticket creation process there's an option to receive status updates hours, daily, every so many seconds. This information is returned in an Attribute Value Change (AVC) response.

# What If No "Create Response" is Received?
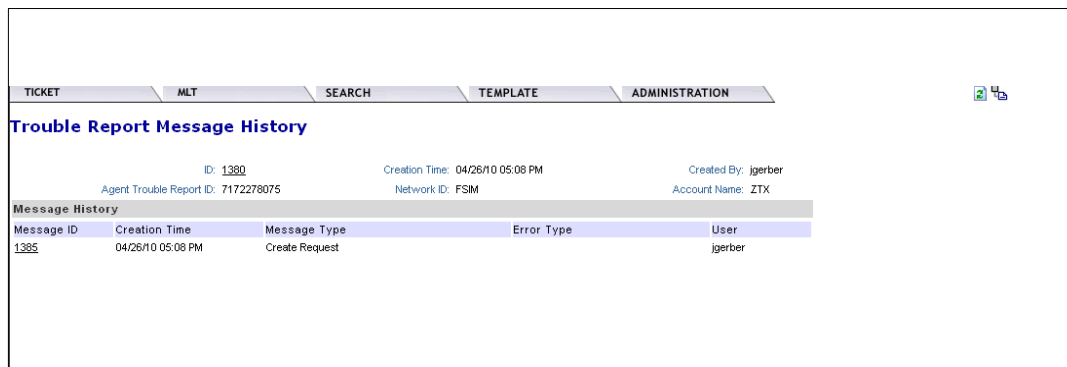
When a ticket is created and sent it should immediately receive a Create Response message. When a ticket does not receive a response from Ziply Fiber, the ticket will remain in "New" state and have a status of "New" in VFO. An icon that looks like two gold bars side-by-side remains next to a ticket in this state. If no response is received:

1. Click the radio button that corresponds to the ticket and select the history icon in the upper right hand corner of the screen. (You may also click the "Last TP Update" hyperlink.)
2. The User is redirected to the Trouble Report Message History.
3. Verify whether or not Ziply Fiber returned a "Create Response." You may view an error instead and in this case move to the Force Close section in this document.
4. If there is no "Create Response" or error message returned by Ziply Fiber, please refer to the Repair Contact and Escalation List available on Ziply Fiber's website.
   a. For Design Circuits and Non-Design Circuits, contact the Commercial Customer Support Center (CCSC) at 888-488-0072 to open a manual ticket.

# Force Close / Process for Rejected or Tickets with Errors

Force Close is a function used when a ticket is in a "New" state and has one of the following:

- Reject Response

- Fallback Error

1. Click the radio button that corresponds to the ticket and select the history icon in the upper right hand corner of the screen or click the "Last TP Update" hyperlink. *The User is redirected to the Trouble Report Message History.*



2. Verify whether or not Ziply Fiber returned a "Create Response" with one of the following error types:

- Resource Limitation: Back end system is down and information cannot be sent/received

- Access Denied: The Network ID and Account Name combination are incorrect

- No such Object/Instance: Transaction on a ticket that is closed in the Ziply Fiber back end system

- Must be Present Attribute Missing: A required field is not populated on the "Create Request"

- Invalid Attribute Value: A field is populated with incorrect data (i.e., hyphens in a telephone number field)

3. Verify whether or not Ziply Fiber returned a "Fallback Error" with one of the following error types:

(The values in bold type are the ones most commonly returned)

**0 = Circuit**

**Mismatch** 1 =

Create in Progress

**2 = Circuit**

**Ownership 3 =**

**Invalid State Code**

4 = Invalid Segment

5 = Leading Zeros

6 = New Service Pending

**7 = Circuit Disconnected**
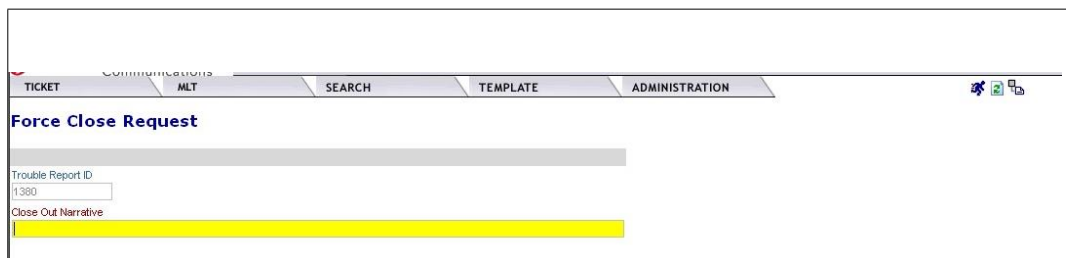
8 = Invalid Company Assigning Code

**9 = Invalid Circuit Format**

4. Force Close the ticket and create a new ticket.

**To Force Close the Ticket:**

5. Click the radio button next to the ticket on the Work List.

6. Hover the **Ticket** tab and click **Force Close** option.

7. Enter **Close Out Narrative**.

8. Click **Submit** icon (the running person).

**To Create a New Ticket:**

9.  Click the radio button next to the ticket.

10. Hover the **Ticket** tab and click **Create As** option.

11. If there is a New or Open ticket, the system will recommend a Force Close on the existing ticket before the new ticket can be created. If this message is received, return to step 1 and repeat the process.

# Add Trouble Information

The Add Trouble Information function allows you to update the **Additional Trouble Information** field on the trouble ticket. This function is only available on tickets in Open/Active status.

**SAMPLE: ADD TROUBLE INFO**

1.  Click the radio button next to the ticket.
2.  Hover over the **Ticket** tab and click **Add Trouble Info**.



3.  Populate the Additional Trouble Info field.

4. Click **Submit** icon (Running Person).
5. The trouble ticket report to "Add Trouble Info" to an existing ticket is sent down stream for processing.



6. Click **Refresh** to view the Response ID.  To view Response, click the Response ID link.

# Modify Trouble Ticket

Modify Trouble Ticket is used to update information on a ticket or to provide authorization when requested.  Only the information changing needs to be updated. This function is only available on tickets in Open/Active or Deferred status.

**SAMPLE 2:  MODIFY A TROUBLE TICKET REPORT / MODIFY ATTRIBUTES**

1. Click the radio button beside the ticket to be modified.
2. Hover the **Ticket** tab and select **Modify Attributes**.

NOTE:  Only the fields being modified need to be populated.

**Example:**  User modifies Additional Trouble Info and changes the Manager Contact Person Name, Phone & Email Address.

1. **Additional Trouble Info:** Close the gate when leaving – Dogs may get out!
2. **Manager Contact Name:** John Doe
3. **Manager Phone:** 304 555 1218
4. Click **Submit** (Running Person).



NOTE: The ticket is sent downstream for modification to the existing ticket.

5.  **C**lick the refresh icon to view the Response ID.  Click the <u>Response ID</u> link to view the response.

# Cancel Trouble Ticket

Any ticket in Open/Active or Deferred status can be cancelled.

