



# **Technical Specifications for Trouble Administration XML Interface tML Implementation**

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

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## Introduction

### Trouble Administration XML Interface (Web Services using tML)

This document provides the following information:

- tML specifications

### Scope

The implementation for Trouble Administration will cover the following services:

- Trouble Report Create
- Trouble Report Modification (Update)
- Trouble Report Cancellation
- Trouble Report Clear
- Trouble Report Close Out Verification

The intended Ziplly Fiber customers for using the above mentioned services are:

- Inter Exchange Carriers (IECs – Access Carrier Customers)
- Competitive Local Exchange Carriers (CLECs – Local Customers)

## Trouble Administration XML Interface Architecture

### Overview

Zipty Fiber has acquired the Synchronoss application to be utilized for entering Trouble Ticket Requests for Trouble Administration.

Zipty Fiber will document and manage all product and services issues potentially affecting performance and connectivity to the network through the following trouble ticket creation process. This procedure will also allow network and system users to report service affecting issues and request assistance.

Zipty Fiber Network ID – NW Fiber  
Access Services – FRAC  
Local Services – FRLC

## Web Services Description Language (WSDL) for Trouble Administration XML Interface

*(Information captured from the TA Synchronoss Tech Spec document 1.1)*

### WSDL

#### TAResponse-Receive.wsdl

This WSDL is implemented by Zipty Fiber to receive incoming Request transactions from carrier customer. This WSDL exposes operation named "processReport". This operation accepts a String parameter (containing request XML compliant with tML-TA.xsd).

When message processing is successful, web service generates a success code of WG200 synchronously. This success code means that the XML was well formed and is a tML-TA compliant message. Any exceptions in receiving the message will be communicated as SOAP fault.

If a SOAP fault is received when invoking this operation it means request transaction was not processed by Zipty Fiber and it is the carrier customers' responsibility to resend the message.

Listing of the SOAP fault error codes:

WG0602 No message found in the Request  
WG1602 Internal Interface Configuration Error  
WG9209 Input received is not well formed  
WG1603 Internal Interface Configuration Error  
WG2004 Fatal Internal Exception  
WTR200 XML not well formed  
WTR203 Format not supported  
WTR300 Internal Interface Configuration Error  
WTR400 Internal Interface Configuration Error  
WTR500 Internal Interface Configuration Error  
WS002 Internal Interface Configuration Error  
WS003 Internal Interface Configuration Error

### TAResponse-Send.wSDL

This WSDL must be implemented by carrier customer to receive Ziplly Fiber Response or Attribute Value Change Notification transactions. This WSDL exposes operation named "processResponse". This operation accepts a String Type parameter (containing Response or Attribute Value Change Notification XML compliant with tML-TA.xsd). This operation will be invoked by Ziplly Fiber, when sending Response or Attribute Value Change Notification. The messages will be queued and retried at predefined interval for any timeout related faults caused by network delay or carrier customer is down situation.

### WSDL and TA FLOW

Ziplly Fiber tML-TA Receive will support only RPC style Web services at this point. Only one input argument will be taken per service, and it is in xml format. The response is also in the format of xml string.

### TA Request – Receive WSDL

Ziplly Fiber tML-TA Receive Webservice implemented on the Ziplly Fiber side based on the following WSDL. Ziplly Fiber customers need to implement Webservice client based on this WSDL to send synchronous trouble requests.

```
<?xml version="1.0" encoding="UTF-8"?>

<definitions targetNamespace=" java:com.wisor.ta.webservice "
xmlns:apachesoap="http://xml.apache.org/xml-soap" xmlns:tns="java:webservice.ta.wisor.com"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/" xmlns="http://schemas.xmlsoap.org/wsdl/"
xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <message name="processReport">
    <part xmlns:partns="http://www.w3.org/2001/XMLSchema" type="partns:string"
name="string"/>
  </message>
  <message name="processResponse">
    <part xmlns:partns="http://www.w3.org/2001/XMLSchema"
type="partns:string" name="response"/>
  </message>
</definitions>
```

```

</message>
<portType name="taport">
  <operation name="processReport">
    <input message="tns:processReport"/>

    <output message="tns:processResponse"/>
  </operation>
</portType>
<binding type="tns:taport"
  name="taport">
  <soap:binding style="rpc" transport="http://schemas.xmlsoap.org/soap/http"/>
  <operation name="processReport">
    <soap:operation soapAction=""/>
    <input>
      <soap:body encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
        namespace="java:webservice.ta.wisor.com" use="encoded"/>
    </input>
    <output>
      <soap:body encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
        namespace="java:webservice.ta.wisor.com" use="encoded"/>
    </output>
  </operation>
</binding>
<service name="taservice">
  <port binding="tns:taport" name="taport">
    <soap:address location="http://emq.com"/>
  </port>
</service>
</definitions>

```

## TA Response – Send WSDL

ZiPLY Fiber customers need to implement Webservice based on this WSDL to receive asynchronous TA response and AVC's.

```
<?xml version="1.0" encoding="UTF-8"?>
```

```

<definitions targetNamespace=" java:com.wisor.ta.webservice "
  xmlns:apachesoap="http://xml.apache.org/xml-soap" xmlns:tns="java:webservice.ta.cusomter.wisor.com"
  xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/" xmlns="http://schemas.xmlsoap.org/wsdl/"
  xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

```

```

<message name="processResponse">
  <part xmlns:partns="http://www.w3.org/2001/XMLSchema" type="partns:string" name="string"/>
</message>
<message name="result"/>
<portType name="taport">
  <operation name="processResponse">
    <input
      message="tns:processResponse"/>
    <output message="tns:result"/>
  </operation>
</portType>

```



```
<binding type="tns:taport" name="taport">
  <soap:binding style="rpc" transport="http://schemas.xmlsoap.org/soap/http"/>
  <operation name="processResponse">
    <soap:operation style="rpc" soapAction=""/></input>
</soap:body
  namespace="java:webservice.ta.cusomter.wisor.com"
  encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" use="encoded"/>
  </input>
  <output>
    <soap:body namespace="java:webservice.ta.cusomter.wisor.com"
  encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" use="encoded"/>
  </output>
</operation>
</binding>
<service name="taservice">
  <port name="taprt" binding="tns:taport">
    <soap:address
  location="http://clec.com"/>
  </port>
</service>
</definitions>
```

## Synchronoss extensions to atis-0300003.a.2006 – supplement to atis-0300003.205, schema interface for fault management (trouble administration)

### tML-TABase

GraphicStringType/ PrintableStringType/  
VisibleStringType Standard: [A-Z|a-z|0-

9|s|'|\(|\)|\+|,|\-|\.|/|:|=|\?]\*

Synchronoss: [A-Z|a-z|0-9|s|&apos;|&amp;|\_|\@|\(|\)|\+|,|\-

|\.|/|:|=|\?]\* Reason: Relaxed the schema to allow additional pattern values.

AdditionalTroubleInfoItem

Standard: Min length 0, Max Length 256

Synchronoss: Standard allows both. Synchronoss removed max length restriction of 256.

EscalationListType

Standard: <element name="EscTime" type="tML-TABase:EscalationTimeType" default="true"/>

Synchronoss: <element name="EscTime" type="tML-TABase:EscalationTimeType"/> Reason: Wrong default value in the standard.

PersonResponType

Standard: <element name="Number" type="tML-

TABase:PersonNumberType"/> Synchronoss: <element name="Number" type="tML-TABase:PersonNumberType" minOccurs="0"/>

Reason: Made this field optional. Ziplly Fiber does not require this field to be populated.

RelatedTroubleReportListType

Standard: <element name="RelatedTroubleReportItem" minOccurs="0" maxOccurs="unbounded">

Synchronoss: <element name="RelatedTroubleReportItem"



minOccurs="0" maxOccurs="unbounded">  
Reason: Corrected spelling error in the name.

#### TimeIntervalType

Standard: <complexType name="TimeIntervalType"  
final="#all"> Synchronoss: <complexType  
name="TimeIntervalType">

Reason: TimeIntervalType is extended later, #all is removed.

#### TRNameBindingIdType

Standard: Has fixed values for NameBindingID's.

Synchronoss: Removed fixed values and made this field a free form text.

Reason: Binding values provided in the schema are invalid for most EB gateways.

#### AlternateCustomerContactPerson

Standard: <element name="AlternateCustomerContactPerson"  
type="tML- TABase:PersonReachType" minOccurs="0"/>

Synchronoss: <element name="AlternateManagerContactPerson"  
type="tML- TABase:PersonReachType" minOccurs="0"/>

Reason: Synchronoss believes this to be an error in the standard. The contact is ManagerContactPerson instead of CustomerContact.

#### RetrieveAttributesType

Standard: Missing from t1.278 schema, schema from the standard is  
invalid. Synchronoss: Added attributes to schema.

#### ManagedObjectInstanceAliasL

ist Standard: Tag not  
present.

Synchronoss: Added tag to be compatible with older standard. Made this optional.

#### Trouble Location

Standard: <element name="TroubleLocation" type="tML-  
TABase:LocationAddressType" minOccurs="0"/>

Synchronoss: <element name="TroubleLocation" type="tML-TABase:TroubleLocationType"  
minOccurs="0"/>

Reason: Typo in the standard. This tag should be of TroubleLocationType  
instead of LocationAddressType.

#### CreateTroubleReport\_ResponseExtensionType

e Standard: Does not have this type  
definition. Synchronoss: Added this  
extension types.

Reason: To be compatible with older standard (CMIP standard).

#### tML-TA

##### OUTBOUND\_HEADER\_Type (Added for all requests from

IXC) Standard: Does not have this definition.

Synchronoss: Added tML-TA:OUTBOUND\_HEADER\_Type

Reason: Message Id is used to track the request and response from/to carrier  
customer. Changes in: RequestTroubleReportCreationRequestType,

RetrieveTroubleReportStatusRequestType,

RetrieveTroubleReportFormatRequestType,

RetrieveTroubleReportIdByServiceIdRequestType,

AddTroubleInfoRequestType, VerifyRepairCompletionRequestType,





ModifyAttributesRequestType,  
CancelTroubleReportRequestType,  
RetrieveTroubleHistoryByServiceIdRequestType,  
RetrieveAttributesByTroubleReportIdRequestType,  
RetrieveTroubleReportFormatByServiceIdRequestType,  
ConfirmNotificationReceiptRequestType.

#### INBOUND\_HEADER\_Type

Standard: Does not have this definition.

Synchronoss: Added tML-TA:INBOUND\_HEADER\_Type

Reason: Message Id sent on the request will be sent back to the carrier customer on the response.

Changes in: RequestTroubleReportCreationResponseType,  
RetrieveTroubleReportStatusResponseType,  
RetrieveTroubleReportFormatResponseType,  
RetrieveTroubleReportIdByServiceResponseType,  
AddTroubleInfoResponseType,  
VerifyRepairCompletionResponseType,  
ModifyAttributesResponseType,  
CancelTroubleReportResponseType,  
RetrieveTroubleHistoryByServiceIdResponseType,  
RetrieveAttributesByTroubleReportIdResponseType,  
RetrieveTroubleReportFormatByServiceIdResponseType,  
TroubleHistoryEventNotificationType,  
TroubleReportStatusOrCommitmentTimeUpdateNotificationType,  
TroubleReportProgressNotificationType,  
TroubleReportCreatedNotificationType, AttributeValueChangeNotificationType,  
DeleteTroubleReportNotificationType,  
EnrolTroubleReportFormatNotificationType,  
DeenrolTroubleReportFormatNotificationType,  
AVCTroubleReportFormatDefinitionNotificationType

#### RequestTroubleReportCreationResponseTy

pe Standard: Extension type not present.

Synchronoss: AllTroubleReportAttributes\_ExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the create response.

#### AddTroubleInfoResponseType

Standard: Extension type not present.

Synchronoss: AddTroubleInfo\_ResponseExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

#### VerifyRepairCompletionResponseType

Standard: Extension type not present.

Synchronoss: VerifyRepairCompletion\_ResponseExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

#### ModifyAttributesResponseType

Standard: Extension type not present.

Synchronoss: ModifyRequestType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.



CancelTroubleReportResponseType

Standard: Extension type not present.

Synchronoss: CancelTroubleReport\_ResponseExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

Standard: <element name="Exception" type="tML-TABase:ExceptionTroubleReportUpdateType" minOccurs="0"/>

Synchronoss: <element name="Exception" type="tML-TABase:ExceptionCancelType" minOccurs="0"/>

Reason: Standard has wrong type definition; corrected the type.

AttributeValueChangeNotificationType

Standard: Extension type not present.

Synchronoss: AllTroubleReportAttributes\_ExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

DeleteTroubleReportNotificationType

Standard: Extension type not present.

Synchronoss: AllTroubleReportAttributes\_ExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

EnrolTroubleReportFormatNotificationType

Standard: Extension type not present.

Synchronoss: AllTroubleReportAttributes\_ExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

DeenrolTroubleReportFormatNotificationType

Standard: Extension type not present.

Synchronoss: AllTroubleReportAttributes\_ExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

AVCTroubleReportFormatDefinitionNotificationType

Standard: Extension type not present.

Synchronoss: AllTroubleReportAttributes\_ExtensionType included for this response.

Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

OUTBOUND\_HEADER\_TYPE

Standard: Does not have this definition.

Synchronoss: Added tML-TABase:MESSAGE\_ID\_Type.

Reason: To track Message Id on the tML-TA requests from the carrier customer.

INBOUND\_HEADER\_Type

Standard: Does not have this definition.

Synchronoss: Added tML-TABase:MESSAGE\_ID\_Type.

Reason: To send the Message Id on the tML-TA response to the carrier customer.