If the "Cancel" function is sent by the carrier, Ziply Fiber will note the request for cancel on the trouble.  The trouble will be closed in an appropriate method based on the current status of the trouble and Ziply Fiber will bill for any billable work already performed on the trouble. For example, charges may be applicable when a technician has been dispatched to the customer's premises when the request to cancel the ticket is submitted.  All  billing will be pursuant to the Carrier / Ziply Fiber Business Agreement.

### SAMPLE: CANCEL TROUBLE TICKET

1. Click the radio button beside the ticket to cancel.

NOTE: A closed ticket cannot be cancelled.

2. Hover over the **Ticket** tab and click **Cancel**.



3. Fill in Ziply Fiber's recommended fields:
   a. Additional Trouble Info:  Example - Please cancel service working OK now.
   b. Trouble Clearance Person:  Name & Phone Number

| TICKET | MLT | SEARCH | TEMPLATE |

**Cancel Trouble Report Request**

Use template

Trouble Report ID
2117

Additional Trouble Info
Please cancel request. Customer advised service is now working OK.

**Trouble Clearance Person:**

| Name | Number | Phone | Fax |
| John Smith | | 304 223 1608 | |

| Pager | Respon | Email | |

| Civic Address | City | State | Zip |

NOTE: No fields are required to be populated on this form.

| Field Name | POTS & UNE | Designed Circuits | Ziply Fiber Specific Business Process |
| --- | --- | --- | --- |
| User Template | O | O | |
| Additional Trouble Info | O | O | Ziply Fiber prefers this field populated with the reason for the cancel. |
| Name | O | O | Ziply Fiber prefers this field populated. |
| Number | O | O | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |
| Phone | O | O | Ziply Fiber prefers this field populated. |
| Fax | O | O | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |
| Pager | O | O | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |
| Email | O | O | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |
| Civic Address | O | O | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |
| City | O | O | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |
| State | O | O | Not supported by Ziply Fiber. If populated, |

| Field Name | POTS & UNE | Designed Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|
|  |  |  | data will be ignored in the back end systems |
| Zip | O | O | Not supported by Ziply Fiber. If populated, data will be ignored in the back end systems |

4. Click **Submit** (Running Person).



5. When Ziply Fiber accepts the cancel, the ticket is closed out with response "Closed Out by Cust Req" and the status of the ticket changes to show that it has been canceled.
6. The Cancel Request and the Response is retained under the History tab.

# Escalate Trouble Ticket

Ziply Fiber supports escalations on existing Open/Active status tickets.  The only valid fields on the escalate request are:

- Requested State
- Org Level
- Request Person Name
- Request Person Phone

Escalations are supported for all circuit types.  However, allow one hour for a response on an escalation before requesting an escalation to the next level.

For escalation lists, please visit Ziply Fiber Carrier website: https://wholesale.ziplyfiber.com/wholesale/contacts-and-escalation-lists/repair

Both parties recognize that there may be unusual circumstances that warrant special treatment (i.e., an emergency situation). Situations qualifying for such consideration include those conditions that may seriously affect life or property. Examples include:

- Serious illness (e.g., the home bound patient is connected to monitoring equipment accessed by medical personnel via the telephone)
- Doctors on call
- Death in the family
- Handicapped individuals (where the phone is the only link to the outside)

In addition to the above emergency situations, Carriers may wish to escalate a trouble report for a Major Account customer.

**SAMPLE: ESCALATE A TROUBLE TICKET REPORT**

1. Click the radio button next to the ticket to escalate.
2. Hover over the **Ticket** tab and select **Escalate**.



3. **Request State:** Select Requested from the drop down list.

4. **Org Level:** Select First-Level from the drop down list.

5. **Request Person Name:** Enter the request person name.

6. **Request Person Phone:** Enter the request person telephone number.

7. **Additional Trouble Info**: Enter reason for escalation.

8. Click **Submit** (Running Person).



NOTE: The ticket is sent downstream for processing.

## Ziply Fiber Specific Processes for Escalations:

The Escalate function should only be used after the ticket has been opened and it has received a Create Response at least one hour ago.

The table below reviews the fields on the Escalation request and Ziply Fiber's rules for those fields.

Green shading:  Fields optional in the system but required by Ziply

Fiber. Red shading:  Fields optional in the system but not supported

by Ziply Fiber.

| Field Name | Non-Design Circuits | Design Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|
| | Escalation: ADD | | |
| Request State | R | R | Only the selection of **REQUESTED** is applicable for Ziply Fiber. |
| | ORG LEVEL: | | |
| Org level | R | R | Ziply Fiber only supports levels First – Fifth and doesn't allow for skipping a level. |
| | REQUEST PERSON: | | |
| Name | R | | Required by the system and Ziply Fiber. |
| Number | O | | Optional for the system but Ziply Fiber doesn't support this field. |
| Phone | FR | | Ziply Fiber would like this field populated on all escalations. |
| Fax | O | | Any data populated in these fields, will be Ignored by back end systems. This section not supported by Ziply Fiber. |
| Pager | O | | |
| Email | O | | |
| | | | |
| Respon | O | | |
| Civic Address | O | | |
| City | O | | |
| State | O | | |
| Zip | O | | |
| | ESCALATION PERSON: | | |
| Name | O | | This section not supported by Ziply Fiber. Any data populated in these fields, will be ignored by back end systems. |
| Number | O | | |
| Phone | O | | |

| Field Name | Non-Design Circuits | Design Circuits | Ziply Fiber Specific Business Process |
|------------|---------------------|-----------------|----------------------------------------|
| Fax | | O | |
| Pager | | O | |
| Email | | O | |
| Respon | | O | |
| Civic Address | | O | |
| City | | O | |
| State | | O | |
| Zip | | O | |

## Closing Tickets/Verify Repair Complete

POTS and UNE circuits will be changed to a **Closed** state and **Closed Out** status by Ziply Fiber when the issue is resolved.

Ziply Fiber will send a Verify Repair notice on Design Circuits only. Tickets in the "Cleared Awaiting Customer Verification" status can use the **Verify Repair Complete** function to communicate to Ziply Fiber the agreement or disagreement with the cleared state. Ziply Fiber gives the Carrier 72 hours to respond to the "Cleared Awaiting Customer Verification" status, before Ziply Fiber closes the ticket.

If the Carrier returns a "Denied," "Denied Activity Duration Disputed," or "Denied Close Out Narr Disputed," the ticket will remain open. Ziply Fiber will respond and change the state to "Open/Active."

| TICKET | MLT | SEARCH | TEMPLATE | ADMINISTRATION | | |
|---|---|---|---|---|---|---|

**AVC Notification Detail**

| | | |
|---|---|---|
| ID: 609 | Trouble Report ID: 597 | Creation Time: 07/01/10 05:25 AM |
| Notification Type: 161 | Invoke ID: 13852 | Event Time: |
| Agent Trouble Report ID: 2010070101788 | Network ID: FRAC | Account Name: ZTK |
| Trouble Found: | Restored Time: | Outage Duration: |
| Last Update Time: | Repeat Report: | |
| Close Out Narrative: | | |
| Dialog: | | |

**Status Information**

| | | |
|---|---|---|
| State: Cleared | Status: Cleared Awaiting Cust Verification | Status Time: 07/01/10 02:26 AM |

**Commitment Time**

| | |
|---|---|
| Onsite Time : | Cleared Time : 07/01/10 02:26 AM |

**Additional Trouble Status Info**

Info

10 - HIGH TRAFFIC USE ---- 297 - assigningProvisioning

**Agent Contact Person**

**Responsible Person**

**Trouble Location**

**Hand Off Info**

| Hand Off Center: | Hand Off Location: | Hand Off Time: |
|---|---|---|

**Hand Off Person**

**Maintenance Org Info**

| Contact Time: | Service Charge: N |
|---|---|

---

| TICKET | MLT | SEARCH | TEMPLATE | ADMINISTRATION | | |
|---|---|---|---|---|---|---|

**AVC Notification Detail**

| | | |
|---|---|---|
| ID: 2802 | Trouble Report ID: 1151 | Creation Time: 07/02/10 10:32 AM |
| Notification Type: 222 | Invoke ID: 14282 | Event Time: |
| Agent Trouble Report ID: 2010070101844 | Network ID: FRAC | Account Name: FET |
| Trouble Found: | Restored Time: | Outage Duration: |
| Last Update Time: | Repeat Report: | |
| Close Out Narrative: | | |
| Dialog: | | |

**Status Information**

| | | |
|---|---|---|
| State: Cleared | Status: Cleared Awaiting Cust Verification | Status Time: 07/02/10 07:32 AM |

**Commitment Time**

| | |
|---|---|
| Onsite Time : | Cleared Time : 07/02/10 07:22 AM |

**Additional Trouble Status Info**

Info

90 - TEST OK ---- 253 - noTroubleFound

**Agent Contact Person**

**Responsible Person**

**Trouble Location**

**Hand Off Info**

| Hand Off Center: | Hand Off Location: | Hand Off Time: |
|---|---|---|

**Hand Off Person**

**Maintenance Org Info**

| Contact Time: | Service Charge: N |
|---|---|

Ziply Fiber tickets are closed in this manner:

1. The request for Close Out Verification on a Carrier originated ticket will be sent and the ticket will be placed in "Cleared Awaiting Cust Verification" status.

2. If no response is received after 72 hours the ticket will be changed to a state of
"Closed" and a status of "Closed Out."

3. If the Carrier responds, "Verified" to the cleared repair response, then the ticket will be changed to a state of "Closed" and a status of "Closed Out Cust Verified."
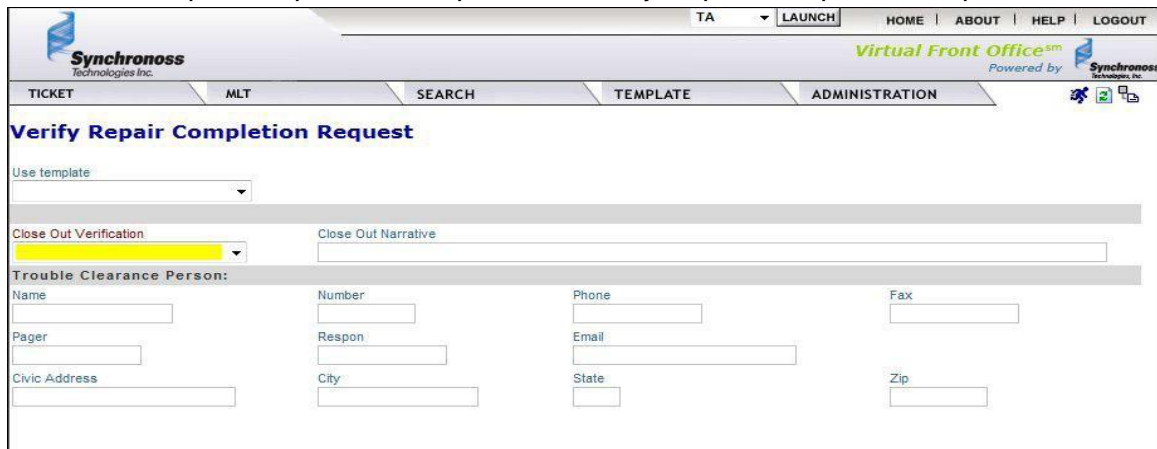
NOTE:  If the Carrier replies with "No Action" in the **Close Out Verification** field, Ziply Fiber will treat this as no response and close the ticket after the allotted 72 hours.

### Requesting Vendor Meet While Denying Ticket Closure

When the Carrier responds with any of the denied response, during the **Verify Repair Complete** process, they can also request a vendor meet at the same time. This is done by populating the "Close Out Narrative" field with "Vendor Meet Requested," entering the Trouble Clearance Person's name and phone, and calling the CCSC at 888-488-0072 Option 1 to schedule the vendor meet.  This response only alerts Ziply Fiber of your intention for a vendor meet, you must call to schedule.

### SAMPLE:  VERIFY REPAIR COMPLETE

1. From the Work List, click the radio button that corresponds to the Trouble Report Request that requires the Verify Repair Completion Request.



3. Populate the relevant fields to either approve the ticket closure (Verified) or deny the closure because there is still an issue.

Note:  To request a Vendor Meet, enter "Denied" in the *Close Out Verification* field and enter "Vendor Meet Requested" in the *Close Out Narrative* field.  For more information please review the [Vendor Meet Requests Policies and Procedures](#).

4. Click **Submit**.

> NOTE:  If the ticket closure is approved (Verified), the AVC returned from the Trading Partner will change the ticket status to <u>Closed</u>.
>
> If the ticket closure is denied, the AVC returned from Ziply Fiber will change the ticket's state to Open/Active with status Screening on the AVC and the ticket will <u>remain open</u>.