## SOAP Structure

*(Information captured from the TA Synchronoss Tech Spec document)*

### tML-TA Receive - Asynchronous request/response

#### TA Request (From Ziplly Fiber Customer)

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
<ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:ns1=" java:com.wisor.ta.webservice ">
  <string xsi:type="xsd:string">
</string>
</ns1:processReport>
  </soapenv:Body>
</soapenv:Envelope>
```

#### TA asynchronous soap response/ Notifications

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processResponse
      soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1=" java:com.wisor.ta.webservice ">
      <string xsi:type="xsd:string">
      </string>
    </ns1:processResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

### Sample TA XMLs

#### TA Request tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <ns1:processReport
      soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:ns1="
```



```
java:com.wisor.ta.webservice ">
                                                                                   <string
xsi:type="xsd:string">&lt;?xml version="1.0" encoding="UTF-
8" standalone="yes"?">
&lt;!--Sample XML file generated by XMLSpy v2007 sp2 (http://www.altova.com)--&gt;
&lt;tML-TA:RequestTroubleReportCreationRequest xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-
TA" xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase">
    &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;SEN-T8-006&lt;/tML-TA:message_id&gt;&lt;/tML-
TA:header&gt;
    &lt;tML-TA:Customer&gt;
        &lt;tML-TABase:UserId&gt;A&lt;/tML-TABase:UserId&gt;
        &lt;tML-TABase:AccessControl&gt;
            &lt;tML-TABase:AccessControl1&gt;
                &lt;tML-TABase:EntityIdentifier&gt;A&lt;/tML-TABase:EntityIdentifier&gt;
                &lt;tML-TABase:EncryptedString&gt;41394644363445313243&lt;/tML-
TABase:EncryptedString&gt;
            &lt;/tML-TABase:AccessControl1&gt;
            &lt;/tML-TABase:AccessControl&gt;
            &lt;tML-TABase:ServiceProfile&gt;A&lt;/tML-TABase:ServiceProfile&gt;
        &lt;/tML-TA:Customer&gt;
        &lt;tML-TA:NameBindingId&gt;
            &lt;tML-TABase:NameBindingId&gt;A&lt;/tML-TABase:NameBindingId&gt;
        &lt;/tML-TA:NameBindingId&gt;
        &lt;tML-TA:ManagedObjectInstance&gt;
            &lt;tML-TABase:DistinguishedName&gt;
                &lt;tML-TABase:RDNSequenceItem&gt;
                    &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
                    &lt;tML-TABase:Assertion&gt;TAAGENT&lt;/tML-TABase:Assertion&gt;
                &lt;/tML-TABase:RDNSequenceItem&gt;
                &lt;tML-TABase:RDNSequenceItem&gt;
                    &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
                    &lt;tML-TABase:Assertion&gt;CLEC&lt;/tML-TABase:Assertion&gt;
                &lt;/tML-TABase:RDNSequenceItem&gt;
                &lt;tML-TABase:RDNSequenceItem&gt;
                    &lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
                    &lt;tML-TABase:Assertion&gt;98498233&lt;/tML-TABase:Assertion&gt;
                &lt;/tML-TABase:RDNSequenceItem&gt;
            &lt;/tML-TABase:DistinguishedName&gt;
        &lt;/tML-TA:ManagedObjectInstance&gt;
        &lt;tML-TA:TroubleType&gt;
            &lt;tML-TABase:Number&gt;100&lt;/tML-TABase:Number&gt;
        &lt;/tML-TA:TroubleType&gt;
        &lt;tML-TA:AdditionalTroubleInfoList&gt;
            &lt;tML-TABase:AdditionalTroubleInfoItem&gt;A&lt;/tML-
TABase:AdditionalTroubleInfoItem&gt;
        &lt;/tML-TA:AdditionalTroubleInfoList&gt;
        &lt;tML-TA:AdditionalCreateInfo&gt;
            &lt;tML-TABase:TroubleReportFormatId&gt;0&lt;/tML-TABase:TroubleReportFormatId&gt;
            &lt;tML-TABase:AdditionalTroubleInfoList&gt;
                &lt;tML-TABase:AdditionalTroubleInfoItem&gt;A&lt;/tML-
TABase:AdditionalTroubleInfoItem&gt;
            &lt;/tML-TABase:AdditionalTroubleInfoList&gt;
            &lt;tML-TABase:ALocationAccessAddress&gt;
                &lt;tML-TABase:PremisesName&gt;A&lt;/tML-TABase:PremisesName&gt;
                &lt;tML-TABase:PremisesAddress&gt;
                    &lt;tML-TABase:CivicAddress&gt;A&lt;/tML-TABase:CivicAddress&gt;
```



Technical Specifications for Trouble Administration  
XML Interface and tML Implementation  
SOAP Structure

```
<tML-TABase:City>A</tML-TABase:City>
<tML-TABase:State>A</tML-TABase:State>
<tML-TABase:Zip>A</tML-TABase:Zip>
<tML-TABase:PremisesAddress>
<tML-TABase:ALocationAccessAddress>

<tML-TABase:ALocationAccessHours>
  <tML-TABase:LocationAccessHoursItem>
    <tML-TABase:DaysOfWeek>
      <tML-TABase:Sunday>true</tML-TABase:Sunday>
      <tML-TABase:Monday>true</tML-TABase:Monday>
      <tML-TABase:Tuesday>true</tML-TABase:Tuesday>
      <tML-TABase:Wednesday>true</tML-
TABase:Wednesday>
t;
      <tML-TABase:Thursday>true</tML-TABase:Thursday>
      <tML-TABase:Friday>true</tML-TABase:Friday>
      <tML-TABase:Saturday>true</tML-TABase:Saturday>
    </tML-TABase:DaysOfWeek>
    <tML-TABase:IntervalsOfDay>
      <tML-TABase:IntervalsOfDayItem>
        <tML-TABase:IntervalStart>00:00:00</tML-
TABase:IntervalStart>
        <tML-TABase:IntervalEnd>23:59:00</tML-
;
        </tML-TABase:IntervalsOfDayItem>
      </tML-TABase:IntervalsOfDay>
    <tML-TABase:LocationAccessHoursItem>
TABase:IntervalEnd>
;

```



```

</tML-TABase:ALocationAccessHours>
<tML-TABase:ALocationAccessPerson>
  <tML-TABase:Number>A</tML-TABase:Number>
  <tML-TABase:Name>A</tML-TABase:Name>
  <tML-TABase:Phone>A</tML-TABase:Phone>
  <tML-TABase:Loc>
    <tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>
    <tML-TABase:City>A</tML-TABase:City>
    <tML-TABase:State>A</tML-TABase:State>
    <tML-TABase:Zip>A</tML-TABase:Zip>
  </tML-TABase:Loc>
  <tML-TABase:Email>A</tML-TABase:Email>
  <tML-TABase:Fax>A</tML-TABase:Fax>
  <tML-TABase:Respon>A</tML-TABase:Respon>
  <tML-TABase:Pager>A</tML-TABase:Pager>
</tML-TABase:ALocationAccessPerson>
<tML-TABase:AlternateManagerContactPerson>
  <tML-TABase:Number>A</tML-TABase:Number>
  <tML-TABase:Name>A</tML-TABase:Name>
  <tML-TABase:Phone>A</tML-TABase:Phone>
  <tML-TABase:Loc>
    <tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>
    <tML-TABase:City>A</tML-TABase:City>
    <tML-TABase:State>A</tML-TABase:State>
    <tML-TABase:Zip>A</tML-TABase:Zip>
  </tML-TABase:Loc>
  <tML-TABase:Email>A</tML-TABase:Email>
  <tML-TABase:Fax>A</tML-TABase:Fax>
  <tML-TABase:Respon>A</tML-TABase:Respon>
  <tML-TABase:Pager>A</tML-TABase:Pager>
</tML-TABase:AlternateManagerContactPerson>
<tML-TABase:AuthorizationList>
  <tML-TABase:AuthorizationItem>
    t; TABase:DeregulatedWork>

```

TABase:AfterHoursRepair>

TABase:AfterHoursStandby>

;

TABase:CivicAddress>

TABase:ManagerInitiatedTest>

;

TABase:DelayedMaintenance>



Technical Specifications for Trouble Administration  
XML Interface and tML Implementation

SOAP Structure

<tML-TABase:State>1</tML-TABase:State>  
<tML-TABase:Type>  
<tML-TABase:AfterHoursRepair>true</tML-TABase:AfterHoursRepair>  
<tML-TABase:Standby>true</tML-TABase:Standby>  
<tML-TABase:AfterHoursStandby>true</tML-TABase:AfterHoursStandby>  
<tML-TABase:Test>true</tML-TABase:Test>  
<tML-TABase:ManagerInitiatedTest>true</tML-TABase:ManagerInitiatedTest>  
-  
<tML-TABase:Dispatch>true</tML-TABase:Dispatch>  
<tML-TABase:NoAccess>true</tML-TABase:NoAccess>  
<tML-TABase:DelayedMaintenance>true</tML-TABase:DelayedMaintenance>  
-

<tML-TABase:Release>true</tML-TABase:Release>  
<tML-TABase:DeregulatedWork>true</tML-TABase:DeregulatedWork>  
<tML-TABase:Type>  
<tML-TABase:AuthTime>A</tML-TABase:AuthTime>  
<tML-TABase:AuthPerson>  
<tML-TABase:Number>A</tML-TABase:Number>  
<tML-TABase:Name>A</tML-TABase:Name>  
<tML-TABase:Phone>A</tML-TABase:Phone>  
<tML-TABase:Loc>  
<tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>  
<tML-TABase:City>A</tML-TABase:City>  
<tML-TABase:State>A</tML-TABase:State>  
<tML-TABase:Zip>A</tML-TABase:Zip>  
<tML-TABase:Loc>  
<tML-TABase:Email>A</tML-TABase:Email>  
<tML-TABase:Fax>A</tML-TABase:Fax>  
<tML-TABase:Respon>A</tML-TABase:Respon>  
<tML-TABase:Pager>A</tML-TABase:Pager>  
<tML-TABase:AuthPerson>

<tML-TABase:AuthorizationItem>  
<tML-TABase:AuthorizationList>  
<tML-TABase:CallBackInfoList>  
<tML-TABase:CallBackInfoItem>  
<tML-TABase:Escalation>  
<tML-TABase:Number>A</tML-TABase:Number>  
<tML-TABase:Name>A</tML-TABase:Name>  
<tML-TABase:Phone>A</tML-TABase:Phone>  
<tML-TABase:Loc>  
<tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>  
<tML-TABase:City>A</tML-TABase:City>  
<tML-TABase:State>A</tML-TABase:State>  
<tML-TABase:Zip>A</tML-TABase:Zip>  
<tML-TABase:Loc>  
<tML-TABase:Email>A</tML-TABase:Email>  
<tML-TABase:Fax>A</tML-TABase:Fax>  
<tML-TABase:Respon>A</tML-TABase:Respon>  
<tML-TABase:Pager>A</tML-TABase:Pager>



```
</tML-TABase:Escalation>
</tML-TABase:CallBackInfoItem>
</tML-TABase:CallBackInfoList>
<tML-TABase:CalledNumber>A</tML-TABase:CalledNumber>
<tML-TABase:CommitmentTimeRequest>
  <tML-TABase:OnsiteTime>2001-12-17T09:30:47.0Z</tML-
TABase:OnsiteTime>
  </tML-TABase:CommitmentTimeRequest>
  <tML-TABase:CustomerInfo>
    <tML-TABase:PIC>A</tML-TABase:PIC>
    <tML-TABase:LPIC>A</tML-TABase:LPIC>
    <tML-TABase:LRN>A</tML-TABase:LRN>
    <tML-TABase:OCN>A</tML-TABase:OCN>
  </tML-TABase:CustomerInfo>
  <tML-TABase:CustomerTroubleTickNum>A</tML-
TABase:CustomerTroubleTickNum>
  <tML-TABase:CustomerWorkCenter>A</tML-TABase:CustomerWorkCenter>
  <tML-TABase:Dialog>A</tML-TABase:Dialog>
  <tML-TABase:EscalationList>
    <tML-
TABase:EscalationItem>
      <tML-TABase:State>1</tML-TABase:State>
      <tML-TABase:EscTime>2001-12-17T09:30:47.0Z</tML-
TABase:EscTime>
      <tML-TABase:RequestPerson>
        <tML-TABase:Number>A</tML-TABase:Number>
        <tML-TABase:Name>A</tML-TABase:Name>
        <tML-TABase:Phone>A</tML-TABase:Phone>
        <tML-TABase:Loc>
          <tML-TABase:CivicAddress>A</tML-
TABase:CivicAddress>
            <tML-TABase:City>A</tML-TABase:City>
            <tML-TABase:State>A</tML-TABase:State>
            <tML-TABase:Zip>A</tML-TABase:Zip>
            </tML-TABase:Loc>
            <tML-TABase:Email>A</tML-TABase:Email>
            <tML-TABase:Fax>A</tML-TABase:Fax>
            <tML-TABase:Respon>A</tML-TABase:Respon>
            <tML-TABase:Pager>A</tML-TABase:Pager>
          </tML-TABase:RequestPerson>
          <tML-TABase:Level>0</tML-TABase:Level>
          <tML-TABase:EscPerson>
            <tML-TABase:Number>A</tML-TABase:Number>
            <tML-TABase:Name>A</tML-TABase:Name>
            <tML-TABase:Phone>A</tML-TABase:Phone>
            <tML-TABase:Loc>
              <tML-TABase:CivicAddress>A</tML-
TABase:CivicAddress>
                <tML-TABase:City>A</tML-TABase:City>
                <tML-TABase:State>A</tML-TABase:State>
                <tML-TABase:Zip>A</tML-TABase:Zip>
                </tML-TABase:Loc>
                <tML-TABase:Email>A</tML-TABase:Email>
                <tML-TABase:Fax>A</tML-TABase:Fax>
                <tML-TABase:Respon>A</tML-TABase:Respon>
              </tML-TABase:EscPerson>
            </tML-TABase:Level>
          </tML-TABase:EscPerson>
        </tML-TABase:Loc>
      </tML-TABase:CivicAddress>
    </tML-TABase:EscalationItem>
  </tML-TABase:EscalationList>
  </tML-TABase:Dialog>
  </tML-TABase:CustomerWorkCenter>
  </tML-TABase:CustomerTroubleTickNum>
  </tML-TABase:CustomerInfo>
  </tML-TABase:CommitmentTimeRequest>
</tML-TABase:CalledNumber>
</tML-TABase:CallBackInfoList>
</tML-TABase:CallBackInfoItem>
</tML-TABase:Escalation>
```





```

        &lt;tML-TABase:Pager&gt;A&lt;/tML-TABase:Pager&gt;
        &lt;/tML-TABase:EscPerson&gt;
        &lt;/tML-TABase:EscalationItem&gt;
        &lt;/tML-TABase:EscalationList&gt;
        &lt;tML-TABase:ManagedObjectAccessFromTime&gt;2001-12-17T09:30:47.0Z&lt;/tML-
TABase:ManagedObjectAccessFromTime&gt;
        &lt;tML-TABase:ManagedObjectAccessHours&gt;
        &lt;tML-TABase:ManagedObjectAccessHoursItem&gt;
        &lt;tML-TABase:DaysOfWeek&gt;
        &lt;tML-TABase:Sunday&gt;true&lt;/tML-TABase:Sunday&gt;
        &lt;tML-TABase:Monday&gt;true&lt;/tML-TABase:Monday&gt;
        &lt;tML-TABase:Tuesday&gt;true&lt;/tML-TABase:Tuesday&gt;
        &lt;tML-TABase:Wednesday&gt;true&lt;/tML-
TABase:Wednesday&
t;
        &lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
        &lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
        &lt;tML-TABase:Saturday&gt;true&lt;/tML-TABase:Saturday&gt;
        &lt;/tML-TABase:DaysOfWeek&gt;
        &lt;tML-TABase:IntervalsOfDay&gt;
        &lt;tML-TABase:IntervalsOfDayItem&gt;
        &lt;tML-TABase:IntervalStart&gt;00:00:00&lt;/tML-
TABase:IntervalStart&gt;
        &lt;tML-TABase:IntervalEnd&gt;23:59:00&lt;/tML-
TABase:IntervalEnd&gt;
        &lt;/tML-TABase:IntervalsOfDayItem&gt;
        &lt;/tML-TABase:IntervalsOfDay&gt;
        &lt;/tML-
TABase:ManagedObjectAccessHoursItem&gt;
        &lt;/tML-TABase:ManagedObjectAccessHours&gt;
        &lt;tML-TABase:ManagedObjectAccessToTime&gt;
        &lt;tML-TABase:Specific&gt;2001-12-17T09:30:47.0Z&lt;/tML-TABase:Specific&gt;
        &lt;/tML-TABase:ManagedObjectAccessToTime&gt;
        &lt;tML-TABase:ManagedObjectInstanceAliasList&gt;
        &lt;tML-TABase:ManagedObjectInstanceAliasItem&gt;A&lt;/tML-
TABase:ManagedObjectInstanceAliasItem&gt;
        &lt;/tML-TABase:ManagedObjectInstanceAliasList&gt;
        &lt;tML-TABase:ManagerContactPerson&gt;
        &lt;tML-TABase:Number&gt;A&lt;/tML-TABase:Number&gt;
        &lt;tML-TABase:Name&gt;A&lt;/tML-TABase:Name&gt;
        &lt;tML-TABase:Phone&gt;A&lt;/tML-TABase:Phone&gt;
        &lt;tML-TABase:Loc&gt;
        &lt;tML-TABase:CivicAddress&gt;A&lt;/tML-TABase:CivicAddress&gt;
        &lt;tML-TABase:City&gt;A&lt;/tML-TABase:City&gt;
        &lt;tML-TABase:State&gt;A&lt;/tML-TABase:State&gt;
        &lt;tML-TABase:Zip&gt;A&lt;/tML-TABase:Zip&gt;
        &lt;/tML-TABase:Loc&gt;
        &lt;tML-TABase:Email&gt;A&lt;/tML-TABase:Email&gt;
        &lt;tML-TABase:Fax&gt;A&lt;/tML-TABase:Fax&gt;
        &lt;tML-TABase:Respon&gt;A&lt;/tML-TABase:Respon&gt;
        &lt;tML-TABase:Pager&gt;A&lt;/tML-TABase:Pager&gt;
        &lt;/tML-TABase:ManagerContactPerson&gt;
        &lt;tML-TABase:ManagerSearchKey&gt;
        &lt;tML-TABase:ManagerSearchKey123&gt;
        &lt;tML-TABase:ManagerSearchKey1&gt;