### Ziply Fiber Business Rules - Verify Repair Completion Request

- Ziply Fiber only supports "Verify Repair Completion Request" activity on trouble ticket reports for designed circuits.
- Ziply Fiber does not support a selection of "No Action" from the "Close Out Verification" drop down list.
- If Ziply Fiber does not receive a verify repair response for 72 hours Ziply Fiber closes the ticket.

| Field Name | Non-Design Circuits | Design Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|
|  |  |  |  |
| Close Out Verification | N/A | R | Select one of the following: **Denied** – Indicates the issue still exists. **Denied Activity Duration Disputed** – Indicates the issue is resolved but there is a disagreement over the time it took to fix the issue. **Denied Closed Out Narr Disputed** – Indicates an issue is resolved but there is a disagreement with the information provided in the Closed Out Narr field. **No Action** – This is the same as not responding for 72 hours.  **DO NOT USE!** **Verified** – Indicates the issue is resolved and agreement with the other information provided in the clear response. |
| Close Out Narrative | N/A | C | Required by Ziply Fiber when the Close Out Verification is populated with anything other than Verified. Note:  Enter "Vendor Meet Requested" to request a Vendor Meet for the issue. |
| TROUBLE CLEARANCE PERSON: | | | |

| Field Name | Non-Design Circuits | Design Circuits | Ziply Fiber Specific Business Process |
|---|---|---|---|
| Name | N/A | O | |
| Number | N/A | O | |
| Phone | N/A | O | |
| Fax | N/A | FP | This section not supported by Ziply Fiber.  Any data populated in these fields, will be ignored by back end systems. |
| Pager | N/A | FP | |
| Email | N/A | FP | |
| Respon | N/A | FP | |
| Civic Address | N/A | FP | |
| City | N/A | FP | |
| State | N/A | FP | |
| Zip | N/A | FP | |

## Appendix A: Trouble Types

Not all of the industry Trouble Types are supported by Ziply Fiber and the use of the Trouble Types are dependent on the Network ID selected.  The table below lists all the industry Trouble Types and uses a "Y" to indicate if the type is supported when transmitting to the specified NW Fiber Network ID.

**Circuit Trouble Types**

| VFO Design Circuit Trouble Types | Code |
|---|---|
| Can Not Hear | 402 |
| Can Not Receive Data | 1201 |
| Can Not Send Data | 1202 |
| Circuit Down | 623 |
| Cross Talk | 805 |
| Errors | 1224 |
| Getting All Ones | 1230 |
| Hollow | 621 |
| Hot Levels | 904 |
| Impulse Noise | 1207 |
| Lines Need Tagging | 1011 |
| Low Levels | 901 |
| Monitor Circuit | 628 |
| No Dial Tone | 101 |
| Noisy | 802 |
| No Loopback | 1008 |
| Other | 1014 |
| Request For Routine (Used to Request Special Access Testing | 1511 |

## Resold POTS Trouble Types

| VFO Non-Design Trouble Types | Code | VFO Non-Design Trouble Types | Code |
|---|---|---|---|
| All Access Busy | 207 | Can Not call Long Distance | 209 |
| Always Busy | 313 | Can Not Call Out | 201 |
| ANI | 1405 | Can Not Call Out2 | 208 |
| ANI Problem | 1711 | Can Not Call Overseas | 210 |
| ANI Timeout | 1701 | Can Not Hear | 402 |
| Bad Balance | 633 | Can Not Trip Ring | 304 |
| Bad ERL | 619 | Cannot Deposit Coin | 1803 |
| Bell Does Not Ring | 314 | Cannot Remove Blocking On A | 1123 |
| Bell Rings Can Not Answer | 316 | Cannot Setup Unique Ring ID | 1120 |
| Call Blocking Not Working | 1113 | Clicking | 810 |
| Call Forward No Answer Not | 1117 | Coin Stuck | 1802 |
| Call Forwarding Busy Line Not | 1116 | Coins Do Not Register | 1805 |
| Call Forwarding Not Working | 1115 | Coins Fall Through | 1804 |
| Call Return Block Not Working | 1111 | Common Block Centrex Problems | 1125 |
| Call Return Not Working | 1110 | Cross Talk | 805 |
| Call Trace Not Working | 1107 | Custom Call Feature | 1104 |
| Call Track Block Not Working | 1106 | Custom Call Feature Do Not Work | 1503 |
| Call Transfer | 1102 | Cut Cable | 616 |
| Call Transfer Problem | 1501 | Cuts Off | 701 |
| Call Waiting | 1103 | Dial Tone After Dialing | 204 |
| Call Waiting Problem | 1502 | Do Not Answer | 306 |
| Caller ID Block Not Working Per Call | 1122 | DSL - Intermittent Route | 9008 |
| Caller ID Block Not Working Per | 1121 | DSL - Intermittent Sync | 9001 |
| Caller Identification Not Working | 1112 | DSL - Miswire | 9009 |
| Can Not Activate PC | 1407 | DSL - Need Vendor Meet | 9003 |
| Can Not Be Called | 301 | DSL - New Order Completed Service Not Working | 9006 |
| Can Not Be Heard | 400 | DSL - No Route | 9004 |
| Can Not Break Dial Tone | 203 | DSL - No Sync | 9002 |
| Can Not Call 700 | 213 | DSL - Other - See Additional Info | 9007 |
| Can Not Call 800 or 888 | 214 | DSL - Slow Throughput | 9005 |
| Can Not Call 900 | 215 | Echo | 620 |
| Can Not Call 911 | 212 | Foreign Tone | 803 |
| Can Not Call DA | 216 | Ground Hum | 807 |
| Can Not Call Intra LATA Toll | 217 | | |

| VFO Non-Design Trouble Types | Code |
|---|---|
| Grounded | 603 |
| Hears Other On Line | 808 |
| High and Dry | 205 |
| High and Wet | 1716 |
| Hollow | 621 |
| Hum On Line | 809 |
| Hung Up | 611 |
| Hunting Not Working | 1118 |
| Incorrect Caller ID | 1126 |
| Intermittent Noise | 801 |
| Line Loss | 908 |
| Lines Need Tagging | 1011 |
| Loose Jack | 1410 |
| Manual Intervention Required | 1522 |
| Missing ANI | 1713 |
| Modem | 1408 |
| Multi-late Digit Group | 1706 |
| Needs Equalized | 907 |
| Network Failure | 1022 |
| New Service Not Working | 629 |
| No Dial Tone | 101 |
| No Coin Return | 1801 |
| Noisy | 802 |
| No Key Pulse | 1707 |
| No Response | 1205 |
| No Ring No Answer | 318 |
| Not Polling | 1213 |
| Off Hook | 1411 |
| Open to DEMARC | 617 |
| Other | 1014 |
| Other Ring Trouble | 319 |
| Other Station Trouble | 1418 |
| Other Voice Describe Additl Info | 631 |
| Out wats Ringing In | 1012 |
| Partial Dial Timeout | 1708 |

| VFO Non-Design Trouble Types | Code |
|---|---|
| Pay Phone Damage | 1806 |
| Physical Problem | 1412 |
| Pic Trouble | 1101 |
| Reach Recording | 307 |
| Receives Calls For Wrong Number | 320 |
| Recording On Line | 321 |
| Remote Call Forwarding | 1124 |
| Reorder | 312 |
| Repeat Dial Block Not Working | 1109 |
| Repeat Dial Not Working | 1108 |
| Ring No Answer | 311 |
| Rings Then Goes Busy | 322 |
| Selective Call Forwarding Not | 1119 |
| Slow Dial Tone | 102 |
| Slow Response | 1228 |
| Software Group Alarm | 1019 |
| Speed Call | 211 |
| Static On Line | 806 |
| Station Trouble Group | 1300 |
| Station Group Designation Digit | 1710 |
| Switch Or Trunk Related | 1518 |
| Tech Assist | 1519 |
| Three Way Calling | 1105 |
| Trouble-type-Station Wiring | 1305 |
| Trunk Blocked Far End | 632 |
| Vacant Code Announcement | 1714 |
| Voice Messaging Services Problem | 1114 |
| Wire Broke Set Broke Pole Down | 1415 |
| Wiring Problem | 1414 |

## Appendix B: Trouble Found Descriptions

Ziply Fiber will provide trouble found descriptions when a ticket is cleared or closed, these are similar to the disposition/cause codes provided by other carriers and provide the descriptions of the issues found on the ticket.

| Code | Description |
|------|-------------|
| 0 | Pending |
| 1 | cameClear |
| 2 | centralOffice |
| 3 | switchTrouble |
| 4 | customerProvidedEquipment |
| 5 | Facility |
| 6 | centralOfficeFacility |
| 7 | ICfacility |
| 8 | interexchangeCarrier |
| 9 | Information |
| 10 | nonplanClassified |
| 11 | nonplanClassifiedIC |
| 12 | nonplanClassifiedEA |
| 13 | noTroubleFound |
| 14 | station |
| 15 | stationProductData |
| 16 | stationProductTerminal |
| 17 | stationProductVideo |
| 18 | stationProductVoice |
| 19 | stationWiring |
| 20 | otherStationEquipment |
| 21 | foundOKStation |
| 22 | servingBureau |
| 23 | testOK |
| 24 | publicServicesCoinSet |
| 25 | customerOperatingInstructions |
| 26 | testedOKVerifiedOK |
| 27 | coFacilityTestedFoundOK |
| 28 | outsideFacilityTestedFoundOK |
| 29 | referredOutToOtherDept |
| 30 | protectiveConnectingArrang |
| 31 | cpeCustomerResponsibility |

| Code | Description |
|------|-------------|
| 32 | preService |
| 33 | preServiceIC |
| 34 | preServiceEA |
| 35 | serviceNode |
| 36 | data |
| 37 | customerReferredToVendor |
| 38 | exchangeAccess |
| 39 | international |
| 40 | otherProvidedAccess |
| 41 | existingReport |
| 42 | cancelExclude |
| 43 | paBX |
| 44 | outsideWire |
| 45 | outsideTerminals |
| 46 | outsidePlantEquiptment |
| 47 | outsidePlantFiberOptic |
| 48 | outsidePlantOther |
| 49 | coEquiptmentOther |
| 50 | coEquiptmentFrames |
| 51 | coConcentrator |
| 52 | receiverOffHook |
| 53 | cpeAuthorized |
| 54 | cpeTelcoMaintained |
| 55 | independentCompany |
| 56 | cpeCalledNumber |
| 57 | assigningProvisioning |
| 58 | interServiceCenter |
| 59 | referredOut |
| 60 | network |

45

## Appendix C: Ziply Fiber Supported Statuses

Below are the typical states of a ticket with the Ziply Fiber supported statuses.  Although the deferred state is not listed, it is a possible state for a Ziply Fiber trouble ticket.  See Appendix D for status codes.

| NEW | OPEN/ACTIVE | CLEARED | CLOSED |
|---|---|---|---|
| **New:** Has Not been sent to downstream systems or has not received a response. | **Refer Mtce Center**: Ticket referred to a Service Center Workgroup. | **Temporary OK:** Ticket being held for Monitoring.  (Not held longer than 24 hours) | **Closed Out By Cust Req**: Ziply Fiber has responded to Cancel Request |
| | **Testing:** Ziply Fiber employee testing. | **Cleared Awaiting Cust Verification**: Used for Design Circuits only. Work is completed pending Customer Acceptance. | **Closed Out Cust Verified**: Customer sent positive Verify repair response. |
| | **Pending Test:** in dispatch system waiting for tester | | **Closed Out**: Repair issue has been resolved. |
| | **Pending Dispatch:** Pending assignment to a Technician. | | **Closed Out Cust Denied**: Customer sent negative Verify Repair response. (*State will change to Open/Active*) |
| | **Craft Dispatched**: Tech has but not currently working | | |
| | **Originating Equip Failure**: Ticket associated with Equipment Common Cause failure identified. | | |
| | **Cable Failure:** Ticket associated with Cable Common Cause failure. | | |
| | **Start Repair:** Tech working Trouble Ticket. | | |
| | **Trouble Escalated**: Ziply Fiber responding to Escalation request. | | |

## Appendix D: Ziply Fiber Status Codes

The table below outlines the statuses used on tickets, the codes sent to e-bonded carriers, and the definition.

| Trouble Status | | |
|---|---|---|
| **Description** | **Code** | **Definition** |
| New | 0 | Has not been sent to downstream systems or has not received a response back from the downstream systems |
| Testing | 2 | Ziply Fiber employee is testing |
| Start Repair | 7 | Tech working on Trouble |
| Pending Test | 8 | In dispatch system waiting for tester |
| Pending Dispatch | 9 | Pending assignment to a Technician |
| Refer Mtce Center | 11 | Ticket Referred to a Service Center Workgroup |
| Refer Vendor | 12 | Ticket Referred to the Vendor |
| No Access Other | 13 | Ticket closed or deferred due to no access. |
| Start No Access | 14 | Ticket Deferred due to no access to circuit |
| Stop No Access | 15 | Ticket Deferred due to no access to circuit |
| Start Delayed Mtce | 16 | Ticket Deferred |
| Stop Delayed Mtce | 17 | Ticket Deferred |
| Trouble Escalated | 18 | Ziply Fiber has responded to Escalation request |
| Craft Dispatched | 19 | Tech has ticket but is not currently working on it |
| Temporary OK | 20 | Ticket being held for Monitoring |
| Cable Failure | 21 | Tickets associated with Cable Common Cause failure |
| Originating Equip Failure | 22 | Tickets associated with Equipment Common Cause failure id |
| Cleared Awaiting Cust Verification | 26 | Used for Designed Circuits Only - Work is Complete pending Carrier Acceptance |
| Closed Out | 27 | Repair issue has been resolved |
| Closed Out By Cust Req | 28 | Ziply Fiber has responded to Cancel Request on Non-Design Circuit |
| Closed Out Cust Verified | 29 | Carrier sent positive Verify repair response. |
| Closed Out Cust Denied | 30 | Carrier sent negative Verify Repair response. |
| Canceled Pending Work In Progress | 31 | Ziply Fiber has responded to cancel request on design circuit |
| Canceled Pending Test Completion | 32 | Ziply Fiber has responded to cancel request on design circuit currently pending testing. |
| Canceled Pending Dispatch Completion | 33 | Ziply Fiber has responded to cancel request on design circuit currently being dispatched. |

# Appendix E: Frequently Asked Questions

**Q-1:** **How does Ziply Fiber determine if a Circuit is a Design Circuit or a Non- Design Circuit?**

A-1: At time of Circuit Validation, immediately following the circuit ID entry process, Ziply Fiber passes the tickets through two systems looking to validate it exists and if it belongs to the Account ID.

One system is used for Design Circuits and the other houses Non-Design Circuits.