```



```

    &lt;tML-TABase:ManagerSearchString&gt;A&lt;/tML-
TABase:ManagerSearchString&g
t;
    &lt;/tML-TABase:ManagerSearchKey1&gt;
    &lt;tML-TABase:ManagerSearchKey2&gt;
    &lt;tML-TABase:ManagerSearchString&gt;A&lt;/tML-

TABase:ManagerSearchString&g &lt;/tML-TABase:ManagerSearchKey2&gt;
t;
    &lt;tML-TABase:ManagerSearchKey3&gt;
    &lt;tML-TABase:ManagerSearchString&gt;A&lt;/tML-

    &lt;/tML-TABase:ManagerSearchKey3&gt;
TABase:ManagerSearchString&g
t;

    &lt;/tML-TABase:ManagerSearchKey123&gt;
    &lt;/tML-TABase:ManagerSearchKey&gt;
    &lt;tML-TABase:PerceivedTroubleSeverity&gt;
    &lt;tML-TABase:Number&gt;0&lt;/tML-TABase:Number&gt;
    &lt;/tML-TABase:PerceivedTroubleSeverity&gt;
    &lt;tML-TABase:PreferredPriority&gt;0&lt;/tML-TABase:PreferredPriority&gt;
    &lt;tML-TABase:RepeatReport&gt;0&lt;/tML-TABase:RepeatReport&gt;
    &lt;tML-TABase:SuspectObjectList&gt;
    &lt;tML-TABase:SuspectObjectItem&gt;
    &lt;tML-TABase:SuspectObjectClass&gt;A&lt;/tML-
TABase:SuspectObjectClass&g
t;
    &lt;tML-TABase:SuspectObjectInstance&gt;
    &lt;tML-TABase:DistinguishedName&gt;
    &lt;tML-TABase:RDNSequenceItem&gt;
    &lt;tML-TABase:Type&gt;A&lt;/tML-

TABase:Type&gt;
    &lt;tML-TABase:Assertion&gt;A&lt;/tML-

TABase:Assertion&gt
    &lt;/tML-TABase:RDNSequenceItem&gt;
    &lt;/tML-TABase:DistinguishedName&gt;
;
    &lt;tML-TABase:SuspectObjectInstance&gt;
    &lt;tML-TABase:FailureProbability&gt;1&lt;/tML-

TABase:FailureProbability&gt;
```



```
</tML-TABase:SuspectObjectItem>
</tML-TABase:SuspectObjectList>
<tML-TABase:TroubleDetectionTime>
<tML-TABase:TroubleReportStatusWindow>
  <tML-TABase:Day>0</tML-TABase:Day>
  <tML-TABase:Hour>0</tML-TABase:Hour>
  <tML-TABase:Minute>0</tML-TABase:Minute>
  <tML-TABase:Second>0</tML-TABase:Second>
  <tML-TABase:Msec>0</tML-TABase:Msec>
</tML-TABase:TroubleReportStatusWindow>
<tML-TABase:TspPriority>E0</tML-TABase:TspPriority>
<tML-TABase:ZLocationAccessAddress>
  <tML-TABase:PremisesName>A</tML-TABase:PremisesName>
  <tML-TABase:PremisesAddress>
    <tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>
    <tML-TABase:City>A</tML-TABase:City>
    <tML-TABase:State>A</tML-TABase:State>
    <tML-TABase:Zip>A</tML-TABase:Zip>
  </tML-TABase:PremisesAddress>
</tML-TABase:ZLocationAccessAddress>

<tML-TABase:ZLocationAccessHours>
  <tML-TABase:LocationAccessHoursItem>
    <tML-TABase:DaysOfWeek>
      <tML-TABase:Sunday>true</tML-TABase:Sunday>
      <tML-TABase:Monday>true</tML-TABase:Monday>
      <tML-TABase:Tuesday>true</tML-TABase:Tuesday>
      <tML-TABase:Wednesday>true</tML-
TABase:Wednesday>
      <tML-TABase:Thursday>true</tML-TABase:Thursday>
      <tML-TABase:Friday>true</tML-TABase:Friday>
      <tML-TABase:Saturday>true</tML-TABase:Saturday>
    </tML-TABase:DaysOfWeek>
    <tML-TABase:IntervalsOfDay>
      <tML-TABase:IntervalsOfDayItem>
        <tML-TABase:IntervalStart>00:00:00</tML-
TABase:IntervalStart>
        <tML-TABase:IntervalEnd>23:59:00</tML-
;
        </tML-TABase:IntervalsOfDayItem>
      </tML-TABase:IntervalsOfDay>
    </tML-TABase:IntervalsOfDay>
    <tML-TABase:LocationAccessHoursItem>
;

</tML-TABase:ZLocationAccessHours>
  <tML-
TABase:ZLocationAccessPerson>
    <tML-TABase:Number>A</tML-TABase:Number>
    <tML-TABase:Name>A</tML-TABase:Name>
    <tML-TABase:Phone>A</tML-TABase:Phone>
    <tML-TABase:Loc>
      <tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>
      <tML-TABase:City>A</tML-TABase:City>
      <tML-TABase:State>A</tML-TABase:State>
      <tML-TABase:Zip>A</tML-TABase:Zip>
```



## Technical Specifications for Trouble Administration

### XML Interface and tML Implementation

### SOAP Structure

```
</tML-TABase:Loc>
<tML-TABase:Email>A</tML-TABase:Email>
<tML-TABase:Fax>A</tML-TABase:Fax>
<tML-TABase:Respon>A</tML-TABase:Respon>
<tML-TABase:Pager>A</tML-TABase:Pager>
  <tML-TABase:ZLocationAccessPerson>
    <tML-TA:AdditionalCreateInfo>
      <tML-TA:TradingPartnerState>A</tML-TA:TradingPartnerState>
      <tML-TA:TemplateName>A</tML-TA:TemplateName>
    </tML-TA:RequestTroubleReportCreationRequest>
  </string>
</ns1:processReport>
</soapenv:Body
>
</soapenv:Envelope
>
```



## TA Response XML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
<soapenv:Body>

<ns1:processResponse soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:ns1=" java:com.wisor.ta.webservice ">

    <string xsi:type="xsd:string">&lt;?xml version="1.0" encoding="UTF-
&quot;" standalone="yes"?"&gt;
&lt;tML-TA:RequestTroubleReportCreationResponsexmlns:tML-
TA="http://www.ansi.org/tML/TA/tML-TA" xmlns:tML-
TABase="http://www.ansi.org/tML/TA/tML-TABase"&gt;
&lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;SEN-T8-006&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
&lt;tML-TA:TargetObjectName&gt;
&lt;tML-TABase:DistinguishedName&gt;
&lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;TAAGENT&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;CLEC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;98498233&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;
&lt;/tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt;
&lt;tML-TA:CreateResponse&gt;
&lt;tML-TABase:Exception&gt;
&lt;tML-
TABase:InvalidDataReceived&gt;
&lt;tML-TABase:ExceptionList&gt;
&lt;tML-TABase:Tag&gt;TroubleReportFormatId&lt;/tML-TABase:Tag&gt;
&lt;tML-TABase:Value&gt;0&lt;/tML-TABase:Value&gt;
&lt;/tML-TABase:ExceptionList&gt;
&lt;/tML-TABase:InvalidDataReceived&gt;
&lt;/tML-TABase:Exception&gt;
&lt;/tML-TA:CreateResponse&gt;
&lt;/tML-
TA:RequestTroubleReportCreationResponse&gt;
</string>

</ns1:processResponse>

</soapenv:Body>

</soapenv:Envelope>
>
```

## Recovery Procedures

If the carrier customer's system is not available due to planned maintenance outage or other reason, Ziplly Fiber will queue up outgoing transactions and resend when the carrier customer's system is back online.

Late Bonding (Recovery) - When a carrier customer submits a RequestTroubleReportCreationRequests (create ticket) transaction and Ziplly Fiber finds one already existing for the same Managed Object Instance (Service Id), the new trouble ticket will late bond to the existing open ticket following the carrier customer issuing a RetrieveAttributesByTroubleReportIdRequest transaction.

Example Situation: Connectivity is lost between carrier customer and Ziplly Fiber. All of the Trouble Reports during the outage period are manually entered by Ziplly Fiber into the OSS outside of the Electronic Bonding interface, generally initiated by a phone call from the carrier customer.

When a failed link is established, the carrier customer may issue a RequestTroubleReportCreationRequests for the Trouble Reports manually opened by Ziplly Fiber during the outage.

Ziplly Fiber will respond with a TroubleReportAlreadyExists Error response containing Ziplly Fiber's Trouble Report Id. It is assumed that the carrier customer will issue a RetrieveAttributesByTroubleReportIdRequest transaction following a RequestTroubleReportCreationRequests transaction to synchronize the systems and to electronically bond the ticket.

The RetrieveAttributesByTroubleReportIdResponse will contain the attributes provided by the carrier customer during the RequestTroubleReportCreationRequests transaction. Additionally, Ziplly Fiber can provide Agent Contact Person Information and current ticket status.

Any previous status change notifications or trouble status information for that Trouble Report that preceded a RetrieveAttributesByTroubleReportIdRequest transaction will not be available to the carrier customer for retrieval.



## tML Specification and Business Rules

(Information captured from the TA Synchronoss Business Rules document 1.1 dated 8/23/11)

### Request Trouble Report Creation Request

Please note the last column is used to indicate if the field is Required (R), Optional (O), Conditional (C), or Prohibited (P).

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
<b>RequestTroubleReportCreationRequest{</b>						
Header{						R
	Message_id					R
}						
Customer{						R
	UserId	A/N	1-64			
AccessControl{						
AccessControl1{						R
	EntityIdentifier	A/N	1-64			R
	EncrytedString	A/N	1-64			R
}						
AccessControl2{						R
	EntityIdentifier	A/N	1-64			R
	InitializationVector	A/N	8-8			R
	KeyIdentifier	A/N	8-64			R
	EncrytedString	A/N	8-64			R
}						
	ServiceProfile					R
}						
NameBindingid{						
ManagedObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R



**Technical Specifications for Trouble Administration  
XML Interface and tML Implementation  
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
}}						
LocalDistinguishedName{						R
RDNSSequenceItem{						
	Type					R
	Assertion					R
}}}						
TroubleType{						R
	Number	N	3-4		<p>If Network ID = FRAC (NW Fiber Access Circuit) and Trouble Type Value does not equal Trouble Type value in FRAC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID = FRLC (NW Fiber Local Circuit) and Trouble Type Value does not equal Trouble Type value in FRLC- TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID &lt;&gt; FRAC, FRLC and Trouble Type Value does not equal Trouble Type value in GENERIC-TROUBLETYPECODES</p>	R
	Identifier	N	3-4		<p>If Network ID = FRAC and Trouble Type Value does not equal Trouble Type value in FRAC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID = FRLC and Trouble Type Value does not equal Trouble Type value in FRLC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID &lt;&gt; FRAC, FRLC and Trouble Type Value does not equal Trouble Type value in GENERIC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p>	R
}						





**Technical Specifications for Trouble Administration  
XML Interface and tML Implementation  
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
AdditionalTroubleInfoList{						R
	AdditionalTroubleInfoform					
}						
AdditionalCreateInfo{						
	TroubleReportFormatId	N	1-1	1, 2, 3		R
AdditionalTroubleInfoList{						
	AdditionalTroubleInfoform					
}						
ALocationAccessAddress{						
	PremisesName	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Ziplly Fiber requires Premises Name  If Network ID = FRLC, Required on any Create Request when TRFD = 3	C
PremisesAddress{						C
	CivicAddress	A/N	1-64		If Network ID = FRAC , Required on any Create Request when TRFD = 1 Error Message = Ziplly Fiber requires Civic Address  If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Ziplly Fiber requires Civic Address	C
	City	A/N	1-64		If Network ID = FRAC , Required on any Create Request when TRFD = 1 Error Message = Ziplly Fiber requires City  If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Ziplly Fiber requires City	C
	State	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1	C



**Technical Specifications for Trouble Administration  
XML Interface and tML Implementation  
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Error Message = Zply Fiber requires State  If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Zply Fiber requires State	
	Zip	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Zply Fiber requires Zip  If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Zply Fiber requires Zip	C
	}}					
AlocationAccessHours{					If Network ID = FRAC , at least one occurrence should be populated with True on any Create Request when TRFD = 1 Error Message = Zply Fiber requires a minimum of one access hours  If Network ID = FRLC, at least one occurrence should be populated with True on any Create Request when TRFD = 3 Error Message = Zply Fiber requires a minimum of one access hours  If more than 2 occurrences of the A Location Access Hours section exist Error Message = Zply Fiber prohibits more than two occurrences of the A Location Access Hours section.  Note: When no occurrences are populated --> error message: Zply Fiber requires a minimum of one access hours  If more than 2 occurrences are populated --> error	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					message: Ziplly Fiber prohibits more than two occurrences of the A Location Access Hours section	
LocationAccessHoursItem{						
DaysOfWeek{					If Network ID = FRAC , at least one occurrence should be populated with True on any Create Request when TRFD = 1 Error Message = Ziplly Fiber requires a minimum of one access hours  If Network ID = FRLC , at least one occurrence should be populated with True on any Create Request when TRFD = 3 Error Message = Ziplly Fiber requires a minimum of one access hours	C
	Sunday	A	4-5	true, false	See rule above.	C
	Monday	A	4-5	true, false	See rule above.	C
	Tuesday	A	4-5	true, false	See rule above.	C
	Wednesday	A	4-5	true, false	See rule above.	C
	Thursday	A	4-5	true, false	See rule above.	C
	Friday	A	4-5	true, false	See rule above.	C
	Saturday	A	4-5	true, false	See rule above.	C
	}					
IntervalsOfDay{						C
IntervalsOfDayItem{						
	IntervalStart				If Network ID = FRAC , required on any Create Request when TRFD = 1 and Start Time is not populated Error Message = Ziplly Fiber requires Start Time  If Network ID = FRLC, required on any Create Request when TRFD = 3 and Start Time is not populated Error Message = Ziplly Fiber requires Start Time	C
	IntervalEnd				If Network ID = FRAC , required on any Create Request when TRFD = 1 and End Time is not populated	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Error Message = Ziplly Fiber requires End Time  If Network ID = FRLC, required on any Create Request when TRFD = 3 and End Time is not populated	
	}}}}					
	ALocationAccessPerson{					
	Number	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Name	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Ziplly Fiber requires Name  If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Ziplly Fiber requires Name	C
	Phone	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Ziplly Fiber requires Phone  If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Ziplly Fiber requires Phone	C
	Loc{					
	CivicAddress	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	State	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Zip	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Email	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Fax	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Respon	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Pager	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	}					
AlternateManagerContact Person{						
	Number	A/N	1-64		If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits Number  If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Number	P
	Name	A/N	1-64		If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits Name  If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Name	P
	Phone	A/N	1-64		If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits Phone  If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Phone	P
Loc{						



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	CivicAddress	A/N	1-64		If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Zply Fiber prohibits Civic Address  If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Civic Address	P
	City	A/N	1-64		If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Zply Fiber prohibits City  If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits City	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	State	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits State</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits State</p>	P
	Zip	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits Zip</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Zip</p>	P
	}					
	Email	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits Email</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Email</p>	P
	Fax	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits Fax</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Fax</p>	P
	Respon	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits Respon</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Respon</p>	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Pager	A/N	1-64		If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Zply Fiber prohibit Pager  If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibit Pager	P
	}					
AuthorizationList{					See Appendix A for the Authorization Matrix rules that also need to be coded.  When Allowed column = N, generate error message, "Zply Fiber prohibits conflicting occurrences of Request State/Activity Type"	O
AuthorizationItem{						
	State	N	1-1	1, 2, 3		O
Type{					If Network ID = FRAC or FRLC and Authorization has been added on any Create Request, at least one occurrence must be populated with True Error Message = Zply Fiber requires Activity	C
	AfterHoursRepair	A	4-5	true, false	See rule above.	C
	Standby	A	4-5	true, false	See rule above.	C
	AfterHoursStandby	A	4-5	true, false	See rule above.	C
	Test	A	4-5	true, false	See rule above.	C
	ManagerInitiatedTest	A	4-5	true, false	See rule above.	C
	Dispatch	A	4-5	true, false	See rule above.	C
	NoAccess	A	4-5	true, false	See rule above.	C
	DelayedMaintenance	A	4-5	true, false	See rule above.	C
	Release	A	4-5	true, false	See rule above.	C
	DeregulatedWork	A	4-5	true, false	See rule above.	C
	}					
	AuthTime					
AuthPerson{						
	Number	A/N	1-64		Not supported by Zply Fiber. If populated, data will be ignored in the back end systems.	O
	Name	A/N	1-64		Required when section is populated.	C





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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Phone	A/N	1-64			O
Loc{						
	CivicAddress	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	State	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Zip	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
}						
	Email	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Fax	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Respon	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Pager	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
}}}						
CallBackInfoList{					If Network ID = FRAC or FRLC, Call Back Info section is prohibited on Create Request Error Message =Ziplly Fiber prohibits Call Back Info section on Create Request	P
CallBackInfoItem{						
Escalation{					See rule above.	P
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P
Loc{					See rule above.	P
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}					See rule above.	P
	Email	A/N	1-64		See rule above.	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}						
BeforeAutoTest{					See rule above.	P
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}						
AfterCleared{					See rule above.	P
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}}}						
	CalledNumber	A/N	1-64			O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
CommitmentTimeRequest{					Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems	O
	OnsiteTime				Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	ClearedTime				Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
}						
CustomerInfo{						
	PIC	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	LPIC	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	LRN	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	OCN	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	}					
	CustomerTroubleTicketNum	A/N	1-64		IF Network ID = FRAC, Required on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber requires Customer Trouble Ticket Num for all Trouble Ticket Types  IF Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Ziplly Fiber requires Customer Trouble Ticket Num for all Trouble Ticket Types	R
	CustomerWorkCenter	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Dialog	A/N	1-640			O
EscalationList{					If Network ID = FRAC or FRLC, Escalation section is prohibited on Create Request Error Message =Ziplly Fiber prohibits Escalation section on Create Request	P
EscalationItem{						
	State	N	1-1	1, 2, 3	See rule above.	P
	EscTime				See rule above.	P
RequestPerson{						
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						P
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}						
	Level	N	1-1	0, 1, 2, 3, 4, 5, 6	See rule above.	P
EscPerson{						
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64			
	Phone	A/N	1-64		See rule above.	P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}}}						
	ManagedObjectAccessFromTime					
ManagedObjectAccessHours{					If Network ID = FRLC, TRFD = 3 and Add has been selected, If populated with True on any Create Request, Error Message = Ziplly Fiber prohibits Circuit Access Hours for Resold POTS	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					If more than 2 occurrences of the Circuit Access Hours section exists, Error Message = Ziplly Fiber prohibits more than two occurrences of Circuit Access Hours.	
ManagedObjectAccessHoursItem{						
DaysOfWeek{					If Network ID = FRLC, TRFD = 3 and Add has been selected, If populated with True on any Create Request, Error Message = Ziplly Fiber prohibits Circuit Access Hours for Resold POTS	C
	Sunday	A	4-5	true, false	See rule above.	C
	Monday	A	4-5	true, false	See rule above.	C
	Tuesday	A	4-5	true, false	See rule above.	C
	Wednesday	A	4-5	true, false	See rule above.	C
	Thursday	A	4-5	true, false	See rule above.	C
	Friday	A	4-5	true, false	See rule above.	C
	Saturday	A	4-5	true, false	See rule above.	C
}						
IntervalsOfDay{						R
IntervalsOfDayItem{						
	IntervalStart				If Network ID = FRLC, and Add has been selected, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Circuit Access Hours for Resold POTS	C
	IntervalEnd				If Network ID = FRLC, and Add has been selected, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Circuit Access Hours for Resold POTS	C
}}}}						
ManagedObjectAccessToTime{						
	Specific					R
	Continual					R
}						
ManagedObjectInstanceA						



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
AliasList{						
	ManagedObjectInstanceAliasItem	A/N	0-256		<p>If Network ID = FRAC, and Add has been selected, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Zply Fiber prohibits ManagedObjectInstanceAlias section</p> <p>If Network ID = FRLC, and Add has been selected, Prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits ManagedObjectInstanceAlias section</p>	P
}						
ManagerContactPerson{						R
	Number	A/N	1-64			O
	Name	A/N	1-64			R
	Phone	A/N	1-64		<p>If Network ID = FRAC , Required on any Create Request when TRFD = 1, 2 Error Message = Zply Fiber requires Phone</p> <p>If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Zply Fiber requires Phone</p>	R
Loc{						
	CivicAddress	A/N	1-64		Not supported by Zply Fiber. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64			O



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	Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
						Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	
		State	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
		Zip	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	}						
		Email	A/N	1-64		If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits email for	C





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	Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
						POTS	
		Fax	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
		Respon	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
		Pager	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
}						
ManagerSearchKey{						
ManagerSearchKey123{						
ManagerSearchKey1{						R
	ManagerSearchString	A/N	1-64			R
ObjectInstance{						R
DistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}}}						
ManagerSearchKey2{						R
	ManagerSearchString	A/N	1-64			
ObjectInstance{						R
DistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}}}						
ManagerSearchKey3{						R
	ManagerSearchString	A/N	1-64			
ObjectInstance{						R
DistinguishedName{						R



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
RDNSequenceltem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}}}						
ManagerSearchKeyList{						R
ManagerSearchKeyItem{						
	ManagerSearchString	A/N	1-64			R
ObjectInstance{						R
DistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}}}}						
PerceivedTroubleSeverity {						
	Number	N	1-1	0, 1, 2, 3		R
	Identifier	N	1-1	0, 1, 2, 3		R
}						
	PreferredPriority	N	1-1	0, 1, 2, 3, 4		O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	RepeatReport	N	1-1	0, 1, 2, 3, 4, 5	Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
SuspectObjectList{						
SuspectObjectItem{						
	SubjectObjectClass					R
SuspectObjectInstance{						R
DistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceltem{						
	Type					R
	Assertion					R
}}						
	FailureProbability	N	1-3	1-100		O
}}						
	TroubleDetectionTime				Not supported by Ziplly Fiber on TRFD = 3 tickets. If populated, data will be ignored in the back end systems.	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
TroubleReportStatusWindow{						
	Day	N	0-31			R
	Hour	N	0-23			R
	Minute	N	0-59			R
	Second	N	0-59			R
	Msec	N	0-999			R
}						
	TspPriority	A/N	2-2	1st Character: E, 0, 1, 2, 3, 4, 5  2nd Character: 0, 1, 2, 3, 4, 5		O
ZLocationAccessAddress{						
	PremisesName	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Premises Name for Resold POTS	C
PremisesAddress{						C
	CivicAddress	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Civic Address for Resold POTS	C
	City	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits City for Resold POTS	C
	State	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits State for Resold POTS	C
	Zip	A/N	1-64		If Network ID =FRLC, prohibited on any Create	C



**Technical Specifications for Trouble Administration  
XML Interface and tML Implementation  
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Request when TRFD = 3 Error Message = Zply Fiber prohibits Zip for Resold POTS	
	}}					
	ZLocationAccessHours{				<p>If Network ID = FRAC , at least one occurrence should be populated with True on any Create Request when TRFD = 1 Error Message = Zply Fiber requires a minimum of one access hours</p> <p>If populated and Network ID = FRLC, and TRFD = 3 Error Message = Zply Fiber prohibits the population of the Z Location section on resold POTS Lines trouble tickets.</p> <p>If more than 2 occurrences of the A Location Access Hours section exist Error Message = Zply Fiber prohibits more than two occurrences of the A Location Access Hours section.</p>	C
	LocationAccessHoursItem{					
	DaysOfWeek{				See rule above.	C
	Sunday	A	4-5	true, false	See rule above.	C
	Monday	A	4-5	true, false	See rule above.	C
	Tuesday	A	4-5	true, false	See rule above.	C
	Wednesday	A	4-5	true, false	See rule above.	C
	Thursday	A	4-5	true, false	See rule above.	C
	Friday	A	4-5	true, false	See rule above.	C
	Saturday	A	4-5	true, false	See rule above.	C
	}					
	IntervalsOfDay{					P



**Technical Specifications for Trouble Administration  
XML Interface and tML Implementation  
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
IntervalsOfDayItem{						
	IntervalStart					P
	IntervalEnd					P
}}}						
ZLocationAccessPerson{						
	Number	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Number for Resold POTS	C
	Name	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Name for Resold POTS	C
	Phone	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Phone for Resold POTS	C
Loc{						
	CivicAddress	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Civic Address for Resold POTS	C
	City	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits City for Resold POTS	C
	State	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits State for Resold POTS	C
	Zip	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Zply Fiber prohibits Zip for Resold POTS	C
}						
	Email	A/N	1-64		If Network ID =FRLC, prohibited on any Create	C



**Technical Specifications for Trouble Administration  
XML Interface and tML Implementation**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Email for Resold POTS	
	Fax	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Fax for Resold POTS	
	Respon	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Respon for Resold POTS	C
	Pager	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits Pager for Resold POTS	C
	}}					
	TP State				If Network ID = FRAC , Prohibited on any Create Request when TRFD = 1, 2 Error Message = Ziplly Fiber prohibits TP State  If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Ziplly Fiber prohibits TP State	P
	}}					





**Request Trouble Escalation Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
<b>RequestTroubleEscalation</b>						
Header{						R
	Message_id					R
}						
Customer{						R
	UserId	A/N	1-64			
AccessControl{						
AccessControl1{						R
	EntityIdentifier	A/N	1-64			R
	EncrytedString	A/N	1-64			R
}						
AccessControl2{						R
	EntityIdentifier	A/N	1-64			R
	InitializationVector	A/N	8-8			R
	KeyIdentifier	A/N	8-64			R
	EncrytedString	A/N	8-64			R
}						
	ServiceProfile					R
}						
NameBindingid{}						
ManagedObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}}						
<b>AdditionalTroubleInfoList</b> <b>{</b>	<b>AdditionalTroubleIn</b> <b>foltem</b>				<b>If Escalating the ticket, AdditionalITroubleInfoltem is required to describe the reason for the escalation.Error Message: Reason for Escalation is required.</b>	<b>R</b>



Technical Specifications for Trouble Administration  
XML Interface and tML Implementation

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
}						
EscalationList{						
EscalationItem{						
	State	N	1-1	1		R
	EscTime					O
RequestPerson{						
	Number	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Name	A/N	1-64			O
	Phone	A/N	1-64			O
Loc{						
	CivicAddress	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	State	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Zip	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
}						
	Email	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Fax	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Respon	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O



**Technical Specifications for Trouble Administration  
XML Interface and tML Implementation**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Pager	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
}						
	Level	N	1-1	0, 1, 2, 3, 4, 5, 6	Note: Levels should increment sequentially starting at 1.	P
EscPerson{						
	Number	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Name	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Phone	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
Loc{						
	CivicAddress	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	State	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Zip	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
}						
	Email	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Fax	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
	Respon	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O



Technical Specifications for Trouble Administration  
XML Interface and tML Implementation

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Pager	A/N	1-64		Not supported by Ziplly Fiber. If populated, data will be ignored in the back end systems.	O
}}						

## tML Samples

### POTS Samples

#### Sample - Create Trouble Report - POTS

Create	TRFD	3 - Resold POTS
	Account Name	XXXX <- Provided by Ziplly Fiber
	Network ID	NW FIBER FRLC=LOCAL FRAC=ACCESS
	Service ID	10 DIGIT TELEPHONE NUMBER
Ticket Info	Trouble Type	INDUSTRY TYPE - IE: NO DIAL TONE
	Status Window	
	days	1
	hrs	0
	mins	0
	Customer Trouble Ticket Number	YOURTICKETNUMBER
	Additional Trouble Info	Example: End User Reports No Dial Tone
	Name	YOUR NAME
	TP State	ST
	Phone	10DIGIT TELEPHONE NUMBER
Loc & Access Info	A Location Access Hours	
	Select	DAYS OF WEEK FOR ACCESS
	Start Time	8:00 AM – HOUR BEGIN ACCESS
	End Time	1:30 PM – HOUR END ACCESS
	Premises Name	PREMISE NAME
	Civic Address	ADDRESS OF TELEPHONE NUMBER
	A Location Access Person	PREMISE CONTACT NAME
	Phone	10 DIGIT TELEPHONE NUMBER
Authorization	Click Add	
	Request State	STATE PROVIDED
	Activity Type	CHOICE OF ACTIVITY
	Authorization Person	
	Name	WHO AUTHORIZES
	Phone	10 DIGIT TELEPHONE NUMBER

## Sample - Create Trouble Report – POTS – tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:websvcs01.test1.embarq.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; ?&gt;
        &lt;tML-TA:RequestTroubleReportCreationRequest
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;&gt;&gt;
          &lt;tML-TA:header&gt; &lt;tML-
TA:message_id&gt;TEST1234TA1&lt;/tML- TA:message_id&gt;
          &lt;/tML-TA:header&gt; &lt;tML-TA:Customer&gt;
          &lt;tML-TABase:UserId&gt;XXXX&lt;/tML-TABase:UserId&gt;
          &lt;tML-TABase:ServiceProfile&gt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&gt;
          &lt;/tML-TA:Customer&gt; &lt;tML-TA:ManagedObjectInstance&gt;
          &lt;tML-TABase:DistinguishedName&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;FRLC&lt;/tML-TABase:Assertion&gt;
          &lt;tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;accountId&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;serviceId214&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;1234567890&lt;/tML-TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt; &lt;/tML-TABase:DistinguishedName&gt;
          &lt;/tML-TA:ManagedObjectInstance&gt; &lt;tML-TA:TroubleType&gt;
          &lt;tML-TABase:Number&gt;101&lt;/tML-TABase:Number&gt; &lt;/tML-TA:TroubleType&gt;
          &lt;tML-TA:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:AdditionalTroubleInfoItem&gt;End User report no dial tone&lt;/tML-
TABase:AdditionalTroubleInfoItem&gt;
          &lt;/tML-TA:AdditionalTroubleInfoList&gt; &lt;tML-TA:AdditionalCreateInfo&gt;
          &lt;tML-TABase:TroubleReportFormatId&gt;3&lt;/tML-
TABase:TroubleReportFormatId&gt;
          &lt;tML-TABase:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:AdditionalTroubleInfoItem&gt;End User report no dial tone&lt;/tML-
TABase:AdditionalTroubleInfoItem&gt;
          &lt;/tML-TABase:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:ALocationAccessAddress&gt;
&lt;/tML- TABase:PremisesName&gt;CUSTOMER
          NAME&lt;/tML-TABase:PremisesName&gt; &lt;tML-TABase:PremisesAddress&gt;
          &lt;tML-TABase:CivicAddress&gt;CUSTOMER ADDRESS&lt;/tML-TABase:CivicAddress&gt;
          &lt;tML-TABase:City&gt;CITY&lt;/tML-TABase:City&gt;
          &lt;tML-TABase:State&gt;WV&lt;/tML-TABase:State&gt;
          &lt;tML-TABase:Zip&gt;25023&lt;/tML-TABase:Zip&gt;
          &lt;/tML-TABase:PremisesAddress&gt; &lt;/tML-TABase:ALocationAccessAddress&gt;
          &lt;tML-TABase:ALocationAccessHours&gt; &lt;tML-TABase:LocationAccessHoursItem&gt;
          &lt;tML-TABase:DaysOfWeek&gt;
          &lt;tML-TABase:Sunday&gt>false&lt;/tML-TABase:Sunday&gt;
          &lt;tML-TABase:Monday&gt>false&lt;/tML-TABase:Monday&gt;
          &lt;tML-TABase:Tuesday&gt>false&lt;/tML-TABase:Tuesday&gt;
          &lt;tML-TABase:Wednesday&gt>true&lt;/tML-TABase:Wednesday&gt;