**Q-2:** **When entering ticket in VFO, it asks for the Circuit ID; if this is incorrect, how is the carrier notified?**

A-2: The validation of the Circuit ID is completed before you can enter the ticket details. This Circuit ID is passed to Ziply Fiber's back office system and if it fails to locate the Circuit ID an error is is sent immediately. The carrier will need to start a new ticket with the correct circuit ID.

**Q-3:** **How will Operations prioritize and track tickets?**

A-3: Tickets are prioritized based on TSP guidelines and commitment times and dates.

**Q-4:** **How are appointments handled? What if an appointment is missed?**

A-4: Appointments will be scheduled for a.m., p.m., or all day, if access is required. The Technician will call the Location Access person prior to going in the a.m. to let the customer know he will be there and the approximate time. If he misses the appointed time and the customer is not there at arrival. He is to again attempt to call the Location Access person to arrange for access if required. If the trouble is inside and he cannot gain access, he will clear the trouble as no access. If the ticket is for a design circuit, the CLEC can verify or deny completion. If the ticket is for Resale POTS, Wholesale Advantage, or UNE, the ticket will be closed. The tech will indicate upon completion if he met the appointment or not. If the trouble is outside he will fix the issue and complete the ticket.

**Q-5:** **In VFO, the access hours are provided as hh:mm am/pm, what is the tML format used to provide access hours?**

A-5: The time is set to GMT format.

 <tML-TABase:IntervalStart>08:00:00.000-05:00</tML-TABase:IntervalStart> <tML-TABase:IntervalEnd>17:00:00.000- 05:00</tML-TABase:IntervalEnd>

**Q-6:** **What is the process if there is no access to the customer's NID?**

A-6: Ticket will be left open and the Technician will call the Manager Contact Phone number to make arrangements to get to the NID.  If he cannot get anyone at the contact phone number, the ticket will be closed as no access.  If the ticket is for a design circuit, the CLEC can verify or deny completion.  If the ticket is for Resale POTS, Wholesale Advantage, or UNE, the ticket will be closed.  The CLEC will need to make sure there is access instructions and create a new ticket if the issue is not resolved.

**Q-7:** **What type of transaction should be sent for the following issues, NID Moves, Buried Wire Requests, Plant Rearrangement, Drop Moves, Pole Moves, Dangling Lines?**

A-7: Please refer to the following table:

| | Order Transaction | Trouble Ticket |
|---|---|---|
| NID Moves | ☐ | |
| DEMARC Moves | ☐ | |
| Buried Wire Requests | | ☐Call CCSC* |
| Drop Moves | ☐ | |
| Pole Moves | | ☐Call CCSC* |
| Dangling Lines | | ☐☐Call CCSC* |
| Plant Rearrangement | | ☐Call CCSC* |

These offices will not provide a commitment time on these issues. This will be provided by the department handling the issue.

**Q-8:** **How are Vendor Meets requested?**

A-:8 See the Vendor Meet Policies and Procedures posted on Ziply Fiber's Website.

**Q-9:** **How long after a Vendor Meet ticket is entered should the Carrier expect a call to schedule the meet?**

A-9: The Carrier should call the CNOC to schedule the Vendor Meet.

**Q-10:** **What are Ziply Fiber's MLT – VER Codes?**

A-10: The MLT VER codes are provided in the MLT Policies and Procedures Guide provided on Ziply Fiber's Website.

**Q-11:** **Can a MLT be used to test a UNE loop?**

A-11: No, this is only for Resold POTs lines. A ticket will need to be opened and then the tech will test the loop.

**Q-12:** **Will the disposition codes and cause codes be the same as converted properties ?**

**A-12:** No. Ziply Fiber is using Trouble Descriptions that do not map one for one to Verizon codes. To view the list of descriptions, see Appendix B

**Q-13: How do you indicate on a new ticket that no intrusive testing should be performed?**

A-13: In the authorization tab, select "Denied" and check action "Test." In the "Circuit Access Hours" section the user can enter start time as 00:00 am and end time 00:01 am and this will indicate "no intrusive testing."

**Q-14: Who is contacted if a damage claim is needed?**

A-14: Please contact the Repair Center associated with your ticket.

**Q-15: What are the criteria for a chronic ticket and is who should it be reported to?**

A-15: If there are 3 tickets reported on the same facility within a 45 day period, the ticket is considered chronic.

**Q-16: Do chronic tickets remain open 30 days after resolution?**

A-16: No. However, the chronic facility is monitored by the repair team until stable. Stability is defined by no network outages and/or no additional reports received for 45 days.

**Q-17: Can a new ticket be opened with the Repeat Report field populated to indicate a chronic issue?**

A-17: Ziply Fiber is not mapping the Repeat Report field to the back office trouble ticket systems. Chronics are based on three troubles in a 45 day timeframe. This information is tracked in the back office system, so there is no need to provide this information on the ticket.

**Q-18: If a ticket is placed in a temporary monitoring status, how long is it monitored?**

A-18: 24 Hours.

**Q-19: Will the ticket indicate Dispatch In and Dispatch Out?**

A-19: Ziply Fiber does not use the terms Dispatch In and Dispatch Out. Ziply Fiber dispatches the technicians to the location where they believe the trouble resides. If the trouble is determined to be at another location, the technician will notify Ziply Fiber's Repair Center and the ticket will be routed to the new location. See Appendix C for a list of Ziply Fiber supported statuses.

**Q-20:** **In VFO there is a place to indicate two addresses for point-to-point circuits; what if the circuit has multiple legs and another address is needed?**

A-20: If the ticket involves more than two addresses for the individual circuit, the additional address information should be noted in the Additional Trouble Info field. This field can house 256 characters. Additional information may be sent on a ticket after the ticket is submitted by using the "Add Trouble Info" menu selection under the Ticket tab. This will allow you to add an additional 256 characters to the ticket.

**Q-21:** **How are group tickets handled? Are we able to open multiple tickets that all relate to a Master Ticket? Will an escalation on a Master Ticket cascade to all sub-tickets?**

A-21: Virtual Front Office (VFO) does not support Grouping Tickets. Tickets must be entered for each individual circuit. Escalations should also be submitted for each individual ticket

**Q-22:** **What is the interval for escalating a ticket? When an escalation is entered electronically will the response show the escalation person? Are escalations for network infrastructure problems handled differently?**

A-22: Escalations can be sent hourly. The person the ticket has been escalated to will not be returned on the escalation responses. All escalations are treated the same way.

**Q-23:** **How is the severity of the impact noted on a trouble ticket? For example, the issue is impacting a Hospital.**

A-23: There is a place on the ticket to enter the TSP Priority and for Design Circuits you can enter the Perceived Trouble Severity. However, if special action is being requested, Ziply Fiber recommends you call the CNOC office for Access/Design and Local/Non Design Circuits.

## Appendix F: Circuit ID Supported Formats / COMMON LANGUAGE Circuit ID Format

**CLF Format**

Facility designation   Location A

| 101 _ _ | / | T1 _ _ _ | / | DALTXXAH _ _ | / | FTWYINXA _ _ _ |

Facility type   Location B

**OTF Format**                          **OTS Format**

Freeformat Constant                     Freeformat Constant

ABC-1234567                             ABC-1234567

Freeformat Circuit ID                   Freeformat Circuit ID

**CLS Format**

Prefix  Service Code   Suffix   Segment Name

| 90 | / | LG | GS | / | 111111 | / | 001 | OB _ _ | / | C _ _ |

Modifiers A & B  Serial Number   Telco ID
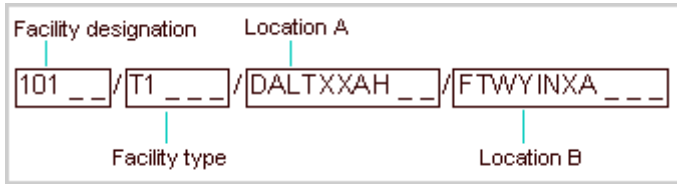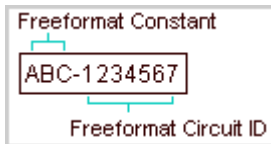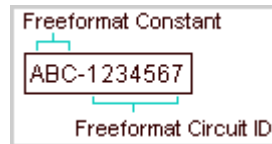
# Appendix G: Glossary

- **TA Agent** - In the context of Electronic Bonding Trouble Administration, a TA Agent refers to the software system running at an ILEC with which the Manager application will exchange service management information.
- **Association** - A logical network connection between the Agent and Manager. An association is established when a Manager and an Agent exchange application protocol control information. A valid association is a pre-requisite for exchanging any information between the Manager and Agent. In EB-TA application, only the Manager initiates the establishment of an association. Either side can terminate an existing association.
- **Attribute** - Information concerning a managed object used to describe (either in part or in whole) that managed object. This information consists of an attribute type and its corresponding attribute value (single-valued) or values (set-valued).
- **Canceled** - A manager can request the agent to "cancel" a trouble report. The manager wants to abort this trouble report (either because it was entered in error or because there is no longer any trouble condition). Under certain conditions (e.g., the trouble has not been dispatched or tested), the agent will "cancel" the trouble report by updating its status to "closed-out by customer request." "Canceling" a trouble report may also have business ramifications beyond the scope of this document (e.g., whether the customer must pay for the trouble report).
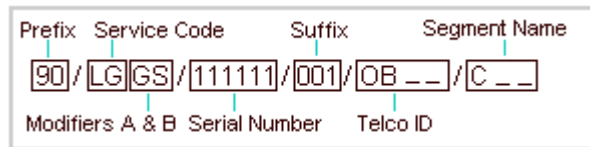- **Close-out** - A trouble report is considered "closed-out" when the agent determines that the reported trouble has either been cleared or no longer exists, and the agent updates the trouble report status to indicate the trouble report is "closed-out." Only an agent can change the trouble report status to "closedOut." The status of a trouble report might change to "closedOutByCustReq" as a result of a request to cancel the trouble report from the manager.
- **Manager** - Manager is the entity that initiates requests for management information from managed systems or receives spontaneous management related notification from managed systems (Agent). In the context of EB-TA, Manager refers to the software system running at the CLEC or IXC, which communicates with the Agent.
- **MIB** - **Management Information Base** (MIB) is the database of Managed Objects maintained by the Agent. When the Manager successfully creates a new Trouble Report, the Agent creates an instance of the Trouble Report Managed Object and inserts it into the MIB. The MIB is logically organized in a tree-like structure.
- **Notification** - The two types of messages that an agent can sent to a Manager are Notifications and Responses. Notifications are messages that are initiated by an Agent. When a Manager receives a Notification, it can either send back a response or an error.
- **Service** - This term represents telecommunications capabilities that the customer buys or leases from a service provider. Service is an abstraction of the network-element-oriented or equipment-oriented view. Identical services can be provided by different network elements, and different services can be provided by the same network elements.
- **Trading Partner** - For the purposes of this document, Trading Partner refers to the ILEC, Ziply Fiber. The Trading Partner is the provider of service to the Manager.
- **TRFD** - **Trouble Report Format Definition** defines the mandatory and option fields of the TA operations for various service types
    - TRFD 1 This format is for services involving customer premises (e.g. voice grade, DDS, HiCap, UNE/UNE-P, Special Access Services e.g. private line)
    - TRFD 2 This format is for services that do not have a customer premises (e.g. facility, feature groups, message trunk services)
    - TRFD 3 This format is for local resold services (POTS) only.

## Appendix H: TA Attribute Descriptions

AGENT = Ziply Fiber  /  Manager = Carrier

| Attribute Name | Provided by | Updateable by | Description |
|---|---|---|---|
| ActivityDuration | AGENT | AGENT | This attribute indicates the Agent time spent on billable and non-billable activities: |
| AdditionalTroubleInfoList | MANAGER | MANAGER | This attribute further describes the selected TroubleType. Comments sent by the Manager during the life of the ticket. On a CREATE request it contains a description of the trouble condition. |
| AdditionalTroubleStatusInfo | AGENT | AGENT | This attribute further describes the value of the troubleReportStatus attribute. Comments sent by the Agent providing further information regarding ticket status. |
| AgentContactPerson | AGENT | AGENT | This attribute identifies name and contact information for the person in the agent's organization to contact concerning the reported trouble. |
| AlocationAccessAddress | MANAGER | MANAGER | This attribute identifies the company name and address for the respective aLocationAccessHours. (Customer premises at one end of the circuit) |
| AlocationAccessHours | MANAGER | MANAGER | This attribute defines the specific hours for each day of the week during which access to the aLocationAccessAddress is available. (Different hours can be shown for each day of the week) |
| AlocationAccessPerson | MANAGER | MANAGER | This attribute enables the Manager to specify the details of the person at the aLocationAccessAddress. (Identifies a local contact person at the premises for the A end of the circuit) |
| AlternateManagerContactObjectPtr | MANAGER | MANAGER | This attribute points to the a Contact object that identifies an alternative individual to the a manger contact in manager's organization who can be contacted regarding the reported trouble |
| AlternateMangerContactPerson | MANAGER | MANAGER | This attribute identifies an alternative individual to the a manger contact in manager's organization who can be contacted regarding the reported trouble |
| AuthorizationList | MANAGER | BOTH | This attribute identifies what authorizations are requested by the Agent and granted by the Manager. Specifies the type of activities which are authorized: |
| CalledNumber | MANAGER | NONE | This attribute identifies the number being called when the trouble occurred. |
| CancelRequestedByManager | AGENT | MANAGER | This attribute indicates whether the Manager has initiated the process to cancel a trouble report. |