```

```

&lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
&lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
&lt;tML-TABase:Saturday&gt;false&lt;/tML-TABase:Saturday&gt;
&lt;/tML-TABase:DaysOfWeek&gt;    &lt;tML-TABase:IntervalsOfDay&gt;
&lt;tML-TABase:IntervalsOfDayItem&gt;
&lt;tML-TABase:IntervalStart&gt;08:00:00.000-05:00&lt;/tML-TABase:IntervalStart&gt;
&lt;tML-TABase:IntervalEnd&gt;01:30:00.000-05:00&lt;/tML-TABase:IntervalEnd&gt;
&lt;/tML-TABase:IntervalsOfDayItem&gt;    &lt;tML-TABase:IntervalsOfDay&gt;
&lt;/tML-TABase:LocationAccessHoursItem&gt;    &lt;tML-TABase:ALocationAccessHours&gt;
&lt;tML-TABase:ALocationAccessPerson&gt;
&lt;tML-TABase:Number&gt;XXXXXXXXXX&lt;/tML-TABase:Number&gt;
&lt;tML-TABase:Name&gt;PREMISE    NAME&lt;/tML-TABase:Name&gt;
&lt;/tML-TABase:ALocationAccessPerson&gt;
&lt;tML-TABase:CustomerTroubleTickNum&gt;YOURTICKETNUMBER&lt;/tML-
TABase:CustomerTroubleTickNum&gt;
&lt;tML-TABase:ManagerContactPerson&gt;    &lt;tML-TABase:Name&gt;MANAGER
NAME&lt;/tML-TABase:Name&gt;
&lt;tML-TABase:Phone&gt;XXXXXXXXXX&lt;/tML-TABase:Phone&gt;    &lt;tML-
TABase:Loc&gt;
&lt;tML-TABase:CivicAddress&gt;CUSTOMER    ADDRESS&lt;/tML-TABase:CivicAddress&gt;
&lt;tML-TABase:City&gt;CITY&lt;/tML-TABase:City&gt;
&lt;tML-TABase:State&gt;ST&lt;/tML-TABase:State&gt;
&lt;tML-TABase:Zip&gt;XXXXX&lt;/tML-TABase:Zip&gt;    &lt;/tML-TABase:Loc&gt;
&lt;/tML-TABase:ManagerContactPerson&gt;
&lt;tML-TABase:TroubleReportStatusWindow&gt;
&lt;tML-TABase:Day&gt;1&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;0&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;
&lt;/tML-TABase:TroubleReportStatusWindow&gt;    &lt;/tML-TA:AdditionalCreateInfo&gt;
&lt;/tML-TA:RequestTroubleReportCreationRequest&gt;    </string>
</ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

### Sample - Create Trouble Report Response – POTS – tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope
  xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processResponse    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1=" java.com.wisor.ta.webservice ">
      <string xsi:type="xsd:string">&lt;?xml version="1.0"
        encoding="UTF-8"
        standalone="yes" ?&gt;
        &lt;tML-TA:RequestTroubleReportCreationResponse
          xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
          xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase"
          &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;SEN-T8-006&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
          &lt;tML-TA:TargetObjectName&gt;    &lt;tML-TABase:DistinguishedName&gt;
          &lt;tML-TABase:RDNSSequenceItem&gt;

```

```

&lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;

&lt;tML-TABase:Assertion&gt;FRLC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;98498233&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt;    &lt;tML-TA:CreateResponse&gt;
&lt;tML-TABase:Exception&gt;    &lt;tML-TABase:InvalidDataReceived&gt;
&lt;tML-TABase:ExceptionList&gt;
&lt;tML-TABase:Tag&gt;TroubleReportFormatId&lt;/tML-TABase:Tag&gt;
&lt;tML-TABase:Value&gt;3&lt;/tML-TABase:Value&gt;    &lt;tML-TABase:ExceptionList&gt;
&lt;/tML-TABase:InvalidDataReceived&gt;    &lt;tML-TABase:Exception&gt;
&lt;/tML-TA:CreateResponse&gt;    &lt;tML-TA:RequestTroubleReportCreationResponse&gt;
</string>
</ns1:processResponse>
</soapenv:Body>
>
</soapenv:Envelope>

```

## Cancel Trouble Report Response – POTS – tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processResponse    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
        xmlns:ns1="java:customer.ta.webservice.wisor.com">
      <string    xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot;
        encoding=&quot;UTF-8&quot;    standalone=&quot;yes&quot;?&gt;
        &lt;tML-TA:CancelTroubleReportResponse
          xmlns:tML-ServiceTest=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTest&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;    xmlns:tML-
ServiceTestBase=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTestBase&quot;
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;&gt;&gt;
        &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;23282&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
        &lt;tML-TA:TargetObjectName&gt;    &lt;tML-TABase:DistinguishedName&gt;
        &lt;tML-TABase:RDNSequenceItem&gt;
        &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
        &lt;tML-TABase:Assertion&gt;FRLC&lt;/tML-TABase:Assertion&gt;
        &lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
        &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
        &lt;tML-TABase:Assertion&gt;&lt;tML-TABase:Assertion&gt;
        &lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
        &lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
        &lt;tML-TABase:Assertion&gt;TA-ZIPLY FIBERTICKETNUMBER&lt;/tML-
TABase:Assertion&gt;
        &lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:DistinguishedName&gt;
        &lt;/tML-TA:TargetObjectName&gt;    &lt;tML-TA:CancelTroubleReportResponse&gt;

```



```

</string>
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

## Special Services Circuit Samples

### Create Trouble Ticket – Special Services Circuit

TRFD	2 - Services without Premises Address
Account Name	XXX
Network ID	XXX
Service ID	XX/XXXX/XXXXXXXX/XX
Click Next	
Trouble Type	IE: Select Frame Errors Hi Cap
Status Window	
days	1
hrs	0
min	0
You can enter / select various field	
such as	Perceived Trouble Severity
	This is where you find the TSP field
	This is where you find the Chronic field
	This is where you find Priority
	ETC
Name	Your Name
Phone	Your Phone Number
Loc & Access Info	
Circuit Access Hours	Check Days
Start Time	8:00 AM
End Time	5:00 PM
Authorization	
Request State	Denied (this is saying no auto test is to be done)

## Create Trouble Ticket – Special Services Circuit- tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:websvcs01.test1.embarq.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot;
        ?&gt;
        &lt;tML-TA:RequestTroubleReportCreationRequest
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;&gt;
          &lt;tML-TA:header&gt;
            &lt;tML-TA:message_id&gt;TEST123&lt;/tML-TA:message_id&gt;
            &lt;/tML-TA:header&gt;
            &lt;tML-TA:Customer&gt;
            &lt;tML-TABase:UserId&gt;XXXX&lt;/tML-TABase:UserId&gt;
            &lt;tML-TABase:ServiceProfile&gt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&gt;
            &lt;/tML-TA:Customer&gt;
            &lt;tML-TA:ManagedObjectInstance&gt;
            &lt;tML-TABase:DistinguishedName&gt;
            &lt;tML-TABase:RDNSequenceItem&gt;
            &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
            &lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
            &lt;/tML-TABase:RDNSequenceItem&gt;
            &lt;tML-TABase:RDNSequenceItem&gt;
            &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
            &lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
            &lt;/tML-TABase:RDNSequenceItem&gt;
            &lt;tML-TABase:RDNSequenceItem&gt;
            &lt;tML-TABase:Type&gt;serviceId214&lt;/tML-TABase:Type&gt;
            &lt;tML-TABase:Assertion&gt;XX/XXXX/XXXXXX/XX&lt;/tML-TABase:Assertion&gt;
            &lt;/tML-TABase:RDNSequenceItem&gt;
            &lt;tML-TABase:DistinguishedName&gt;
            &lt;tML-TA:ManagedObjectInstance&gt;
            &lt;tML-TA:TroubleType&gt;
            &lt;tML-TABase:Number&gt;1004&lt;/tML-TABase:Number&gt;
            &lt;tML-TA:TroubleType&gt;
            &lt;tML-TA:AdditionalTroubleInfoList&gt;
            &lt;tML-TABase:AdditionalTroubleInfoItem&gt;Frame Errors Hi Cap Issue&lt;/tML-TABase:AdditionalTroubleInfoItem&gt;
            &lt;tML-TA:AdditionalTroubleInfoList&gt;
            &lt;tML-TA:AdditionalCreateInfo&gt;
            &lt;tML-TABase:TroubleReportFormatId&gt;2&lt;/tML-TABase:TroubleReportFormatId&gt;
            &lt;tML-TABase:AdditionalTroubleInfoList&gt;
            &lt;tML-TABase:AdditionalTroubleInfoItem&gt;Frame Errors Hi Cap Issue&lt;/tML-TABase:AdditionalTroubleInfoItem&gt;
            &lt;tML-TABase:AdditionalTroubleInfoList&gt;
            &lt;tML-TABase:AuthorizationList&gt;
            &lt;tML-TABase:AuthorizationItem&gt;
            &lt;tML-TABase:State&gt;3&lt;/tML-TABase:State&gt;
            &lt;tML-TABase:Type&gt;
            &lt;tML-TABase:AfterHoursRepair&gt;false&lt;/tML-TABase:AfterHoursRepair&gt;
            &lt;tML-TABase:Standby&gt;false&lt;/tML-TABase:Standby&gt;
            &lt;tML-TABase:AfterHoursStandby&gt;false&lt;/tML-TABase:AfterHoursStandby&gt;
            &lt;tML-TABase:Test&gt;true&lt;/tML-TABase:Test&gt;
            &lt;tML-TABase:ManagerInitiatedTest&gt;false&lt;/tML-TABase:ManagerInitiatedTest&gt;
            &lt;tML-TABase:Dispatch&gt;false&lt;/tML-TABase:Dispatch&gt;
            &lt;tML-TABase:NoAccess&gt;false&lt;/tML-TABase:NoAccess&gt;
```

```
&lt;tML-TABase:DelayedMaintenance&gt;false&lt;/tML-TABase:DelayedMaintenance&gt;
&lt;tML-TABase:Release&gt;false&lt;/tML-TABase:Release&gt;
&lt;tML-TABase:DeregulatedWork&gt;false&lt;/tML-TABase:DeregulatedWork&gt;
&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:AuthTime&gt;2009-11-22T22:29:32-05:00&lt;/tML-TABase:AuthTime&gt;
&lt;/tML-TABase:AuthorizationItem&gt; &lt;/tML-TABase:AuthorizationList&gt;
&lt;tML-TABase:CustomerTroubleTickNum&gt;YOURTICKETNUMBER&lt;/tML-
TABase:CustomerTroubleTickNum&gt;
```

```
&lt;tML-TABase:ManagedObjectAccessHours&gt;
&lt;tML-TABase:ManagedObjectAccessHoursItem&gt; &lt;tML-TABase:DaysOfWeek&gt;
&lt;tML-TABase:Sunday&gt;false&lt;/tML-TABase:Sunday&gt;
&lt;tML-TABase:Monday&gt;true&lt;/tML-TABase:Monday&gt;
&lt;tML-TABase:Tuesday&gt;true&lt;/tML-TABase:Tuesday&gt;
&lt;tML-TABase:Wednesday&gt;true&lt;/tML-TABase:Wednesday&gt;
&lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
&lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
&lt;tML-TABase:Saturday&gt;true&lt;/tML-TABase:Saturday&gt;
&lt;/tML-TABase:DaysOfWeek&gt; &lt;tML-TABase:IntervalsOfDay&gt;
&lt;tML-TABase:IntervalsOfDayItem&gt;
&lt;tML-TABase:IntervalStart&gt;08:00:00.000-05:00&lt;/tML-TABase:IntervalStart&gt;
&lt;tML-TABase:IntervalEnd&gt;17:00:00.000-05:00&lt;/tML-TABase:IntervalEnd&gt;
&lt;/tML-TABase:IntervalsOfDayItem&gt; &lt;/tML-TABase:IntervalsOfDay&gt;
&lt;/tML-TABase:ManagedObjectAccessHoursItem&gt;
&lt;/tML-TABase:ManagedObjectAccessHours&gt; &lt;tML-
TABase:ManagerContactPerson&gt;
&lt;tML-TABase:Name&gt;MANAGER NAME&lt;/tML-TABase:Name&gt;
&lt;tML-TABase:Phone&gt;XXXXXXXXXX&lt;/tML-TABase:Phone&gt;
&lt;/tML-TABase:ManagerContactPerson&gt;
&lt;tML-TABase:TroubleReportStatusWindow&gt;
&lt;tML-TABase:Day&gt;1&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;0&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;
&lt;/tML-TABase:TroubleReportStatusWindow&gt; &lt;/tML-TA:AdditionalCreateInfo&gt;
&lt;/tML-TA:RequestTroubleReportCreationRequest&gt; </string>
</ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>
```

## Create Trouble Ticket Response – Special Services Circuit- tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
```

```

        <ns1:processResponse
            soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
            xmlns:ns1="java.com.wisor.ta.webservice">
        <string xsi:type="xsd:string">&lt;?xml version="1.0" encoding="UTF-
            8" standalone="yes"?>
            &lt;tML-TA:RequestTroubleReportCreationResponse
                xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
                xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase">
            &lt;tML-TA:header&lt;tML-TA:message_id&lt;SEN-T8-006&lt;/tML-
TA:message_id&lt;/tML-TA:header&lt;
            &lt;tML-TA:TargetObjectName&lt;    &lt;tML-TABase:DistinguishedName&lt;
            &lt;tML-TABase:RDNSequenceltem&lt;
            &lt;tML-TABase:Type&lt;networkId&lt;/tML-TABase:Type&lt;
            &lt;tML-TABase:Assertion&lt;FRAC&lt;/tML-TABase:Assertion&lt;
            &lt;/tML-TABase:RDNSequenceltem&lt;    &lt;tML-TABase:RDNSequenceltem&lt;
            &lt;tML-TABase:Type&lt;accountName&lt;/tML-TABase:Type&lt;
            &lt;tML-TABase:Assertion&lt;XXXX&lt;/tML-TABase:Assertion&lt;
            &lt;/tML-TABase:RDNSequenceltem&lt;    &lt;tML-TABase:RDNSequenceltem&lt;
            &lt;tML-TABase:Type&lt;troubleReportId&lt;/tML-TABase:Type&lt;
            &lt;tML-TABase:Assertion&lt;888889233&lt;/tML-TABase:Assertion&lt;
            &lt;/tML-TABase:RDNSequenceltem&lt;    &lt;/tML-TABase:DistinguishedName&lt;
            &lt;/tML-TA:TargetObjectName&lt;    &lt;tML-TA:CreateResponse&lt;
            &lt;tML-TABase:Exception&lt;    &lt;tML-TABase:InvalidDataReceived&lt;
            &lt;tML-TABase:ExceptionList&lt;
            &lt;tML-TABase:Tag&lt;TroubleReportFormatId&lt;/tML-TABase:Tag&lt;
            &lt;tML-TABase:Value&lt;2&lt;/tML-TABase:Value&lt;    &lt;/tML-TABase:ExceptionList&lt;
            &lt;/tML-TABase:InvalidDataReceived&lt;    &lt;/tML-TABase:Exception&lt;
            &lt;/tML-TA:CreateResponse&lt;    &lt;/tML-TA:RequestTroubleReportCreationResponse&lt;
        </string>
    </ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

## Verify Repair Completion Request – Special Services Circuit- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <soapenv:Body>
        <ns1:processReport
            soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
            xmlns:ns1="java:websvcs01.test1.embarq.com">
        <string xsi:type="xsd:string">&lt;?xml version="1.0"
            ?>
            &lt;tML-TA:VerifyRepairCompletionRequest
                xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
                xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase">
            &lt;tML-TA:header&lt;    &lt;tML-TA:message_id&lt;TEST165&lt;/tML-TA:message_id&lt;
            &lt;/tML-TA:header&lt;    &lt;tML-TA:Customer&lt;
            &lt;tML-TABase:UserId&lt;XXXX&lt;/tML-TABase:UserId&lt;
            &lt;tML-TABase:ServiceProfile&lt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&lt;
            &lt;/tML-TA:Customer&lt;    &lt;tML-TA:TargetObjectName&lt;
            &lt;tML-TABase:DistinguishedName&lt;    &lt;tML-TABase:RDNSequenceltem&lt;
            &lt;tML-TABase:Type&lt;networkId&lt;/tML-TABase:Type&lt;

```

```

&lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;

&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportID&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;TA-ZIPLY FIBERTICKETNUMBER&lt;/tML-
TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt;
&lt;tML-TA:TroubleReportId&gt;TA-ZIPLY FIBERTICKETNUMBER&lt;/tML-
TA:TroubleReportId&gt;
&lt;tML-TA:CloseOutVerification&gt;2&lt;/tML-TA:CloseOutVerification&gt;
&lt;tML-TA:VerificationRemarks&gt;    &lt;tML-TABase:AdditionalTroubleInfolItem&gt;Issue
notresolved&lt;/tML-TABase:AdditionalTroubleInfolItem&gt;
&lt;/tML-TA:VerificationRemarks&gt;    &lt;tML-TA:TroubleClearancePerson&gt;
&lt;tML-TABase:Name&gt;YOUR    NAME&lt;/tML-TABase:Name&gt;
&lt;tML-TABase:Phone&gt;XXXXXXXXXX&lt;/tML-TABase:Phone&gt;
&lt;/tML-TA:TroubleClearancePerson&gt;    &lt;/tML-TA:VerifyRepairCompletionRequest&gt;
</string>
</ns1:processReport>
</soapenv:Body
>
</soapenv:Envelope>

```

## Response Verify Repair Completion – Special Services Circuit- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processResponse
      soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:customer.ta.webservice.wisor.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; encoding=&quot;UTF-
8&quot;    standalone=&quot;yes&quot;?&gt;
&lt;tML-TA:VerifyRepairCompletionResponse
  xmlns:tML-ServiceTest=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTest&quot;
  xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;    xmlns:tML-
ServiceTestBase=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTestBase&quot;
  xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;&gt;&gt;
&lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;TEST165&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
&lt;tML-TA:TargetObjectName&gt;    &lt;tML-TABase:DistinguishedName&gt;
&lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;

```

```

&lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;TA-ZIPLY FIBERTICKETNUMBER&lt;/tML-
TABase:Assertion&gt;

&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;/tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt;    &lt;/tML-TA:Exception&gt;
&lt;tML-TABase:CannotVerifyOrDeniedAtThisTime/&gt;    &lt;/tML-TA:Exception&gt;
&lt;/tML-TA:VerifyRepairCompletionResponse&gt;    </string>
</ns1:processResponse>
</soapenv:Body
>
</soapenv:Envelop
e>

```

### Special Services Circuit Premise Address Samples

#### Create Trouble Report - Special Services Circuit Premise Address

Create	TRFD	1 - Services with Premise Address
	Account Name	XXX
	Network ID	XXX
	Service ID	XX/XXXX/XXXXXX/XX
Ticket Info	Trouble Type	ERRORS
	Status Window	
	days	1
	hrs	0
	mins	0
	Customer Trouble Ticket Number	YOURTICKETNUMBER
	Additional Trouble Info	Dead Data Circuit
	Name	YOUR NAME
	TP State	ST
	Phone	XXXXXXXXXX
Loc & Access Info	A Location Access Hours	
	Select	Wed Thur Fri

	Start Time	8:00 AM
	End Time	1:30 PM
	Premises Name	PREMISE NAME
	Civic Address	PREMISE ADDRESS
	A Location Access Person	PREMISE NAME
	Phone	XXXXXXXXXX
Authorization	Click Add	
	Request State	Provided
	Activity Type	IE: Click Dispatch
	Authorization Person	
	Name	YOUR NAME
	Phone	XXXXXXXXXX
	Click Submit	

### Create Trouble Report - Special Services Circuit Premise Address- tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:websvcs01.test1.embarq.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; ?&gt;
        &lt;tML-TA:RequestTroubleReportCreationRequest
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;&gt;
          &lt;tML-TA:header&gt;
            &lt;tML-TA:message_id&gt;TEST100&lt;/tML-TA:message_id&gt;
            &lt;/tML-TA:header&gt;
            &lt;tML-TA:Customer&gt;
            &lt;/tML-TABase:UserId&gt;XXXX&lt;/tML-TABase:UserId&gt;
            &lt;tML-TABase:ServiceProfile&gt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&gt;
            &lt;/tML-TA:Customer&gt;
            &lt;tML-TA:ManagedObjectInstance&gt;
            &lt;tML-TABase:DistinguishedName&gt;
            &lt;tML-TABase:RDNSSequenceItem&gt;
            &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
            &lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
```

```

</tML-TABase:RDNSequenceItem>      </tML-TABase:RDNSequenceItem>;
<tML-TABase:Type>accountName</tML-TABase:Type>;
<tML-TABase:Assertion>XXXX</tML-TABase:Assertion>;
</tML-TABase:RDNSequenceItem>      </tML-TABase:RDNSequenceItem>;
<tML-TABase:Type>servicId214</tML-TABase:Type>;
<tML-TABase:Assertion>CIRCUITID</tML-TABase:Assertion>;
</tML-TABase:RDNSequenceItem>      </tML-TABase:DistinguishedName>;
</tML-TA:ManagedObjectInstance>;   </tML-TA:TroubleType>;
<tML-TABase:Number>623</tML-TABase:Number>      </tML-TA:TroubleType>;
<tML-TA:AdditionalTroubleInfoList>;
<tML-TABase:AdditionalTroubleInfoItem>Circuit Down</tML-
TABase:AdditionalTroubleInfoItem>;
</tML-TA:AdditionalTroubleInfoList>      </tML-TA:AdditionalCreateInfo>;
<tML-TABase:TroubleReportFormatId>1</tML-TABase:TroubleReportFormatId>;
<tML-TABase:AdditionalTroubleInfoList>;
<tML-TABase:AdditionalTroubleInfoItem>Circuit Down</tML-
TABase:AdditionalTroubleInfoItem>;
</tML-TABase:AdditionalTroubleInfoList>;
<tML-TABase:ALocationAccessAddress>      <tML-TABase:PremisesName>PREMISE
NAME</tML-TABase:PremisesName>      <tML-TABase:PremisesAddress>;
<tML-TABase:CivicAddress>PREMISE      ADDRESS</tML-TABase:CivicAddress>;
<tML-TABase:City>CITY</tML-TABase:City>;
<tML-TABase:State>ST</tML-TABase:State>;
<tML-TABase:Zip>XXXXX</tML-TABase:Zip>;
</tML-TABase:PremisesAddress>      </tML-TABase:ALocationAccessAddress>;
<tML-TABase:ALocationAccessHours>      <tML-TABase:LocationAccessHoursItem>;
<tML-TABase:DaysOfWeek>;
<tML-TABase:Sunday>true</tML-TABase:Sunday>;
<tML-TABase:Monday>true</tML-TABase:Monday>;
<tML-TABase:Tuesday>true</tML-TABase:Tuesday>;
<tML-TABase:Wednesday>true</tML-TABase:Wednesday>;
<tML-TABase:Thursday>true</tML-TABase:Thursday>;
<tML-TABase:Friday>true</tML-TABase:Friday>;
<tML-TABase:Saturday>true</tML-TABase:Saturday>;
</tML-TABase:DaysOfWeek>      </tML-TABase:IntervalsOfDay>;
<tML-TABase:IntervalsOfDayItem>;
<tML-TABase:IntervalStart>08:00:00.000-05:00</tML-TABase:IntervalStart>;
<tML-TABase:IntervalEnd>07:00:00.000-05:00</tML-TABase:IntervalEnd>;
</tML-TABase:IntervalsOfDayItem>      </tML-TABase:IntervalsOfDay>;
</tML-TABase:LocationAccessHoursItem>      </tML-TABase:ALocationAccessHours>;
<tML-TABase:ALocationAccessPerson>      </tML-
TABase:Name>PREMISE NAME</tML-TABase:Name>      </tML-
TABase:ALocationAccessPerson>;
<tML-TABase:AuthorizationList>      <tML-TABase:AuthorizationItem>;
<tML-TABase:State>2</tML-TABase:State>      </tML-TABase:Type>;
<tML-TABase:AfterHoursRepair>true</tML-TABase:AfterHoursRepair>;
<tML-TABase:Standby>true</tML-TABase:Standby>;
<tML-TABase:AfterHoursStandby>true</tML-TABase:AfterHoursStandby>;
<tML-TABase:Test>true</tML-TABase:Test>;
<tML-TABase:ManagerInitiatedTest>true</tML-TABase:ManagerInitiatedTest>;
<tML-TABase:Dispatch>true</tML-TABase:Dispatch>;
<tML-TABase:NoAccess>true</tML-TABase:NoAccess>;
<tML-TABase:DelayedMaintenance>true</tML-TABase:DelayedMaintenance>;
<tML-TABase:Release>true</tML-TABase:Release>;
<tML-TABase:DeregulatedWork>true</tML-TABase:DeregulatedWork>;

```



```

&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:AuthTime&gt;2009-11-20T13:03:53-05:00&lt;/tML-TABase:AuthTime&gt;
&lt;/tML-TABase:AuthorizationItem&gt;    &lt;/tML-TABase:AuthorizationList&gt;
&lt;tML-TABase:CallBackInfoList&gt;    &lt;/tML-TABase:CallBackInfoItem&gt;
&lt;tML-TABase:BeforeAutoTest&gt;    &lt;tML-TABase:Name&gt;YOUR NAME&lt;/tML-
TABase:Name&gt;    &lt;/tML-TABase:BeforeAutoTest&gt;
&lt;/tML-TABase:CallBackInfoItem&gt;    &lt;/tML-TABase:CallBackInfoList&gt;
&lt;tML-TABase:CustomerTroubleTickNum&gt;YOURTICKETNUMBER&lt;/tML-
TABase:CustomerTroubleTickNum&gt;
&lt;tML-TABase:ManagedObjectAccessHours&gt;
&lt;tML-TABase:ManagedObjectAccessHoursItem&gt;    &lt;tML-TABase:DaysOfWeek&gt;
&lt;tML-TABase:Sunday&gt;true&lt;/tML-TABase:Sunday&gt;
&lt;tML-TABase:Monday&gt;true&lt;/tML-TABase:Monday&gt;
&lt;tML-TABase:Tuesday&gt;true&lt;/tML-TABase:Tuesday&gt;
&lt;tML-TABase:Wednesday&gt;true&lt;/tML-TABase:Wednesday&gt;
&lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
&lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
&lt;tML-TABase:Saturday&gt;true&lt;/tML-TABase:Saturday&gt;
&lt;/tML-TABase:DaysOfWeek&gt;    &lt;tML-TABase:IntervalsOfDay&gt;
&lt;tML-TABase:IntervalsOfDayItem&gt;
&lt;tML-TABase:IntervalStart&gt;08:00:00.000-05:00&lt;/tML-TABase:IntervalStart&gt;
&lt;tML-TABase:IntervalEnd&gt;06:00:00.000-05:00&lt;/tML-TABase:IntervalEnd&gt;
&lt;/tML-TABase:IntervalsOfDayItem&gt;    &lt;/tML-TABase:IntervalsOfDay&gt;
&lt;/tML-TABase:ManagedObjectAccessHoursItem&gt;
&lt;/tML-TABase:ManagedObjectAccessHours&gt;    &lt;/tML-
TABase:ManagerContactPerson&gt;
&lt;tML-TABase:Name&gt;MANAGERNAME&lt;/tML-TABase:Name&gt;
&lt;/tML-TABase:ManagerContactPerson&gt;
&lt;tML-TABase:TroubleReportStatusWindow&gt;
&lt;tML-TABase:Day&gt;2&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;1&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;10&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;
&lt;/tML-TABase:TroubleReportStatusWindow&gt;    &lt;/tML-TA:AdditionalCreateInfo&gt;
&lt;/tML-TA:RequestTroubleReportCreationRequest&gt;    </string>
</ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

## Modify Attributes Request - Special Services Circuit Premise Address- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processReport
      soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"

```

```

xmlns:ns1="java:websvcs01.test1.embarq.com">
<string xsi:type="xsd:string">&lt;?xml version="1.0" ?&gt;
  &lt;tML-TA:ModifyAttributesRequest
  xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
  xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase"
  &lt;tML-TA:header &lt;tML-TA:message_id TEST106 &lt;/tML-TA:message_id
  &lt;/tML-TA:header &lt;tML-TA:Customer
  &lt;tML-TABase:UserId XXXX &lt;/tML-TABase:UserId
  &lt;tML-TABase:ServiceProfile SERVICE_PROFILE &lt;/tML-TABase:ServiceProfile
  &lt;/tML-TA:Customer &lt;tML-TA:TargetObjectName
  &lt;tML-TABase:DistinguishedName &lt;tML-TABase:RDNSequenceItem
  &lt;tML-TABase:Type networkId &lt;/tML-TABase:Type
  &lt;tML-TABase:Assertion FRAC &lt;/tML-TABase:Assertion
  &lt;/tML-TABase:RDNSequenceItem &lt;tML-TABase:RDNSequenceItem
  &lt;tML-TABase:Type accountName &lt;/tML-TABase:Type
  &lt;tML-TABase:Assertion XXXX &lt;/tML-TABase:Assertion
  &lt;/tML-TABase:RDNSequenceItem &lt;tML-TABase:RDNSequenceItem
  &lt;tML-TABase:Type troubleReportID &lt;/tML-TABase:Type
  &lt;tML-TABase:Assertion TA-ZIPLY FIBERTICKETID &lt;/tML-TABase:Assertion
  &lt;/tML-TABase:RDNSequenceItem &lt;/tML-TABase:DistinguishedName
  &lt;/tML-TA:TargetObjectName
  &lt;tML-TA:TroubleReportId TA-ZIPLY FIBERTICKETID &lt;/tML-TA:TroubleReportId
  &lt;tML-TA:ModifyRequest &lt;tML-TABase:AuthorizationList
  &lt;tML-TABase:AuthorizationItem
  &lt;tML-TABase:State 1 &lt;/tML-TABase:State &lt;tML-TABase:Type
  &lt;tML-TABase:AfterHoursRepair false &lt;/tML-TABase:AfterHoursRepair
  &lt;tML-TABase:Standby false &lt;/tML-TABase:Standby
  &lt;tML-TABase:AfterHoursStandby false &lt;/tML-TABase:AfterHoursStandby
  &lt;tML-TABase:Test true &lt;/tML-TABase:Test
  &lt;tML-TABase:ManagerInitiatedTest false &lt;/tML-TABase:ManagerInitiatedTest
  &lt;tML-TABase:Dispatch false &lt;/tML-TABase:Dispatch
  &lt;tML-TABase:NoAccess false &lt;/tML-TABase:NoAccess
  &lt;tML-TABase:DelayedMaintenance false &lt;/tML-TABase:DelayedMaintenance
  &lt;tML-TABase:Release false &lt;/tML-TABase:Release
  &lt;tML-TABase:DeregulatedWork false &lt;/tML-TABase:DeregulatedWork
  &lt;/tML-TABase:Type
  &lt;tML-TABase:AuthTime 2009-11-20T14:26:57-05:00 &lt;/tML-TABase:AuthTime
  &lt;/tML-TABase:AuthorizationItem &lt;/tML-TABase:AuthorizationList
  &lt;tML-TABase:CommitmentTimeRequest
  &lt;tML-TABase:ClearedTime 2009-11-20T14:26:00.000-05:00 &lt;/tML-
TABase:ClearedTime
  &lt;/tML-TABase:CommitmentTimeRequest
  &lt;tML-TABase:PerceivedTroubleSeverity
  &lt;tML-TABase:Number 0 &lt;/tML-TABase:Number
  &lt;/tML-TABase:PerceivedTroubleSeverity &lt;/tML-TA:ModifyRequest
  &lt;/tML-TA:ModifyAttributesRequest &lt;/string>
</ns1:processReport>
</soapenv:Body
>
</soapenv:Envelope>

```

### Attribute Value Change Notification - Special Services Circuit Premise Address- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"

```

```

xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
<soapenv:Body>
<ns1:processResponse      soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:ns1="java:customer.ta.webservice.wisor.com">
<string xsi:type="xsd:string">&lt;?xml version="1.0"
encoding="UTF-8" standalone="yes"?&gt;
&lt;tML-TA:AttributeValueChangeNotification
xmlns:tML-ServiceTest="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTest"
xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase" xmlns:tML-
ServiceTestBase="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTestBase"
ot;
xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA" &gt;
&lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;564&lt;/tML-TA:message_id&gt;&lt;/tML-
TA:header&gt;
&lt;tML-TA:NotificationId&gt;100&lt;/tML-TA:NotificationId&gt;
&lt;tML-TA:EventTime&gt;2011-03-04T15:08:38.678+05:30&lt;/tML-TA:EventTime&gt;
&lt;tML-TA:TargetObjectName&gt;      &lt;tML-TABase:DistinguishedName&gt;
&lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;      &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;      &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;CHECKING-TAAGENT&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;      &lt;tML-TABase:DistinguishedName&gt;
&lt;tML-TA:TargetObjectName&gt;&lt;tML-TA:EventData&gt;
&lt;tML-TABase:TroubleReportId&gt;TA-ZIPLY FIBERTICKETNUMBER&lt;/tML-
TABase:TroubleReportId&gt;
&lt;tML-TABase:AgentContactPerson&gt;
&lt;tML-TABase:Number&gt;&lt;/tML-TABase:Number&gt;      &lt;tML-TABase:Name&gt;TEST
CONTACT&lt;/tML-TABase:Name&gt;
&lt;tML-TABase:Phone&gt;9999999999&lt;/tML-TABase:Phone&gt;
&lt;/tML-TABase:AgentContactPerson&gt;      &lt;tML-TABase:ActivityDurationList&gt;
&lt;tML-TABase:ActivityDurationItem&gt;      &lt;tML-TABase:Duration&gt;
&lt;tML-TABase:Day&gt;0&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;2&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;      &lt;tML-TABase:Duration&gt;
&lt;tML-TABase:Billable&gt>false&lt;/tML-TABase:Billable&gt;      &lt;tML-TABase:Type&gt;
&lt;tML-TABase:AfterHoursRepair&gt>false&lt;/tML-TABase:AfterHoursRepair&gt;
&lt;tML-TABase:Standby&gt>false&lt;/tML-TABase:Standby&gt;
&lt;tML-TABase:AfterHoursStandby&gt>false&lt;/tML-TABase:AfterHoursStandby&gt;
&lt;tML-TABase:Test&gt>false&lt;/tML-TABase:Test&gt;
&lt;tML-TABase:ManagerInitiatedTest&gt>false&lt;/tML-TABase:ManagerInitiatedTest&gt;
&lt;tML-TABase:Dispatch&gt>false&lt;/tML-TABase:Dispatch&gt;
&lt;tML-TABase:NoAccess&gt>false&lt;/tML-TABase:NoAccess&gt;
&lt;tML-TABase:DelayedMaintenance&gt>true&lt;/tML-
TABase:DelayedMaintenance&gt;
&lt;tML-TABase:Release&gt>false&lt;/tML-TABase:Release&gt;
&lt;tML-TABase:DeregulatedWork&gt>false&lt;/tML-TABase:DeregulatedWork&gt;

```

```

&lt;/tML-TABase:Type&gt;    &lt;/tML-TABase:ActivityDurationItem&gt;
&lt;tML-TABase:ActivityDurationItem&gt;    &lt;tML-TABase:Duration&gt;
&lt;tML-TABase:Day&gt;0&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;7&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;    &lt;/tML-TABase:Duration&gt;
&lt;tML-TABase:Billable&gt;false&lt;/tML-TABase:Billable&gt;    &lt;tML-TABase:Type&gt;
&lt;tML-TABase:AfterHoursRepair&gt;false&lt;/tML-TABase:AfterHoursRepair&gt;
&lt;tML-TABase:Standby&gt;false&lt;/tML-TABase:Standby&gt;
&lt;tML-TABase:AfterHoursStandby&gt;false&lt;/tML-TABase:AfterHoursStandby&gt;
&lt;tML-TABase:Test&gt;false&lt;/tML-TABase:Test&gt;
&lt;tML-TABase:ManagerInitiatedTest&gt;false&lt;/tML-TABase:ManagerInitiatedTest&gt;
&lt;tML-TABase:Dispatch&gt;false&lt;/tML-TABase:Dispatch&gt;
&lt;tML-TABase:NoAccess&gt;true&lt;/tML-TABase:NoAccess&gt;
&lt;tML-TABase:DelayedMaintenance&gt;false&lt;/tML-TABase:DelayedMaintenance&gt
&lt;tML-TABase:Release&gt;false&lt;/tML-TABase:Release&gt;
&lt;tML-TABase:DeregulatedWork&gt;false&lt;/tML-TABase:DeregulatedWork&gt;
&lt;/tML-TABase:Type&gt;    &lt;/tML-TABase:ActivityDurationItem&gt;
&lt;/tML-TABase:ActivityDurationList&gt;    &lt;tML-TABase:CloseOutNarr&gt;SENDING
REQUEST TO CLOSE IN ORDER TO TEST A VERIFY&lt;/tML-
TABase:CloseOutNarr&gt;
&lt;tML-TABase:MaintServiceCharge&gt;false&lt;/tML-TABase:MaintServiceCharge&gt;
&lt;tML-TABase:OutageDuration&gt;    &lt;tML-TABase:TimeInterval&gt;
&lt;tML-TABase:Day&gt;3&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;1&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;52&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;    &lt;/tML-TABase:TimeInterval&gt;
&lt;/tML-TABase:OutageDuration&gt;
&lt;tML-TABase:RestoredTime&gt;2010-07-02T01:45:00+05:30&lt;/tML-
TABase:RestoredTime&gt;
&lt;tML-TABase:TroubleFound&gt;
&lt;tML-TABase:Number&gt;23&lt;/tML-TABase:Number&gt;
&lt;/tML-TABase:TroubleFound&gt;
&lt;tML-TABase:TroubleReportState&gt;1&lt;/tML-TABase:TroubleReportState&gt;
&lt;tML-TABase:TroubleReportStatus&gt;
&lt;tML-TABase:Number&gt;2&lt;/tML-TABase:Number&gt;
&lt;/tML-TABase:TroubleReportStatus&gt;
&lt;tML-TABase:TroubleReportStatusTime&gt;2010-07-02T01:45:00+05:30&lt;/tML-
TABase:TroubleReportStatusTime&gt;
&lt;/tML-TA:EventData&gt;    &lt;/tML-TA:AttributeValueChangeNotification&gt;    </string>
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

## Modify Attributes Response - Special Services Circuit Premise Address- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processResponse    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"

```

```

xmlns:ns1="java:customer.ta.webservice.wisor.com">
<string xsi:type="xsd:string">&lt;?xml version="1.0"
encoding="UTF-8" standalone="yes"?&gt;
&lt;tML-TA:ModifyAttributesResponse
xmlns:tML-ServiceTest="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTest"
xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase"
xmlns:tML-
ServiceTestBase="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTestBase"
xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
&lt;tML-TA:header&lt;tML-TA:message_id&gt;23284&lt;/tML-
TA:message_id&lt;/tML-TA:header&lt;
&lt;tML-TA:TargetObjectName&lt; &lt;tML-TABase:DistinguishedName&lt;
&lt;tML-TABase:RDNSequenceItem&lt;
&lt;tML-TABase:Type&lt;networkId&lt;/tML-TABase:Type&lt;
&lt;tML-TABase:Assertion&lt;FRAC&lt;/tML-TABase:Assertion&lt;
&lt;/tML-TABase:RDNSequenceItem&lt; &lt;tML-TABase:RDNSequenceItem&lt;
&lt;tML-TABase:Type&lt;accountName&lt;/tML-TABase:Type&lt;
&lt;tML-TABase:Assertion&lt;XXXX&lt;/tML-TABase:Assertion&lt;
&lt;/tML-TABase:RDNSequenceItem&lt; &lt;tML-TABase:RDNSequenceItem&lt;
&lt;tML-TABase:Type&lt;troubleReportId&lt;/tML-TABase:Type&lt;
&lt;tML-TABase:Assertion&lt;TA-ZIPLY FIBERTICKETNUMBER&lt;/tML-
TABase:Assertion&lt;
&lt;/tML-TABase:RDNSequenceItem&lt; &lt;/tML-TABase:DistinguishedName&lt;
&lt;/tML-TA:TargetObjectName&lt; &lt;/tML-TA:ModifyAttributesResponse&lt; </string>
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

## Escalation Request

```

<?xml version="1.0" encoding="UTF-8" ?>
: <tML-TA:ModifyAttributesRequest xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-
TA" xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase">
: <tML-TA:header>
: <tML-TA:interfaceid>ZTK-FRT-TA-OB</tML-TA:interfaceid>
: <tML-TA:actionrequired>Transmit</tML-TA:actionrequired>
: <tML-TA:message_id>1621</tML-TA:message_id>
: <tML-TA:applicationid>VFO</tML-TA:applicationid>
: </tML-TA:header>
: <tML-TA:Customer>
: <tML-TABase:UserId>ZTK</tML-TABase:UserId>
: <tML-TABase:ServiceProfile>ServiceProfile</tML-TABase:ServiceProfile>
: </tML-TA:Customer>
: <tML-TA:TargetObjectName>
: <tML-TABase:DistinguishedName>
: <tML-TABase:RDNSequenceItem>
: <tML-TABase:Type>networkId</tML-TABase:Type>
: <tML-TABase:Assertion>ZiPLY Fiber</tML-TABase:Assertion>
: </tML-TABase:RDNSequenceItem>
: <tML-TABase:RDNSequenceItem>
: <tML-TABase:Type>accountName</tML-TABase:Type>
: <tML-TABase:Assertion>ZTK</tML-TABase:Assertion>
: </tML-TABase:RDNSequenceItem>

```

```

: <tML-TABase:RDNSequenceltem>
  <tML-TABase:Type>troubleReportID</tML-TABase:Type>
  <tML-TABase:Assertion>000480880CPVLR</tML-TABase:Assertion>
</tML-TABase:RDNSequenceltem>
</tML-TABase:DistinguishedName>
</tML-TA:TargetObjectName>
<tML-TA:TroubleReportId>000480880CPVLR</tML-TA:TroubleReportId>
: <tML-TA:ModifyRequest>
: <tML-TABase:AdditionalTroubleInfoList>
  <tML-TABase:AdditionalTroubleInfoItem>TESTING ESCALATION REASON</tML-
TABase:AdditionalTroubleInfoItem>
  </tML-TABase:AdditionalTroubleInfoList>
: <tML-TABase:EscalationList>
: <tML-TABase:EscalationItem>
  <tML-TABase:State>2</tML-TABase:State>
  <tML-TABase:EscTime>2012-02-01T15:38:55.398-05:00</tML-TABase:EscTime>
: <tML-TABase:RequestPerson>
  <tML-TABase:Number>23</tML-TABase:Number>
  <tML-TABase:Name>TEST</tML-TABase:Name>
  <tML-TABase:Phone>2145551212</tML-TABase:Phone>
: <tML-TABase:Loc>
  <tML-TABase:CivicAddress>123 Main St</tML-TABase:CivicAddress>
  <tML-TABase:City>anywhere</tML-TABase:City>
  <tML-TABase:State>st</tML-TABase:State>
  <tML-TABase:Zip>12345</tML-TABase:Zip>
  </tML-TABase:Loc>
  <tML-TABase:Email>jjuytre@ZiPLY.com</tML-TABase:Email>
  <tML-TABase:Fax>2145559898</tML-TABase:Fax>
  <tML-TABase:Pager>2145559876</tML-TABase:Pager>
  </tML-TABase:RequestPerson>
  <tML-TABase:Level>1</tML-TABase:Level>
: <tML-TABase:EscPerson>
  <tML-TABase:Number>22</tML-TABase:Number>
  <tML-TABase:Name>TEST1</tML-TABase:Name>
  <tML-TABase:Phone>2145551213</tML-TABase:Phone>
: <tML-TABase:Loc>
  <tML-TABase:CivicAddress>123 Main St</tML-TABase:CivicAddress>
  <tML-TABase:City>anywhere1</tML-TABase:City>
  <tML-TABase:State>st</tML-TABase:State>
  <tML-TABase:Zip>12346</tML-TABase:Zip>
  </tML-TABase:Loc>
  <tML-TABase:Email>jjuytre@ZiPLY.com</tML-TABase:Email>
  <tML-TABase:Fax>2145559899</tML-TABase:Fax>
  <tML-TABase:Pager>2145559877</tML-TABase:Pager>
  </tML-TABase:EscPerson>
  </tML-TABase:EscalationItem>
  </tML-TABase:EscalationList>
  </tML-TA:ModifyRequest>
</tML-TA:ModifyAttributesRequest>

```

## Appendix A: Authorization Matrix

Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Denied/After Hours Repair	Denied/After Hours Repair	N
Denied/Delayed Maintenance	Denied/Delayed Maintenance	N
Denied/Dispatch	Denied/Dispatch	N
Denied/No Access	Denied/No Access	N
Denied/Standby	Denied/Standby	N
Denied/After Hours Standby	Denied/After Hours Standby	N
Denied/Deregulated Work	Denied/Deregulated Work	N
Denied/Manager Initiated Test	Denied/Manager Initiated Test	N
Denied/Release	Denied/Release	N
Denied/Test	Denied/Test	N
Provided/After Hours Repair	Provided/After Hours Repair	N
Provided/Delayed Maintenance	Provided/Delayed Maintenance	N
Provided/Dispatch	Provided/Dispatch	N
Provided/No Access	Provided/No Access	N
Provided/Standby	Provided/Standby	N
Provided/After Hours Standby	Provided/After Hours Standby	N
Provided/Deregulated Work	Provided/Deregulated Work	N
Provided/Manager Initiated Test	Provided/Manager Initiated Test	N
Provided/Release	Provided/Release	N
Provided/Test	Provided/Test	N
Denied/After Hours Repair	Provided/After Hours Repair	N
Denied/Delayed Maintenance	Provided/Delayed Maintenance	N
Denied/Dispatch	Provided/Dispatch	N
Denied/No Access	Provided/No Access	N
Denied/Standby	Provided/Standby	N
Denied/After Hours Standby	Provided/After Hours Standby	N
Denied/Deregulated Work	Provided/Deregulated Work	N
Denied/Manager Initiated Test	Provided/Manager Initiated Test	N
Denied/Release	Provided/Release	N
Denied/Test	Provided/Test	N
Provided/After Hours Repair	Denied/After Hours Repair	N
Provided/Delayed Maintenance	Denied/Delayed Maintenance	N
Provided/Dispatch	Denied/Dispatch	N
Provided/No Access	Denied/No Access	N
Provided/Standby	Denied/Standby	N
Provided/After Hours Standby	Denied/After Hours Standby	N



**Technical Specifications for Trouble Administration**  
**XML Interface and tML Implementation**  
**Appendix A: Authorization Matrix**

Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
Provided/Deregulated Work	Denied/Deregulated Work	N
Provided/Manager Initiated Test	Denied/Manager Initiated Test	N
Provided/Release	Denied/Release	N
Provided/Test	Denied/Test	N
Denied/After Hours Repair	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Delayed Maintenance	Provided/After Hours Repair	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Dispatch	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/No Access	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y





**Technical Specifications for Trouble Administration**  
**XML Interface and tML Implementation**  
**Appendix A: Authorization Matrix**

Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Standby	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/After Hours Standby	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Deregulated Work	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Manager Initiated Test	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y



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Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
	Provided/Release	Y
	Provided/Test	Y
Denied/Release	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Test	Y
Denied/Test	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
Provided/After Hours Repair	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Delayed Maintenance	Denied/After Hours Repair	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y



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Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
	Denied/Test	Y
Provided/Dispatch	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/No Access	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Standby	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/After Hours Standby	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y



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Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
Provided/Deregulated Work	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Manager Initiated Test	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Release	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Test	Y
Provided/Test	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y



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Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
Provided/Delayed Maintenance	Denied/After Hours Repair	Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Delayed Maintenance	Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Dispatch	Y
Provided/Delayed Maintenance		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/No Access	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Standby	Y



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Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/After Hours Standby	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Deregulated Work	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/After Hours Repair	Denied/Manager Initiated Test	
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Release	
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y



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Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Test	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Denied/Delayed Maintenance	Provided/After Hours Repair	Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Delayed Maintenance	Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Provided/After Hours Repair		Y
Denied/After Hours Repair	Provided/Dispatch	Y
Denied/Delayed Maintenance		Y
Denied/No Access		Y



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Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/No Access	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Standby	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		
		Y
Denied/After Hours Repair	Provided/After Hours Standby	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Deregulated Work	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y





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Occurrence 1 (Request State/Activity)	Occurrence 2 ( Request State/Activity)	Allowed?
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		
		Y
Denied/After Hours Repair	Provided/Manager Initiated Test	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Release	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Test	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y



### Document Revision History

Date	Page Number	Change