55

| Attribute Name | Provided by | Updateable by | Description |
|---|---|---|---|
| CloseOutNarr | AGENT | AGENT | This attribute provides a place for the Agent to document any additional information regarding the trouble report closure. |
| CloseOutVerification | AGENT | MANAGER | This attribute indicates whether the Manager has verified repair completion, denied repair completion or taken no action: |
| CommitmentTime | AGENT | AGENT | This attribute indicates estimated times for the following actions: (Provided by the Agent. Defines a generalized time by which the Agent will complete an action) |
| CommitmentTimeRequest | MANAGER | MANAGER | This attribute indicates the generalized time requested by the Manager for the following actions: onSite Time or cleared Time |
| CustomerWorkCenter | MANAGER | NONE | This attribute identifies the Manager's work center. |
| CustTroubleTickNum | MANAGER | NONE | This attribute contains the Manager's internal ticket number. |
| Dialog | MANAGER | BOTH | This attribute enables interaction to take place between an agent and the manager at each state of the resolution of the trouble. The dialog text is free format text and a notification is emitted each time it is modified by the agent. The contents are replaced by new dialog text as the dialog progresses during the trouble resolution. If the update is a response to previous text, the update may overwrite the current text. |
| EscalationList | MANAGER | BOTH | This attribute indicates whether escalation is requested by the Manager and provided by the Agent. Optionally specifies the level of escalation and the person escalated to. If the Manager specifies no level, the Agent must escalate to the next level. (The Agent can provide notification of internal escalations independent of a Manager Request) |
| InitiatingMode | AGENT | NONE | This attribute specifies the mode of initiation of the trouble report. This attributed can take the following integer values:<br>managerDirect<br>managerindirect.<br>agentOrginated<br>alarmOriginated<br>(Specifies who created the ticket) |
| LastUpdateTime | AGENT | AGENT | This attribute identifies the time and date of the most recent update make to the trouble report by either the manger or agent. |
| MaintServiceCharge | AGENT | MANAGER | This attribute indicates whether the Manager will be charged for repairs performed on the service. |
| ManagedObjectAccessFromTime | MANAGER | MANAGER | This attribute identifies the beginning of the time frame during which the service personnel can have access to the managed object. |

| Attribute Name | Provided by | Updateable by | Description |
|---|---|---|---|
| ManagedObjectAccessHours | MANAGER | MANAGER | This attribute defines the specific hours for each day of the week during which access to the managed object is available. (The managed object is the circuit or service. This attribute provides times when intrusive testing can be done on the circuit) |
| ManagedObjectAccessToTime | MANAGER | MANAGER | This attribute identifies the end of the time frame during which the service personnel can have access to the managed object. |
| ManagedObjectInstance | MANAGER | NONE | This attribute indicates the Customer Network Management service object class instance or the General Network Model telecommunications network resource instance associated with a particular trouble report, i.e., circuit identifier. (The service being reported) |
| ManagedObjectInstanceAliasList | MANAGER | AGENT | This attribute identifies the managed object on which trouble has been reported by its alias (es). (A list of alternative identifiers for the service being reported or tested. Example: use of a Trunk Group Access Code (TGAC) as an alias for message trunks, the TGAC is also known as a 2-6 code) |
| ManagerContactPerson | MANAGER | MANAGER | This attribute identifies an individual in the Manager's organization who can be contacted regarding the reported trouble. |
| OutageDuration | AGENT | AGENT | This attribute indicates the amount of time between the trouble report received time and the trouble report clearing time, excluding time for delayed maintenance and/or if the service could not be accessed by the Agent for repair. |
| PerceivedTroubleSeverity | MANAGER | MANAGER | This attribute allows the Manager to indicate the effect of the trouble in the managed object being reported. |
| PreferredPriority | MANAGER | MANAGER | This attribute defines the severity of the problem. This attribute may effect expectations defined in Service Level Agreements (SLA). |
| ReceivedTime | AGENT | NONE | This attribute indicates the date and time when a trouble report was entered into the Agent's gateway. |
| RepeatReport | MANAGER | BOTH | This attribute indicates whether there has been a provisioning/installation or a trouble activity on the managed object in the recent past, e.g., within the past 30 days. |
| RestoredTime | AGENT | NONE | This attribute indicates when the trouble was repaired by the Agent. (May be different than Manager's notified time) |
| TargetObjectInstance | AGENT | NONE | This attribute refers to the TroubleReport Object created in the Agent Operation support system. |
| TroubleClearancePerson | AGENT | MANAGER | This attribute identifies an individual in the Manager's organization who last modified the attribute closeOutVerification or |

57

| Attribute Name | Provided by | Updateable by | Description |
|---|---|---|---|
| | | | cancelRequestedByManager. (This is the person who authorized the Agent to close their ticket) |
| TroubleDetectionTime | MANAGER | MANAGER | This attribute identifies the time that the trouble was detected. |
| TroubleFound | AGENT | AGENT | This attribute specifies an enumerated value which identifies the problem that caused the trouble report. |
| TroubleReportFormatId | Manager | NONE | Trouble Report Format Definition defines the mandatory and option fields of the TA operations for various service types<br>1. TRFD 1 This format is for services involving customer premises (e.g. voice grade, DDS, HiCap, UNE/UNE-P, Special Access Services e.g. private line)<br>2. TRFD 2 This format is for services that do not have a customer premises (e.g. facility, feature groups, message trunk services)<br>3. TRFD 3 This format is for local resold services (POTS) only |
| TroubleReportFormatObjectPtr | MANAGER | NONE | This attribute identifies which instance of the Trouble Report Format |
| TroubleReportID | AGENT | NONE | This attribute is the distinguishing attribute of the Trouble Report managed object class. The Service Provider assigns it at the time the trouble report is entered. (AKA Agent ticket number) |
| TroubleReportState | AGENT | AGENT | This attribute indicates the current state of a trouble report |
| TroubleReportStatus | AGENT | AGENT | This attribute indicates the current status of an active trouble report. |
| TroubleReportStatusTime | AGENT | AGENT | This attribute identifies the last time at which the status was known to be changed or validated. |
| TroubleReportStatusWindow | MANAGER | MANAGER | This attribute specifies a sliding window during which a progress/status notification is expected. The sliding window begins at the event time for the most recent notification. |
| TroubleType | MANAGER | NONE | This attribute identifies the category of trouble that is being reported |
| TspPriority | MANAGER | NONE | This attribute conveys TSP (Telecommunications Service Priority) codes if applicable between the Manager and Agent. |
| ZlocationAccessAddress | MANAGER | MANAGER | This attribute identifies the company name and address for the respective LocationAccessHours. (Customer premises at one end of the circuit) |
| ZlocationAccessHours | MANAGER | MANAGER | This attribute defines the specific hours for each day of the week during which access to the zLocationAccessAddress is available. (Different hours can be shown for each day of the week) |

| Attribute Name | Provided by | Updateable by | Description |
|---|---|---|---|
| ZlocationAccessPerson | MANAGER | MANAGER | This attribute enables the Manager to specify the details of the person at the zLocationAccessAddress. (Identifies a local contact person at the premises for the Z end of the circuit) |
| | | | |

## Change Log

| Date | Page | Change |
|------|------|--------|
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |