

EXHIBIT OSS – 35

CLEC TAFI User Guide



CLEC TAFI User Guide

Issue 5 – September 2000

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REVISION HISTORY

This document will be updated periodically to reflect changes in the TAFI system that impact the CLEC user. This section will summarize these changes.

Table 1 – Document Revisions

Date	Issue	Changes
3/00	1	Divided the original CLEC TAFI End-User Training and User Guide into two separate documents: the CLEC TAFI User Guide and the CLEC TAFI End-User Training Manual. Updated sections to reflect Release 2000.1
4/00	2	Updated text to reflect changes in TAFI Release 2000.2 along with general enhancements to the Issue 1 version. Specific areas impacted include: <ol style="list-style-type: none"> 1. Expanded list of definitions found in Table 2 2. Corrected errors in Queue Processing and Supervisor Functions 3. Expanded the TAFI Help option to include on-line system Release Notes
5/00	3	Corrected typographical and cross reference errors found in the previous version. In addition, the following areas now contain updated information: <ol style="list-style-type: none"> 1. Provided reference Contact Numbers in Section 3.3. 2. Provided additional information in the User Validation area (Section 4.2.4) 3. Expanded Section 6.8, Multiple Trouble Reports, to explain Dispatch-In situations. 4. Supplemented error messages list in Section 11 5. Augmented Subsequent Report information in Section 12.
6/00	4	<ol style="list-style-type: none"> 1. Corrected error in Section 4.2.4 – OCN value is found in the Bill section and not the S&E section of the CRIS record. 2. Updated Title Bar information to reflect full software version numbers will be displayed (see Section 5.3.1.1). 3. Added TAFI Navigation Aid in the TAFI Help section (see Section 5.5.5.1) 4. New menu item added to the Memory Services the options – Multiple Services Triggers (see Section 6.1.5) 5. Revised the Data Trouble report section (6.1.10.1) – replaced the three old data report categories with four new ones. 6. Added BellSouth Voice Mail access number to the Additional Data (Access Numbers) option as shown in Section 9.13. 7. Added the ability for the Supervisor to sort queued reports (see Section 13.3.1).
9/00	5	<ol style="list-style-type: none"> 1. Added a “Notices” page just after the cover page containing the Disclaimer. 2. Updated all footers to remove ‘Private/Proprietary’ statement and refer reader to the Notices page. 3. Updated Sections 2.1 (Description) 2.5 (Organization) to include DLEC TAFI. 4. Added ‘DLEC’ to the list of definitions in Section 2.6. 5. Removed “Multiple Triggers” place holder from the Memory Services menu (Section 6.1.5)

		because the project was terminated. 6. Expanded functionality to include processing Line Sharing Data trouble reports entered by DLECs as detailed in Section 14. 7. Added an error message for TAFI not finding the corresponding telephone number for a LS circuit_id entered by a DLEC in Section 11 (Error Messages / Informational Status).

2 ABOUT THIS GUIDE

2.1 DESCRIPTION

This document provides a comprehensive explanation of how to use the CLEC TAFI system and introduces the user to the various functions available to process a customer's trouble report. Although the system is intuitive by design, the user's proficiency will increase with its continued application in the day to day operation of the CLEC's repair center.

In September 2000 TAFI was enhanced to accommodate the trouble processing capability for Data Local Exchange Carriers (DLECs) processing reports for Line Shared data trouble conditions. This is a unique environment where the DLEC user is limited to only a subset of TAFI's functions. The DLEC reader may wish to start at Section 14 (DLEC TAFI, beginning on page 213) and follow the references to other sections as directed.

2.2 INTENDED AUDIENCE

This guide is written to support the CLEC user as the textbook during the initial training course and then as a reference guide throughout the user's day-to-day operation.

2.3 ASSUMPTIONS

This guide is limited to the mechanics of using the CLEC TAFI system. The following are assumed:

1. The user has a working knowledge of the telecommunications industry and is familiar with the operation of the various products and services obtained from BellSouth.
2. The user has a working knowledge and understanding of terms commonly used in the telecommunications industry. (A list of definitions, abbreviations and acronyms used within BellSouth is provided in Table 2 beginning on page 6.)
3. The user is authorized to use the CLEC TAFI system and has been established as a user in the system (i.e., profiles, access and passwords have been established).
4. The user is familiar with the operation of the terminal and communications equipment used at the CLEC location including how to access the CLEC TAFI system.
5. The user is familiar with his company's M&Ps for processing his customer's trouble reports and can differentiate what information available through the CLEC TAFI system apply.

2.4 HOW TO READ THIS GUIDE

This guide is organized in sections that describe the various aspects of using the CLEC TAFI system. Sections are built on the assumption that the user is familiar with the information provided in the previous sections prior to reading subsequent sections.

The CLEC TAFI system is functionally identical to the TAFI system used by BellSouth (as discussed in Section 3) and the terms “CLEC TAFI” and “TAFI” may be used interchangeably.

In order to assist the user in understanding the information contained in each section, CLEC TAFI screen prints, using the TAFI training database (for most examples), have been provided.

⇒ **Note:** although this document will be updated as new major TAFI releases become available, the screen prints will only be updated if the new software version causes a corresponding screen change.

There are a number of acronyms used throughout this guide. These acronyms describe BellSouth systems, common trouble reporting terminology, etc., and the user should have a basic understanding of these terms. The user should refer to Section 2.6, Definitions for a clear understanding of these acronyms.

Finally, throughout each section, this guide attempts to emphasize important information that the user should pay particular attention to. This information is usually brought to the attention of the user in the following manner:

- (1) ⇒ **Note:** Emphasizes important information.
- (2) *Dialogue (between your customer and you or between TAFI and you) is presented in italic type face.*
- (3) Words **bolded in the text** refer to specific field names, sections or functions being discussed.

Information in a shaded box indicates critical operational information.

2.5 ORGANIZATION

This guide is designed for front-to-back printing to conserve paper and is organized as described below:

1. **Revision History** provides a listing of changes between versions of the document.
2. **About This Guide** provides an overview of this document, its audience, assumptions, style, and organization.

3. **Introduction** provides a brief introduction to the CLEC TAFI system. It also discusses the types of reports that can be processed via TAFI as well as specific examples of what can not be processed via TAFI.
4. The **General Application Features** outlines information about TAFI windows and how to navigate through them. How to access the system, passwords, user management and the back-up system are discussed.
5. **Getting Started** begins the mechanics of actually using the system including logging on and off the system, screen layout, function keys and on-line job aids.
6. The **Taking Trouble Reports** section provides detailed discussion on the various trouble categories supported by TAFI along with the proper population of the various fields available.
7. **Sample Troubles** are provided in this section to demonstrate TAFI's functionality.
8. The **TAFI User Queue** provides instructions on how the user could work on several customer trouble reports simultaneously.
9. **Additional Data Window** provides the user with the ability to view the various data elements that TAFI accessed to process a given trouble report. TAFI automatically process the given trouble report based upon its internal AI logic and the user does not need to view this information to correctly handle the trouble report.
10. The **Override Function** is detailed in this section showing the various alternative paths for processing a customer's report.
11. During the processing of a trouble report, TAFI may display numerous **Error Messages / Informational Status** messages to the user. This section discusses the most common messages received.
12. Once your customer reports a problem condition, an initial trouble report is generated. Should your customer call back regarding this trouble condition, a subsequent report is generated. How to process **Subsequent Trouble Reports** is discussed in this section.
13. CLEC managers have access to several **Supervisor Functions** within TAFI. How to use these functions is described in this section.
14. The ability for DLECs to enter trouble reports on Line Sharing Data is discussed in **DLEC TAFI** section.
15. **Attachments** provide useful supplemental information.

2.6 DEFINITIONS

The following table provides a listing of definitions, abbreviations and acronyms used in BellSouth's maintenance and repair process:

Table 2 - Definitions

Term	Meaning	Notes
A/C	Access and Commitment window in TAFI	
ACAC	Access Customer Advocacy Center	BellSouth Work Center set up specifically to handle trouble maintenance for long-distance provider companies (such as AT&T, MCI, etc.) serving local end users in BellSouth territory
ACD	Automatic Call Distributor	A telephone system used to route calls to the next available attendant
Agent	In the OSI arena, it is the role played by an individual, organization, or company that is responsible for resolving trouble and any corresponding trouble reports that have been raised or submitted by the Manager.	
AI	Artificial Intelligence	A programming methodology used by TAFI to apply consistent processing of customer trouble reports
AIS	Alarm Indication Signal	Indication that an alarm has occurred at the far end in a point-to-point architecture
AML	Added Main Line	An MLT testing procedure
ANSI	American National Standards Institute	Committee that produces US national standards T1 is that part of ANSI that deals with national standards in the area of telecommunications
AS	Affecting Service	A commitment interval set by the WMC to correct non-designed trouble reports where the customer is <u>not</u> out of service
AVC	Attribute Value Change	In OSI, an automatic notification from the agent's system to the manager's system that provides the last new value of a given attribute as it changes
BAL	Abbreviation for the term <i>balance</i>	
BAT	BellSouth Applied Technologies	Group within BellSouth that is responsible for the actual development (coding) of specific software application systems
BC	Bulk Commitment	The lowest priority commitment interval – no longer used in BellSouth
BOCRIS	Business Office Customer Record Inquiry System	An interface used within BST to access CRIS and SOCS records from a single (non-windowing) terminal

Term	Meaning	Notes
BOSIP	BellSouth Open System Interconnect Platform	BellSouth's corporate Transport Control Protocol/Internet Protocol (TCP/IP) network, which provides local area network (LAN) interconnectivity
BRC	Business Repair Center	An organization within BST to handle BST's retail business customers' trouble reports
BRMC	BellSouth Resale Maintenance Center	The repair center dedicated to CLEC customers (i.e., where CLECs call to report their customer's troubles) Provides the initial trouble receipt and screening functions
BSG	BellSouth Gateway	BellSouth Electronic Communications Gateway
BST	BellSouth Telecommunications, Inc.	Local Exchange Carrier serving a nine state area in the southeastern portion of the USA
BSW	Buried Service Wire	Physical facility used to serve a local end user from a serving terminal
BSY	Abbreviation for the term <i>busy</i>	
BTI	Boston Technologies, Inc.	One of several MemoryCall system providers used within BellSouth
Busy speech	Commonly used term for <i>busy line</i>	
CAT	CATegory of report	A field used in LMOS
CBDT	Can not Break Dial Tone	Expression for an abnormal condition in the customer's line in which a dial tone still exists in the line after the receiver goes off hook and the user tries to dial
CCC	Routing code to send a trouble report to the After Hours Call Out Center	
CCS	Custom Calling Service	A CRIS term used to signify the vertical services that the local customer has subscribed to
CD	Customer Direct	One of several trouble report categories used in LMOS
CFDA	Call Forward – Don't Answer	The call is routed to an alternate source (i.e., telephone number) if the original party does not answer the call after a predetermined number of rings
CGW	CLEC Gateway	CLEC's Electronic Communications Gateway
CHNL	Abbreviation for the term <i>channel</i>	
CKT	Commonly used abbreviation for the term <i>circuit</i>	
CLD	Abbreviation for the term <i>called</i>	
CLEC	Competitive Local Exchange Carrier	A Local Exchange Carrier (LEC) competing with BellSouth for local services within the nine-state region of BellSouth territory
CLG	Abbreviation for the term <i>calling</i>	

Term	Meaning	Notes
CLG-CLD	Calling / Called	Describes the situation where the party reporting the trouble condition is the one who is trying to reach the reported number (and can't) and typically is not the owner of the line
CNMAC	Customer Network MAintenance Center	Operations system that administers several optional or vertical services (such as Memory Call, Caller ID, etc.)
CO	Central Office	Switching equipment used to route local end user telephone calls
COS	Class of Service is a category that represents the type of service that a local customer has. For example: <ul style="list-style-type: none"> Residential customer (1FR) - RES Business customer (1FB) – BUS 	Class of Service is represented as COS
COU	Customer Operations Unit	Describes the four customer focused organizations within BellSouth (i.e., Residence, Small Business, Large Business and Interconnection Services)
CPE	Customer Premises Equipment	Privately owned terminal equipment inside the local end customer's premises (such as a PBX, telephone sets, and key sets)
CPNI	Customer Proprietary Network Information	Specific data regarding the features and services that the customer has on his line
CRIS	Customer Record Information Services	Computer system used by the BellSouth Business Office to access customer information profile and billing system
CSR	Customer Service Record	Part of the CRIS data that details the specific features purchased from BellSouth
CUID	Common User ID	Methodology used to uniquely identify users accessing BellSouth systems
CX	Customer eXcluded report	A category of trouble report that is excluded from the count of customer trouble reports for measurement purposes For example, all subsequent reports are CX reports since these reports provide additional information on an existing report and the initial reports are counted for measurements
DA	Directory Service	
DAML	Digital Added Main Line	An MLT testing procedure
DATH	Display Abbreviated Trouble History	An LMOS trouble history summary report for the requested telephone number
DIALS	Direct Inward Access Line Security	A secure access path the BellSouth systems via a dial-up telephone line access (as opposed to a dedicated circuit)
DISP	Abbreviation for the term <i>dispatch</i>	

Term	Meaning	Notes
DLEC	Data Local Exchange Carrier	DLECs are a special set of CLECs who provide high speed data connectivity via the Line Sharing technique.
DLETH	Detailed Trouble History Report (LMOS)	Provides detailed information for every trouble report for a given line stored in LMOS
DLR	Detailed Line Record	A report in LMOS providing detailed line information on the specific telephone number
DR	Disaster Recovery	Methodology for providing access to OSSs given the primary path is down (e.g., accessing the Backup CLEC TAFI processor)
DSL	Digital Subscriber Line	An outside-plant piece of equipment where many analog signals are digitized and division multiplexed when placed into a digital facility to be transported jointly downstream
DT	Date / Time	
EB	Electronic Bonding	Synonymous to EC (Electronic Communications)
EC	Electronic Communications	Commonly used term for the Object Oriented Electronic Communications Gateway-to-Gateway services (TA being the first service) used by some CLECS, Regional Bell Operating Companies (RBOCs) and General Telephone (GTE)
EC	Employee Code	Abbreviation used in LMOS to identify a user
EO	Employee Originated	A category of LMOS trouble report where a BST employee, during the course of performing his normal duty, identifies a problem with a customer's line without the customer reporting the condition
ERR	Abbreviation for the term <i>error</i>	
EST	Enter Status Transaction	A function in LMOS that allows the user (e.g., HAL) to status a given trouble report
F1 ... F12	Function Keys found on a VT220 Terminal	
FCC	Federal Communications Commission	
FE	Front End	Typically applies to the LMOS processor used to initiate, track and manage customer trouble reports
FECO	Front End Close Out	A term to indicate that initial testing showed that the reported trouble condition no longer exists and that the trouble report will be closed after a predetermined number of hours thus giving the customer time to verify that the reported trouble condition is cleared
FEMF	Foreign voltage (electromotive force)	A DC or AC voltage that appears in the customer line by a crossed cable pair or by induction from power company cables

Term	Meaning	Notes
FIFO	First In, First Out	
FITL	Fiber In The Loop	A special BST project for trailing fiber facilities services to the customer premises or the curb
Flows	Defines the logical processes used by TAFI to analyze and process specific types of customer trouble reports	
HAL	Hands-Off Assignment Logic	System that provides access to and resolves errors from a multitude of back-end legacy systems (LMOS, CRIS, MLT, SOCS, and others) for some front-end systems
Host	Refers to the LMOS host processor that stores archived information about a given line	For example: DLETH reports are created from history data stored on the LMOS host processor while trouble reports are managed on the LMOS FE processor
ICS	InterConnection Services	One of the four COUs dealing with non-retail customers connecting to BellSouth (e.g., CLECs, IXCs, etc.)
IMS	Information Management Service	A security layer controlling access to some legacy systems
IPP	Independent Pay-phone Provider	Call receipt center for processing trouble reports from the Independent Pay-phone Providers
ISDN	Integrated Services Digital Network	A network architecture that, through standardization of user and network interfaces, allows customer access to multiple communication services. The basic interface structure consists of two 64 kb/s (kilobits per second) B channels (for voice or data) and one 16 kb/s D channel (primarily for signaling). This basic service is called 2B+D.
IST	Intermediate Status Transaction	LMOS TTR status codes
IT	Information Technologies	An organization within BST dealing with computer systems, etc.
ITEW	Initial Trouble Entry Window	The initial screen in TAFI used to initiate a trouble report
IW	Inside Wire	Wiring facilities owned by the end customer
IXC	IntereXchange Carrier	Provider of long-distance services (between LATAs) regulated by the Federal Communications Commission (FCC)
LAN	Local Area Network	A group of computer systems (i.e., work stations, PCs, printers, minicomputers, etc.) dispersed over a limited area and connected by a communications link that enables any device to interact with any other device within the network
LCC	Line Class Code	Code used and maintained in CRIS that signifies the end-customer class of service
LD	Long Distance	

Term	Meaning	Notes
LEC	Local Exchange Carrier	Refers to the local telephone company franchised to provide service in a given geography. The Incumbent LECs (i.e., RBOCs) are referred to as ILECs while the Competitive LECs are called CLECs.
LIU	Line In Use	
LMOS	Loop Maintenance Operations System	BellSouth Operations Support System used for non-designed (POTS) trouble report management.
LPIC	Local Pre-designated Interexchange Carrier	Indicates which carrier (ILEC, CLEC or IXC) is providing local (intralata) toll service.
LXD	Abbreviation for the term <i>lines crossed</i>	
M&P	Methods and Procedures	A set of established guidelines that an organization follows to satisfy a given situation.
MA	Maintenance Administrator	BST employee in the Maintenance Center (MC) who screens and routes trouble reports that are beyond current BSG or HAL capabilities.
Manager	In the OSI arena, it is the role played by an individual, organization, or company that manages troubles and any corresponding trouble reports that have been raised or submitted to the Agent for resolution.	
MAPPER	Utility in LMOS that routes technicians	
MARCH	Computer system that implements CO translations changes	
MDF	Main Distributing Frame	Frame where cross-connections are made between the outside plant and the CO equipment.
MLT	Mechanized Loop Testing	Computerized system that performs analog tests on local end-customer lines (also called a customer loop).
MOI	Managed Object Instance	In object-oriented theory, refers to a particular managed object of a managed object class. For example, a specific 1990 Chevy Camaro is an instance of the 1990 Chevy Camaro Managed Object Class.
MR	Message Report	Documentation that initiates a trouble report when a TN (Telephone Number) is not available (for example, the customer reported a broken terminal).
NAC	Network Access Controller	A security layer controlling access to BST systems.
NAR	Narrative field in TAFI/LMOS	
Navigator	A proprietary BST communications protocol	
NBR	Number	
NIW	Network Information Warehouse	System used to store switch blockage data used by TAFI for trouble analysis.

Term	Meaning	Notes
OCN	Operating Company Number	A four-digit, numeric, line-of-business representation for an operating company. A given CLEC company may have more than one OCN value.
OPN	Abbreviation for the term <i>open</i>	
OS	Out (of) Service	A commitment level provided to a customer who is out of service.
OSI	Open System Interconnection	Open interconnection computer mechanism that exchanges information between two arbitrary systems.
OSPCM	Out Side Plant Construction Management system	Tracks outside plant construction including the burying of drop wires to a customer's property.
OSS	Operations Support System	Internal computer system of a telecommunications company that manages a given service or network. For example, LMOS is the BellSouth's OSS for POTS.
PBX	Private Branch Exchange	Customer-owned premise telephone equipment.
PC	Personal Computer	
PDB	Pending Dispatch Business	LMOS status indication meaning that a report is waiting for the next available business technician.
PDI	Pending Dispatch In	LMOS status indication meaning that a report is waiting for the next available inside (CO) technician.
PDO	Pending Dispatch Out	LMOS status indication meaning that a report is waiting for the next available "outside" technician.
PIC	Pre-designated Interexchange Carrier	Indicates which LD carrier is providing interlata service to the customers.
Ported In	A former CLEC customer, with a CLEC telephone number, who becomes a BellSouth customer, and who was brought from the CLEC switch to a BellSouth switch.	PSTAT = I in LMOS TR Mask
Ported Out	A former BellSouth customer, with a BellSouth telephone number, who becomes a CLEC customer, and who moved from its original BellSouth switch to the CLEC switch.	PSTAT = O in LMOS TR Mask
POTS	Plain Old Telephone Service	For example, a IFR (residential flat rate) or a IFB (business flat rate) telephone service.
Predictor	A system used to query CO translations	
Predictor		Computer system used to query CO switch translations.
PREM	Abbreviation for the term <i>premises</i> (normally for customer's premises)	
Priority Messaging		Expression used for a messaging service application that allows messages to be sent and displayed from a remote host machine.
PSO	Pending Service Order	

Term	Meaning	Notes
PSTAT	Ported Status	An LMOS single-letter field designation in several LMOS mask screens (DLR, TR, and others) that depicts the nature of the customer's local service from a BellSouth reference point. For example, an I depicts a service ported-in to BellSouth, an O depicts a service ported-out from BellSouth, and an R depicts a service reclaimed back into BellSouth.
RCF	Remote Call Forwarding (C.O. Feature)	The C.O. is programmed to forward calls from the customer's line to another (defined) line. Commonly used to support interim number portability. The BSG will route reports on this feature to the UNE Center for manual processing.
RCMAG	Recent Changes Maintenance Activity Group	BellSouth's Work Center for administering vertical services translations in COs.
Resale	An ex-BellSouth customer who is physically connected to the BellSouth network for both originating and terminating call processing capabilities and is owned by a CLEC.	This type is not in the PSTAT field because it is not an LNP case.
RESH	A fid in the CRIS record indicating Resold service.	RESH is followed by the 4 digit OCN value to identify the CLEC owning the account.
RFC	Abbreviation for the term <i>referenced</i> .	
ROH	Receiver Off hook	The customer's line is busy.
ROL	Recording On Line	Testing-results condition of a recording on a customer's line after dialing. Is checked in CRIS for a possible non-payment condition.
RRC	Residence Repair Service	Organization within BST to manage BST's retail residential customer's trouble reports.
RST	Recent Status Transaction	A function in LMOS that allow the user (e.g., HAL) to view the current status of a given trouble report.
RTE	Abbreviation for the term <i>route</i> .	Also an LMOS code that sends a given trouble report to an LMOS location to be picked-up by a technician and resolve this trouble.
RTOC	Real Time Operations Center	BellSouth's Work Center for internal network problem resolution.
Screen	The process of analyzing available data from multiple sources and determining (and activating) appropriate trouble resolution procedures to resolve customer troubles.	
SME	Subject Matter Expert	Individual with a specific field of expertise.
SNECS	Secured Network Element Contract Server	Peer-to-peer computer interface between HAL and the Predictor and MARCH back-end systems.
SO	Service Order	Document used by BST to initiate/modify a local end-user service.

Term	Meaning	Notes
SOCS	Service Order Control System	Computer system used by BST to keep track of the local service-order process
SPOC	Single Point Of Contact	Individual who is responsible for a complete Work Center unit to assist outside companies and customers in recording and following up on reported problems in a given service or network facility
T1	Telecommunications	ANSI nationally accredited organization to create interconnection and interoperability standards for the United States telecommunications networks
TA	Trouble Administration	ANSI T1.227 & T1.228 Object Oriented (OO) Gateway-to-Gateway service to administer telecommunications trouble reports
TAFI	Trouble Analysis Facilitation Interface	The man-to-machine user interface used to process non-designed customer trouble reports in BellSouth
TE	Trouble Entry	Refers to the initial screen in LMOS to initiate a customer trouble report
Telnet	A communications protocol used to communicate with character based systems over BOSIP	
TN	Telephone Number	
TOK	Tested OK	MLT test result signifying that the local customer's line is in good working condition after a full test was completed and verified
TR	Trouble Report	Refers to the report screen in LMOS
TRBL	Abbreviation for the term <i>trouble</i>	
TTR	Telecommunications Trouble Report	Object in the ANSI T1.227 & T1.228 standards that contains the information to be shared at the gateway-to-gateway interface through the trouble resolution process
USOC	Universal Service Order Code	Used to identify specific products and services provided by BellSouth
VLTG	Abbreviation for the term <i>voltage</i>	
VRG	Video Repair Group	BellSouth's specialized repair center for video services
WATS	Wide Area Telephone Service	Special BST service for customers (mostly business) desiring a wider local calling area
WFA	Work Force Administration	BellSouth's Special Services OSS
Win Back	A BellSouth customer, with a BellSouth telephone number, who was ported out to a CLEC and now has returned to BellSouth with the same telephone number, and who was returned to the BellSouth switch of origin	PSTAT = W in LMOS TR Mask

Term	Meaning	Notes
WMC	Work Management Center	The BellSouth center that manages (load and control) the dispatch of resources according to the daily workload for a given geographic area

INTRODUCTION

The Trouble Analysis Facilitation Interface (TAFI) system is a rules-based computer system providing automated trouble receipt and screening functionality. TAFI is a powerful application that guides its users through a series of questions and instructions to resolve or route Plain Old Telephone Service (POTS) customer service problems. These questions and instructions, called flows, trigger the gathering of the relevant data from the customer as well as from BellSouth's downstream applications/systems. TAFI processes the data to provide rapid, consistent, and efficient problem analysis and generates a recommendation for resolving the problem. Reports leaving TAFI fall into one of three categories, they are either:

- (1) Resolved/Closed – the problem was isolated and repaired to the end-user's satisfaction. A trouble report was entered into the BellSouth OSS (LMOS) by TAFI and automatically closed.
- (2) Routed to the appropriate entity for resolution – TAFI, through analysis of various legacy system data, determined the appropriate resource to resolve the problem. If TAFI doesn't have enough information to determine the correct repair path, it routes the report to a Maintenance Administrator (MA) for manual intervention.
- (3) Canceled – the reported situation was not a BellSouth repair opportunity and the TAFI transaction was canceled. No record of the call was entered into LMOS.

A special version of TAFI has been developed for use by the Competitive Local Exchange Carriers (CLECs) to process their customers' POTS trouble reports. This CLEC TAFI system is identical to the BellSouth TAFI system in trouble processing functionality and presentation to the user. The only differences are:

- ⇒ The CLEC TAFI system knows who the user is and limits their access to only customer records that they are allowed to view.
- ⇒ The CLEC TAFI system process trouble reports for both Residence and Business class of service customers on the same processor. BellSouth users must log into different processors to accommodate the different class of service customers.
- ⇒ The Supervisor Function is limited to the given CLEC's user community.

Since the CLEC TAFI system, with the differences noted above, is identical to the BellSouth internal TAFI systems, the CLEC user has access to information that may or may not apply to how his company supports their customers.

3.1 **BACKGROUND**

To better appreciate what TAFI does, let's take a minute to review the trouble resolution process before the introduction of this new system.

Customers reported their problems to the (old) Centralized Repair Service Attendants Bureau (CRSAB) at BellSouth where a Repair Service Attendant (RSA) input the customer's information into the LMOS system. The RSA then informed the customer that the problem would be resolved by the commitment date/time and that someone else would be contacting them.

The trouble report would then flow to the LMOS auto-screener (software package) to see if the system could determine where to send the report. This auto-screener had limited capabilities and could identify only obvious situations. (For example, if the MLT test indicated that the line was open and the customer was reporting No Dial Tone, the auto-screener package would route the report for a field technician to be dispatched.)

Reports that could not be handled by the auto-screener program were then routed to the screener position in the Installation Maintenance Center (IMC). The screener (an MA) accessed a number of downstream systems to manually analyze the situation and correct the problem (if it could be remotely repaired) or determined where the report needed to go for resolution.

This MA needed to (1) know which downstream system to use (i.e., there are many LMOS, Predictor, MARCH, etc. systems in BellSouth), (2) possess the experience to analyze the information gathered and (3) provide consistent resolutions and/or recommendations as to where to send the problem.

With the introduction of a system called StarRep (1992), the RSA was provided the capability to perform some very basic trouble resolution functions. The TAFI system was built on these early initiatives to become the system used today in BellSouth.

Customer Contact - pre TAFI

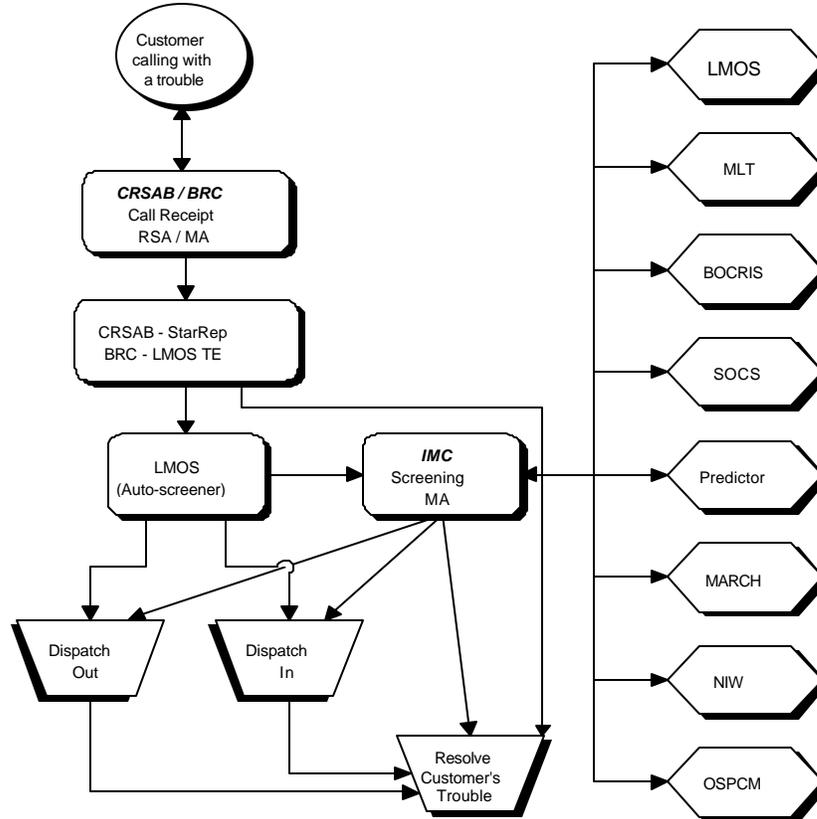


Figure 1 – Trouble Processing pre-TAFI

With the introduction of TAFI, the person handling the initial customer contact will resolve all POTS trouble conditions (for those troubles that can be cleared remotely) or route the trouble report to the correct entity for resolution. In other words, the functions performed by the MA in the IMC are now completed by the TAFI user on the initial contact.

This task was accomplished by developing a tool that performs the mechanics of accurately processing the customers' trouble situations. TAFI actually accesses all of the downstream systems, gathers appropriate data, performs specific Central Office translation changes and provides the user with a recommendation / resolution to the problem condition.

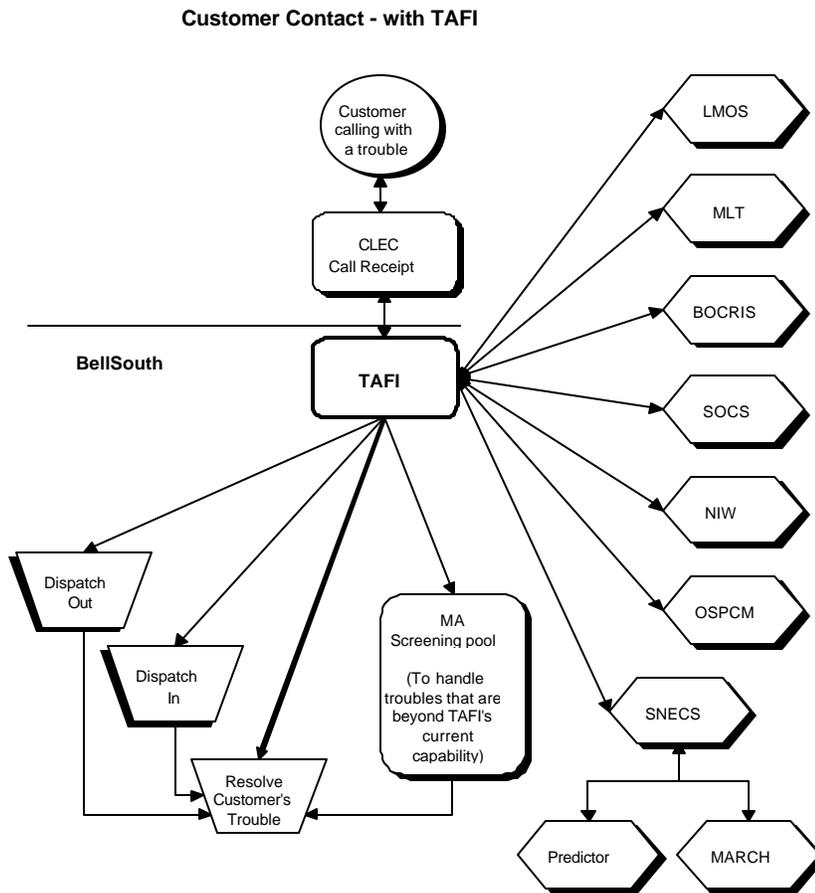


Figure 2 – Trouble Processing with TAFI

⇒ **Note:** TAFI is just an interface to many BellSouth systems. LMOS is the official trouble reporting system for non-designed services. When the user processes customer reports using TAFI, TAFI does all of the work of generating the appropriate LMOS entries.

3.2 LIMITATIONS

TAFI supports the trouble processing function for most of the telephone number based non-designed services (POTS) supported in the LMOS system. This includes resale, combined UNEs (port/loop combos) and most Centrex, ESSX and Prestige services

For the complex POTS offerings (i.e., Hunting) not yet supported in TAFI, the user can still use TAFI to input the trouble report, even though the screening and analysis function will not be available.

These reports are easily identifiable because TAFI does not provide an appropriate menu option. Proceed by populating all of the required fields and provide the customer with the repair commitment. Then the user will: (1) depress the Override key; (2) select the Technical Assistance option followed by (3) MA - needs further analysis. Be sure to provide detailed information about the trouble on the Narrative line.

3.2.1 SPECIFIC EXCLUSIONS

Although **ISDN** service provides two telephone numbers for its user, it is provisioned using a circuit ID. Therefore CLEC users wishing to report a problem on their customer's ISDN service must call the BRMC and report the problem manually.

Stand-alone UNE ports are assigned a telephone number but they are provisioned as designed services supported in WFA (Work Force Administration – the BST OSS for complex service management). Therefore the user can not process trouble reports on stand-alone UNE ports using CLEC TAFI.

SL1 UNE loops are non-designed services supported in LMOS. However, these are provisioned using circuit IDs and the CLEC TAFI system (today) does not process trouble reports using the circuit ID.

3.3 SUPPORT CONTACTS

Should you experience any difficulties accessing the CLEC TAFI system (either with your terminal connections, password difficulties, etc.) or have questions about how CLEC TAFI system is processing your report, your point of contact is **your Local CLEC TAFI Subject Matter Expert** (SME). BellSouth has trained this CLEC employee in the proper use of the CLEC TAFI system and in most cases will be the instructor for this course. This person is also familiar with your terminal configuration, software set up, etc. or can obtain a local resource to help you.

BellSouth has established a support structure to assist your SME in resolving problems. By funneling all questions through a single point of contact, the overall CLEC TAFI proficiency level at your company will grow quickly. The process for reporting CLEC TAFI system problems is provided in Section 0.

If you can not access the CLEC TAFI system for some reason you can still take the information about the trouble condition from your customer (using the form in Section 15.1) and then call the BRMC - BellSouth Resale Maintenance Center (888-461-0612) to report the trouble for your customer.

For the following non-TAFI related trouble situations, please call the appropriate BellSouth center:

For assistance with Fast Packet (Frame Relay, CDS, NMLI, MultiPoint Video) and ATM, please contact the Digital Communications Service Center (DCSC) at 800-256-6923.

For support with Unbundled Network Elements (UNEs), please contact either the Atlanta UNE Center at 800-795-0153 or the Birmingham UNE Center at 800-811-9079. (Your account team will advise you which one to use.)

GENERAL APPLICATION FEATURES

Once logged into the CLEC TAFI system, the system will guide the user through the trouble entry and resolution process by:

- prompting the user to ask the customer for specific information,
- prompting the user to enter information in the appropriate fields
- gathering data from downstream systems
- performing analysis on the gathered data, and
- makes a recommendation to resolve the customer's problem.

4.1 A WORD ABOUT TAFI WINDOWS

The user should be familiar with the characteristics of traditional windows as seen in Microsoft Windows on a PC and on an X-Window LAN terminal. All of these windows include a title bar, the user can move them around the screen, the user can jump from one window to another, change their size, shrink them into icons, etc.

The term window has a different meaning in the TAFI application. TAFI was designed to be accessible from a number of different terminal types - everything from a sophisticated X-Window terminal to a simple ASCII terminal like a VT220. Therefore, the TAFI application does not support a Graphical User Interface (GUI). In other words, once you log into TAFI and use your mouse to move the TAFI screen to where you like it to be *you will not use the mouse to use TAFI*.

In TAFI, the term window refers to a section of the screen, usually surrounded by a line, that contains information. These windows often overlap information presented previously and will have the look of traditional windows. *The user can tell which window is the active window by locating the TAFI cursor* (typically a red block the size of a character).

TAFI windows are divided into three types:

- The Main Menu
- Sub Menus
- Pop-Up Windows

The user can select an item from a menu by positioning the highlighted area (reverse video) over the selection and depressing the **Enter** Key. This positioning is done by using the cursor positioning arrow keys on your keyboard. When the user selects an item from the Main Menu, TAFI will display a Sub Menu of additional items. Selecting one of these items may generate another Sub Menu or start the flow of resolving the particular trouble situation.

The significance of the TAFI window architecture will become apparent as the user begins operating in the TAFI environment.

4.1.1 **FUNCTION KEYS**

The CLEC TAFI system utilizes twelve (12) function keys (F1 – F12) to execute specific tasks. The actual function that a given key performs often depends upon what TAFI window the user is working on. The *Function Key Map* on page 237 displays all of the possible functions available at a given CLEC TAFI window.

4.1.2 **SCROLLING THROUGH A TAFI WINDOW**

In some cases, all of the information in a window can not be displayed at the same time (the TAFI screen is fixed in size). When this happens, TAFI displays a row of v's at the bottom of the window to alert the user that there is more information below.

vvvvvvvvvvvvvvvvvvvvvvvv

To access (see) this information you must scroll down the visible information to uncover the hidden information. In some cases this is done this by simply using the down arrow key to move the highlighted area to the bottom of the window and keep going to reveal more information. In other cases, the arrow keys do not work and the user has to use the function keys to move the highlighted selection bar - F3 to move it down and F2 to move it up.

In windows requiring the function keys to move the selection bar, the selection bar can move down past the bottom of the window and disappear. To see where it went, depress the PAGE DOWN key on your keyboard. This will display the next window full of information. When you page down on one of these windows, TAFI displays a row of up arrows to remind the user that there is additional information above where you are in the window.

^^

To return to the previous page of information, depress the PAGE UP key on the keyboard.

How can the user tell which technique to use, arrow keys or function keys? TAFI tells you. If, at the bottom of the pop-up window, TAFI says:

F2 up F3 down ENTER accept

then use the function keys. If TAFI doesn't provide this prompt, then use the arrow keys.

Just remember to look for the prompt at the bottom of a pop-up window and then take the appropriate action to move around the window.

4.2 ACCESSING TAFI

The CLEC TAFI system supports two modes of communication with the user:

⇒ LAN to LAN communications using Telnet protocol

⇒ Dial in access using Telnet protocol

Each user has access to a production and a back-up CLEC TAFI system. The back-up system is configured exactly the same as the production system and is made available should problems occur with the production system.

The first step in accessing TAFI is to establish the connection path¹.

- For LAN to LAN users, log into the LAN server and double click the appropriate TAFI icon (i.e., TAFI Production).
- For DIALS users, activate the terminal emulation software, call the DIALS telephone number via the modem, and log into the Network Access Controller (NAC). Use your Common User ID for the login. The Passcode is a combination of your PIN code plus the six digits that appear on your SecurID card. Establish your connection to the Production CLEC TAFI processor by entering the correct IP Address in the Telnet connection window.

When the user is connected to the TAFI application, the following log on screen is presented:

¹ The CLEC's systems administrator will provide site specific instructions.

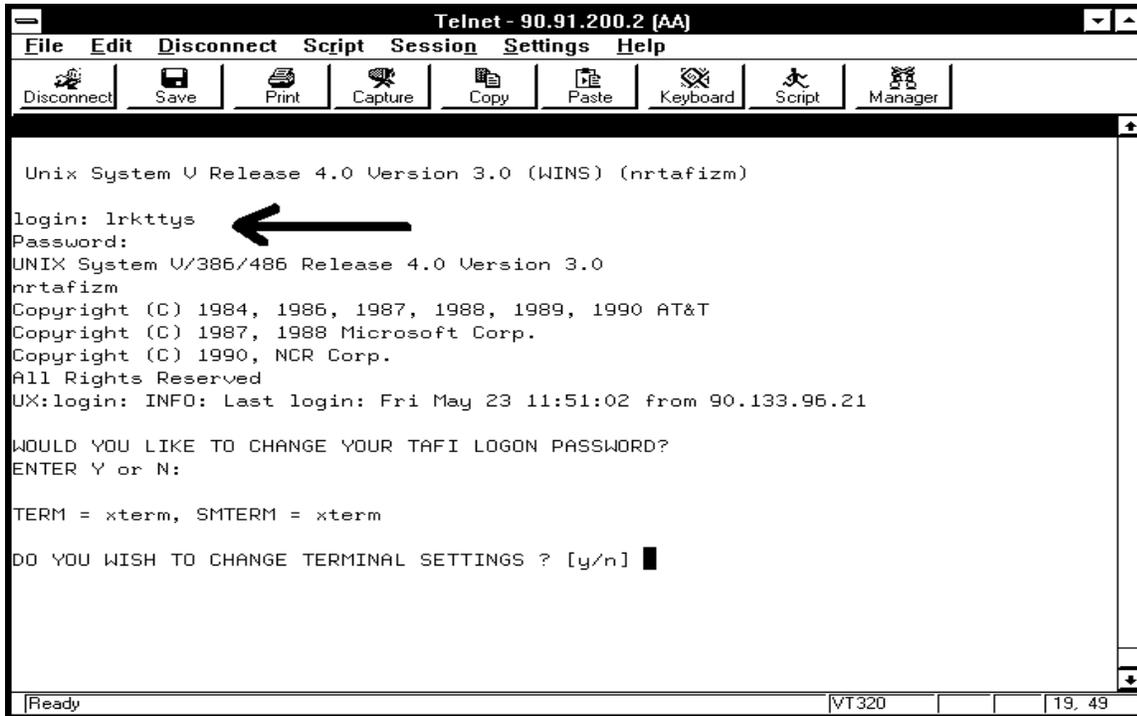


Figure 3 – Log-on Screen

The Login: is the user’s Common User ID (CUID), often referred to as the **User ID**. It is typically a seven-character string that uniquely identifies the user to the computer system (i.e., “lrkttys” shown above). The user’s personal password tells the system that you are who you claim to be and allows you access to the application. You must type your **User ID** and **Password** (*using lower case*) in the fields provided and then press the **Enter** key.

- ⇒ **Note:** When entering the password, the system does NOT display what was typed. This is a security measure to prevent others, who may be watching you, from learning your password. Passwords are private and should never be shared with anyone.
- ⇒ **Note:** If you enter an incorrect value and backspace to correct it before depressing the Enter Key, CLEC TAFI will fail the attempt. The User ID and Password must be entered correctly the first time. The CLEC TAFI system will allow three attempts and, failing all three, the user will be disconnected and the User

ID suspended. Should this happen to you, contact your local SME and have them contact BellSouth for restoration

Once the user successfully enters their UserID and Password, the system automatically places the user into the CLEC TAFI application.

- ⇒ **Note:** As part of TAFI's flexibility, the system wants to know what kind of terminal is being used. The system asks: "*Do you wish to change terminal settings Y/N?*" The system default terminal is a VT220 and the user's terminal matches this profile. When this question appears, depress the Enter key to accept the default value of NO.
- ⇒ **Note:** The system also provides the opportunity for the user to change their TAFI password. Depress Enter to accept the default answer of NO (unless you want to change your password).

4.2.1 **NOTES ON PASSWORDS**

Logging on to any BellSouth computer systems requires the use of a User ID and Password for security reasons. They prevent unauthorized persons from accessing confidential records. To ensure security, the user is required to manage their personal passwords. You will choose your password and keep it private.

Your CLEC TAFI password must contain seven characters. They must be alpha numeric and have at least two numeric or special character (&, \$, #, etc.). Instead of randomly selecting numbers, letters, and special characters (that you will need to memorize), it is better to devise a scheme. For example, family names, pets' names, friends' names, etc. You can be very creative and choose a sequence, such as, ages, when you got the pet, when you met a special person, etc. In the name, change the letters that look like numbers and characters, e.g., 5 for S or \$ for S, ! for I or 1 for i, etc.

CLEC TAFI passwords age (expire) in 45 days. When your password is about to expire, CLEC TAFI will provide you with a warning message several days in advance. If you let your CLEC TAFI password expire, the system will allow you one opportunity to log in with the old password and will then guide you through the process of changing it.

- ⇒ **Note:** Each time you log into a CLEC TAFI system, the system gives you the opportunity to change your password. The prudent user will set up a schedule to pro-actively change their passwords on a monthly schedule (i.e., pick the day of each month that corresponds to you birthday date).

BellSouth provides each CLEC with access to two CLEC TAFI processors: (1) a Production processor for normal day-to-day activity and (2) the Back-Up processor for use when the production system is not available.² These systems are configured in such a way that the user login information is copied every evening from the Back-Up system to the appropriate Production systems.

When changing your CLEC TAFI password, you must change it on the Back-Up system (IP address = 97.10.1.77 from the DIALS Telnet window)³ as well. Failure to do so will cause your production system password to change back to its old value (the one active on the Back-Up system) the day after you changed it.

4.2.2 FIRST TIME LOGIN

The first time you log into the CLEC TAFI system with your assigned UserID and Password, CLEC TAFI will force you to change your password. The system will tell you that your old password has expired and to reenter that old (initial) value. Then you will be prompted to enter a new password twice. Your new password is good for 45 days (before the CLEC TAFI system forces you to change it).

Every time you log into the system, TAFI will give you the opportunity to change your password. The default answer to the change password question is no and all you do is depress the **Enter** key.

4.2.3 USER MANAGEMENT

Individual users change over time. They move to new assignments, leave the company, etc. When a given user no longer needs access to the CLEC TAFI system, the CLEC's SME should notify his BellSouth account team to have the user removed from the system. Unfortunately this process does not always work as well as it should. Therefore, the CLEC TAFI system (as well as all internal BST TAFI systems) has implemented an automated user clean-up routine.

⇒ **Note:** If a given user has not logged into the CLEC TAFI system for a period of 60 days, the system will assume that the user no longer needs access to the system and will automatically delete the user from the system.

² For example, the production processor may be down for weekly backups (typically on Saturday night between the hours of 11PM and 2 AM) or there may be some connectivity problems to the production system.

³ For LAN-LAN users, click on the TAFI Back-Up icon

If the given user has been deleted but access to the CLEC TAFI system is still required (i.e., the user was on an extended absents, etc.), they can be reestablished by contacting your BellSouth account team.

4.2.4 USER VALIDATION

As mentioned in the Introduction (page 16) the CLEC TAFI system knows who the user is and allows the user to view data and process trouble reports only on lines that the user is allowed to access. The process of validating the user occurs on every trouble report entered as follows:

Every time the CLEC user enters a trouble report, TAFI validates that the number entered belongs to the CLEC. This validation process has multiple steps to insure accuracy:

- 1. If there is a pending⁴ Service Order (SO) due today or past due, TAFI looks for an OCN⁵ value in the Bill section (i.e., part of the MAN or RESH number).**
- 2. If the SO is future dated (or no SO exists for the entered telephone number), TAFI looks for an OCN value in the CRIS record.**
- 3. If CRIS is not available (i.e., down time at night), TAFI uses the OCN value found on the LMOS DLR report.**
- 4. If all sources for the OCN value are not available⁶, the validation can not be made and the CLEC user can either (a) report the customer's trouble manually to the BRMC or (b) wait until access to the legacy systems becomes available.**
- 5. If an OCN value is found, TAFI compares this value against the list OCN values stored in TAFI that the particular user is allowed to view. If a match is found, the CLEC user has full access to process the report. If a match is not found, TAFI will generate an error message (see Section 11) for five seconds (informing the user that the account belongs to another company) and will then return the user to the Initial Trouble Entry Window.**

⁴ A pending service order with the potential of closing on the due date. For example, orders with a status of CP or PCX will determine CLEC ownership. Orders in a jeopardy status (any _AO, PF, etc.) will not.

⁵ OCN is the Operating Company Number assigned to the local competition carrier during the certification process of becoming a CLEC.

⁶ The legacy systems are down for daily back-up for approximately one hour between the hours of 1 AM and 4 AM and a multi hour maintenance window on the weekend during the same time frame.

4.3 WHEN TO ACCESS THE BACK-UP SYSTEM

As stated earlier, each CLEC user has access to two CLEC TAFI processors; (1) a Production system for normal day-to-day operation and (2) the Back-Up system for use when access to the production system is not available.

During normal operation, the CLEC TAFI application on the Back-Up system will be disabled. Users are able to log in and manage their TAFI password but will receive an error message stating:

“ ... UNABLE TO START NEW USER AT THIS TIME ”

This procedure was initiated to ensure all activity takes place on the production systems.

CLEC users should follow the procedures provided in Section 0 for managing their system access problems. Since a given user can experience several different types of problems, the local SME is best suited to coordinate and resolve the problem.

Should a failure condition exist on a production CLEC TAFI system, the BellSouth SPOC will activate the TAFI application on the Back-Up processor. Therefore, if you can not access your designated production system⁷, and you can access the CLEC TAFI application on the Back-Up processor, then you know that BellSouth is aware of the trouble and is actively working to correct it.

If you can not access the CLEC TAFI application on either the Production or Back-Up system, your SME must report the problem to the BellSouth SPOC for immediate action.

Until you have access to a CLEC TAFI system, you will follow the emergency procedures developed by your company (i.e., manually report your customer trouble reports to the BellSouth Resale Maintenance Center or take paper tickets and process them when access to TAFI is restored, etc.).

When the problem with the production system is corrected, a broadcast message will be sent to all active users on the Back-Up system. This message will also announce that the Back-Up system will be turned off in some period of time (i.e., 15 minutes) thus giving users time to finish their existing activity and move to the production system for ongoing work.

⁷ When you connect to TAFI via the Telnet window and you get the message “**trying**” and do not connect, **DO NOT CONTINUE** repeating the attempts. Continuing the process could only aggravate a communications problem. Have your SME report the condition and then access the Back-Up system to process your customer’s reports.

5.2 LOGGING OFF TAFI

To log off (exit) the CLEC TAFI system, the user must depress the F6 function key *while at the Initial Trouble Entry Window*. (Obviously, the CLEC TAFI system will not allow a user to log off in the middle of processing a customer's trouble report.)

⇒ **Note:** Some of the function keys in the TAFI application can take on different characteristics depending upon which TAFI window is active. The best advice is to look at the bottom of a given window and take note of the functions performed by the F keys. For example, at the Initial Trouble Entry Window, F3 displays the status of the user's queue while in a look-up window F3 moves the selection bar down a position.

Depressing the F6 function key produces the following Message Window asking the user to confirm that exiting the system is the requested function:

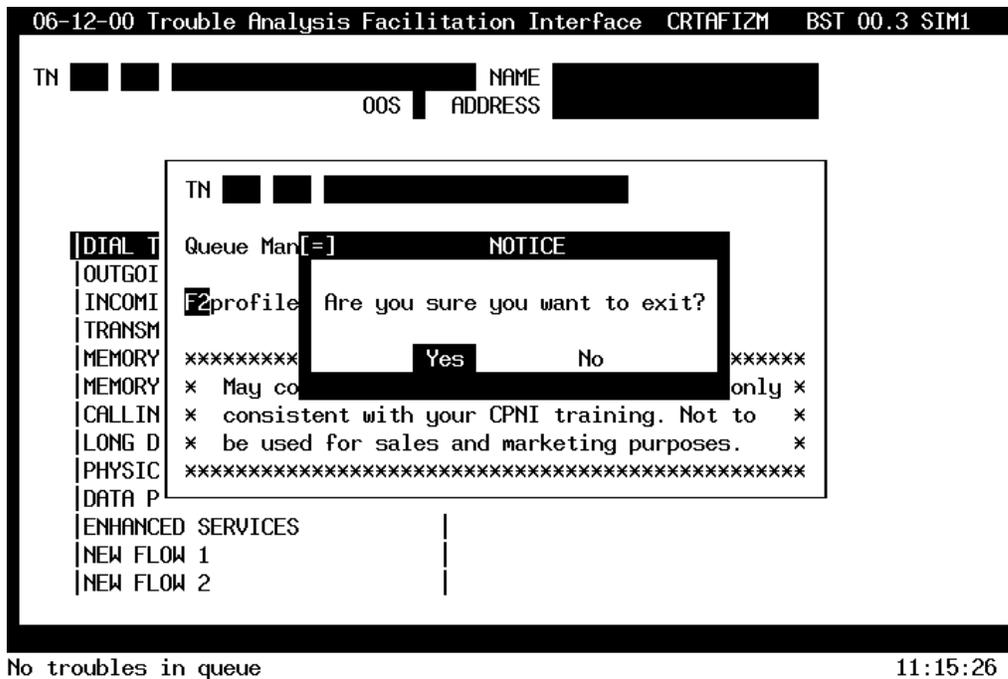


Figure 5 – Log-Off Screen

Depressing the **Enter** key (to accept the default value of Yes) causes the CLEC TAFI system to log the user off and disconnects the connection. The LAN to LAN user will be returned to their desktop. The DIALS user will be returned to a blank Telnet screen. (Follow your company's procedure to gracefully drop the telephone connection.)

5.3 THE TAFI SCREEN

Once logged back into the CLEC TAFI system, the user will see the initial screen as shown below:

```

06-12-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1
TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

DIAL T Queue Management? [REDACTED]
OUTGOI
INCOMI F2profile F3queued F4supervise F6exit
TRANSM
MEMORY *****
MEMORY * May contain fragmented CPNI, to be used only *
CALLIN * consistent with your CPNI training. Not to *
LONG D * be used for sales and marketing purposes. *
PHYSIC *****
DATA P
ENHANCED SERVICES |
NEW FLOW 1 |
NEW FLOW 2 |

No troubles in queue 11:15:04

```

Figure 6 – CLEC TAFI Initial Screen

5.3.1 BASIC SCREEN LAYOUT

Take a moment to look at the TAFI screen and learn a little more about how it's laid out.

5.3.1.1 TITLE BAR

Across the top of every TAFI screen is the **Title Bar**. It verifies that you are using the TAFI application - because in the middle of this title bar is the application name:

Trouble Analysis Facilitation Interface

At the left side of the title bar is today's date (i.e., 06-12-00) and the current software level is identified on the right side of the title bar. The current software level (at this writing) is:

- BST (indicating that BellSouth owns and maintains this product)
- 00.3 (indicates that this is the third major release in the year 2000 – minor releases would be displayed as 00.3.1 and/or 00.3.1.1)
- SIM (indicates that you are using the training or Simulated database)

To the left of the software level information is an indicator which identifies which CLEC TAFI processor is being accessed (i.e., CRTAFIYZ is the CLEC TAFI production system located in the Charlotte data center). This assists the support personnel in identifying which physical machine was being used when system problems are reported.

5.3.1.2 STATUS LINE

The Status Line is located at the very bottom of the CLEC TAFI screen (under the border) and provides information about what the CLEC TAFI system is doing. At the extreme right side of this line is a clock display. This clock shows you what time it is at the CLEC TAFI processor location.

⇒ **Note:** The CLEC TAFI production system is located in Charlotte, NC and the clock displays Eastern Time while the back-up system is located in Birmingham and that clock displays Central Time.

To the left of the clock TAFI displays a report timer that starts once the information on the Initial Trouble Entry Window is entered. It displays the number of minutes and seconds since the report was initiated. The intent of this timer is to provide feedback as to how long the user has been actively working on a given report.

The left side of the Status line provides you with information about what the CLEC TAFI system is doing. Think of these status messages as CLEC TAFI talking to you, telling you what it's doing and any problems (i.e., error messages encountered with downstream systems) that were encountered. If the user makes an error, TAFI will let the user know about it in this status message area. For example, if you forget to enter a value in a required field, CLEC TAFI will not let you proceed until that field is satisfied. CLEC TAFI will move the cursor to the required field and politely tell you (in this status line area) "*Field must be entered*".

5.3.1.3 ACTIVE WINDOW

The term windows in the CLEC TAFI system refers to areas of the screen, usually surrounded by a line, that displays or requests information. These windows may overlap other information on the screen. You can tell which TAFI window is the active window by locating the TAFI cursor (typically a red square the size of a character).

In Figure 6, the Active Window (i.e., the Initial Trouble Entry Window) is the box outlined in the middle of the CLEC TAFI Screen containing TN (Telephone Number) and Queue Management. Notice the Active Window is presented over other information that's on the screen – specifically the Customer Information Window and the Main Menu.

5.3.2 INITIAL TROUBLE ENTRY WINDOW

The Initial Trouble Entry window is displayed when:

- The user initially logs on to the CLEC TAFI system
- The user finishes processing a trouble report (and TAFI is ready for the next report)
- The current trouble report is placed in the TAFI trouble processing queue

Let's take a closer look at the Initial Trouble Entry Window.

```

TN  █ █ █ ██████████

Queue Management? █

F2profile  F3queued  F4supervise  F6exit

*****
*  May contain fragmented CPNI, to be used only *
*  consistent with your CPNI training. Not to  *
*  be used for sales and marketing purposes.  *
*****

```

The first thing the user will notice is the warning message regarding Customer Proprietary Network Information (CPNI). Since the CLEC TAFI system allows the user to view certain items on the customer's record, the user has access to CPNI data. BellSouth can not control how the CLEC user applies this information. However, BellSouth does put up this warning message as a reminder. (This message appears on all internal TAFI systems as well.)

Only one item of information is required to start the trouble processing activity:

- The Telephone Number (TN) of the line in trouble.

This TN field is provided in three sections: (1) three characters for the NPA (or Area Code), (2) three characters for the NXX (or office code) and (3) XXXX field for the actual number. The last section of the TN field has been expanded to 24 alphanumeric characters to accommodate PBX Terminal or DID numbers (i.e., 999 555 1234TER00001).

The Queue Management option is located on the Initial Trouble Entry window. The default value for this field is NO (N) when not populated by the user. In the normal course of processing a trouble report, the user only populates the TN field and then depresses the **Enter** key. To populate the Queue Management field, the user must use the Down Arrow key after entering the telephone number.

What is Queue Management? In large maintenance centers (high volume of trouble reports) a supervisor monitoring the queue activity (Section 13.1) may notice that a large number of reports are in queue. He will typically designate an individual to stop taking customer calls and provides them with a list of queued reports to work on. Since these queued reports were generated by many different users, TAFI will generate a subsequent report in LMOS when someone else (i.e., the user processing queued reports) provides information. The Queue Management option was introduced to avoid generating an unnecessary subsequent report. In other words, when a user is processing reports queued by someone else, he/she will down arrow to the Queue Management option and enter Y. TAFI will then treat the report as if the original user processed the queued report and not generate the LMOS subsequent report.

A user processing their own queued reports (Section 8) would not use this Queue Management option.

Along the bottom of the Initial Trouble Entry Window the user will notice prompts indicating which function a given function key will perform.

5.3.2.1 **F2 PROFILE**

BellSouth maintains all CLEC profiles and this function is not available to the CLEC user.

5.3.2.2 **F3 QUEUED**

During the process of handling customer troubles the user may periodically put a report in queue (so TAFI can continue to work on the trouble while the user talks to another customer). To view the status of these queued reports, depress the F3 key while you are at the Initial Trouble Entry Window.

5.3.2.3 **F4 SUPERVISE**

This function key allows CLEC users with the supervisor authority to access the user queue management function (see Section 13).

5.3.2.4 **F6 EXIT**

From this window, depressing F6 will terminate the CLEC TAFI session.

5.3.2.5 ENTERING THE DATA

Once the TN field is populated, (and the user is not processing Queue Management reports) the user depresses the **Enter** key to begin the process. Based upon the telephone number entered, TAFI knows which:

- LMOS system to access to retrieve the customer's name and address information (along with many other pieces of information). There are three different LMOS systems in BellSouth each with multiple Front-End processors.
- Which CRIS database to access to retrieve the customer's CSR.
- Which Predictor system to use should line translations need verification. There are sixteen Predictor systems.
- Which MARCH system to use should reprogramming the switch be required to repair the customer's features problem. There are four MARCH systems.

Make sure the information is correct on the Initial Trouble Entry Window before depressing the Enter Key. Once the user depresses the Enter Key, a TAFI report is generated. If the user determines that an input error was made, they will have to cancel this report (see Section 10.1) and initiate a new one. (The user can not depress F6 and backup to the Initial Trouble Entry Window).

5.4 TROUBLE ENTRY SCREEN

Upon receipt of a customer call, the user will obtain and enter the area code and telephone number of the line in trouble and then depress the **Enter** Key. The Trouble Entry screen is ultimately displayed (see Figure 9 on page 40).

Based on the telephone number entered, the CLEC TAFI system gathers and displays the following information from the downstream or legacy systems:

- The customer's Name and Address from LMOS
- Line Features from the CRIS Customer Service Records (CSR)

⇒ **Note:** TAFI also obtains the customer’s name and address from the CRIS CSR. However, the name and address found on the LMOS record is displayed on the TAFI screen and is used to generate the trouble report. In almost all cases the name and address values are the same. However, in some cases, the LMOS record may have incorrect data and you must then enter the correct values in the Narrative field of the trouble report (see Section 5.4.1). This ensures that the field technician is dispatched to the correct location (if a dispatch is necessary to correct the problem).

For illustration, a trouble report for 999-949-5038 is entered as follows:

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

|DIAL| TN 999 949 5038
|OUTGO|
|INCOM| Queue Management? |
|TRANS|
|MEMOR| F2profile F3queued F4supervise F6exit
|MEMOR|
|CALLI|
|LONG| * May contain fragmented CPNI, to be used only *
|PHYSI| * consistent with your CPNI training. Not to *
|DATA| * be used for sales and marketing purposes. *
|ENHAN|
|NEW F|
|NEW FLOW 2|

No troubles in queue 08:34:14
    
```

Figure 7 – Initial Report for 999-949-5038 Example

Depressing the Enter key results in the following:

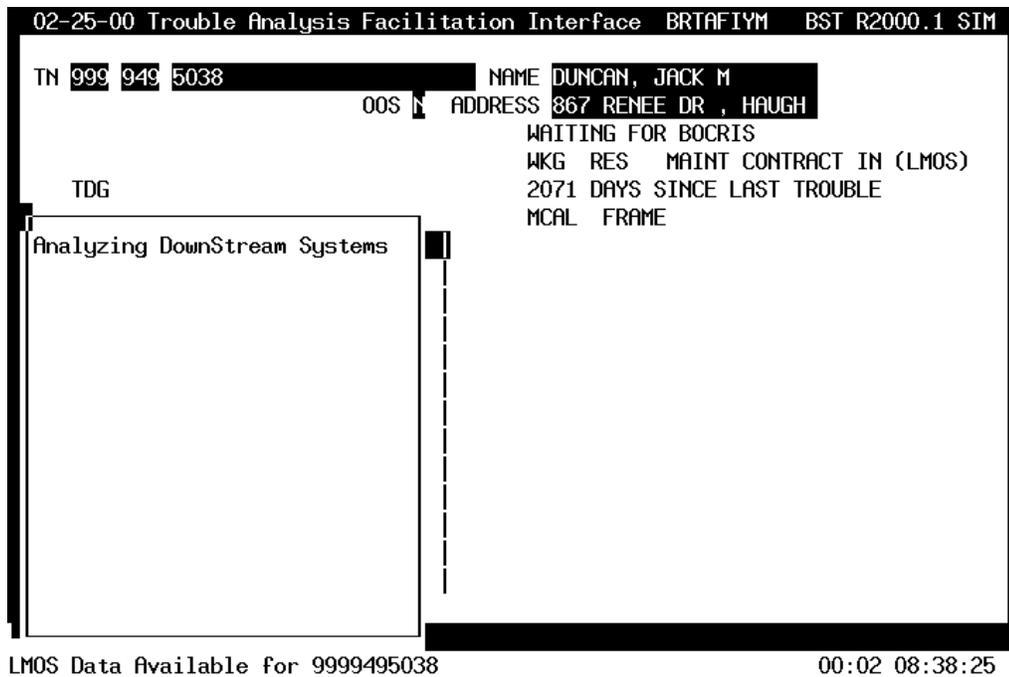


Figure 8 – Processing a Report

TAFI gathers data from LMOS and BOCRIS (CRIS) in order to process a customer trouble report. Once the user enters the initial information on the Initial Trouble Entry Window, TAFI forces the user to wait until the downstream data is collected. The message *Analyzing DownStream Systems* is displayed.

Notice that the message in the Status Line tells you that the LMOS data has been collected and the message under the Name and Address fields tells you that TAFI is still waiting for BOCRIS information.

- ⇒ **Note:** Earlier versions of TAFI obtained the customer's feature data (CSR) by logging into BOCRIS. TAFI now gathers this data directly from CRIS using a new communications technique called Navigator. However, the screen messages (i.e., "waiting for BOCRIS") did not change.
- ⇒ **Note:** The current message in the Status Line will remain on the screen until the next Status Line message appears. Sometimes this is only a few seconds.

Once TAFI has collected data from the downstream systems, the following screen is provided:

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS ADDRESS 867 RENEE DR , HAUGH
TDG WKG RES MAINT CONTRACT TDG
2071 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948
|DIAL TONE|
|OUTGOING CALL|
|INCOMING CALL|
|TRANSMISSION|
|MEMORY SERVICE|
|MEMORYCALL|
|CALLING PLANS/BILLING (ANI)|
|LONG DISTANCE|
|PHYSICAL|
|DATA PROBLEMS|
|ENHANCED SERVICES|
|NEW FLOW 1|
|NEW FLOW 2|
BOCRIS Data Available for 9999495038 05:09 08:43:32

```

Figure 9 – Trouble Entry Screen

The Trouble Entry screen is used to initiate the report processing flows.

The Trouble Entry screen consists of the following:

Customer Information Window

Base Window Area

Query and Message Window

Sub-Menu Windows

Pop-Up Window Area

5.4.1 CUSTOMER INFORMATION WINDOW

The fields in this window are populated with information from LMOS about the customer's account. TAFI uses the telephone number you entered in the Initial Trouble Entry window to retrieve the following customer information:

- Name
- Address
- Maintenance agreement indicator
- New installation flag

The first section of the Customer Information Window identifies your customer's line record. This information is automatically provided by LMOS.

- **TN:** The area code and telephone number of the line in trouble is displayed here.
- **OOS:** Out Of Service indicator flag (Y/N)
- **Name:** The customer's name as listed in the LMOS database
- **Address:** The street address where the service is located (according to LMOS)

The next block of information contains information about the service. It is located under the Name and Address block.

- The Working Condition (e.g., WKG).

This field describes the status of the line. Valid status indicators include WKG, UNAS, DISC and NWKG these values are described below:

WKG (Working) - Calls can be made or received from this number.

UNAS (Unassigned) - The telephone number is not yet assigned to a customer.

⇒ **Note:** It is possible that new telephone service information is not available yet in LMOS. The TAFI screen would show *Not Found* in the name and address field. The user will need to obtain the customer's name and address and enter it in the Narrative field of the TAFI Trouble Report screen. Precede the information with the relevant field indicator (e.g., LN ____ (for Listed Name) and SA ____ (for Serving Address)).

DISC (Disconnected) - Calls cannot be made or received from this number.

⇒ **Note:** It is possible that new telephone service has recently been installed and the computer records are in the process of being updated. The user will need to obtain the customer's name and address and enter it in the Narrative field of the TAFI Trouble Report screen. Precede the information with the relevant field indicator (e.g., LN ____ (for Listed Name) and SA ____ (for Serving Address)).

NWKG (Non-working) - Calls cannot be received or made from this number. Line is temporarily not working either at the customer's request or because of an overdue bill.

⇒ **Note:** Do Not discuss NWKG with the customer. Follow the procedures established by your company for this condition.

- The Class of Service (e.g., RES)

Identifies the Class of Service (COS), e.g., RES (Residence), BUS (Business), COIN, DATA, CNTX (Centrex), etc.

- Maintenance Plan – this field identifies which BellSouth maintenance plan (if any) that the customer subscribes to.
- Reseller indicator – identifies if the account is owned by a CLEC.

⇒ **Note:** When TAFI is used by a BellSouth repair attendant, TAFI automatically recognizes that a reseller is involved with the account and notifies the user so appropriate actions can be taken.

The next line is used to display **Trouble History** (summary) information. If the customer has reported trouble in the last 30 days, it will be noted here as a **REPEAT Report** or you may see **NO TROUBLE HISTORY**.

The last line of the Customer Information Window displays begins with MCAL (for MemoryCall) followed by an O (for Octel) or B (for BTI) to indicate which MemoryCall system is provided in the serving central office followed by the **MemoryCall Access Number**. Should the TAFI flow indicate that you should contact the frame and have a technician perform a specific function, the **Frame Telephone Number** for the central office is also provided.

5.4.2 QUERY WINDOW

This window (see Figure 10 below) is used to display questions that TAFI needs answered in order to properly process the trouble report. The user may have to ask the customer (using your own words) about the reported trouble to get TAFI an answer or you may know the answer without asking the customer. When a question appears in this window, you should enter the answer at the cursor prompt. The question can usually be answered with Y for yes or N for no.

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
                                OOS ADDRESS 867 RENEE DR , HAUGH
-
Is trouble on all phones?
RES MAINT CONTRACT TDG
DAYS SINCE LAST TROUBLE
B-9995559141 FRAME 999-555-4948
NDT
NO DIAL TONE
AT TIMES NO DIAL TONE
SLOW DIAL TONE
CAN'T BREAK DIAL TONE
DIAL TONE AFTER DIALING NUMBER
BUSY/REORDER/RECORDING PICKUP
BOCRIS Data Available for 9999495038 08:14 08:46:37

```

Figure 10 – Sample Query Window

5.4.3 MESSAGE WINDOW

Message windows are used by TAFI to provide the user with instructions or to give information about the processing of the trouble report (see Figure 11 below).

TAFI is not very polite when it comes to telling the user something. When TAFI presents a message window (it has a very thick border so you can't miss it), the message window takes over complete control of the system. You could be in the middle of filling in some required data when a message window appears on the screen and all of your keyboard entries are lost from the instant the message window appeared.

TAFI needs to know that the user has read the information before it will resume processing the report. The user tells TAFI that you have read the information by depressing the **Enter** key. To respond to a message window, the user should:

- Read the information TAFI is telling
- Understand what TAFI is telling (and the user might want to make a note)
- Depress the **Enter** key to clear the Message Window

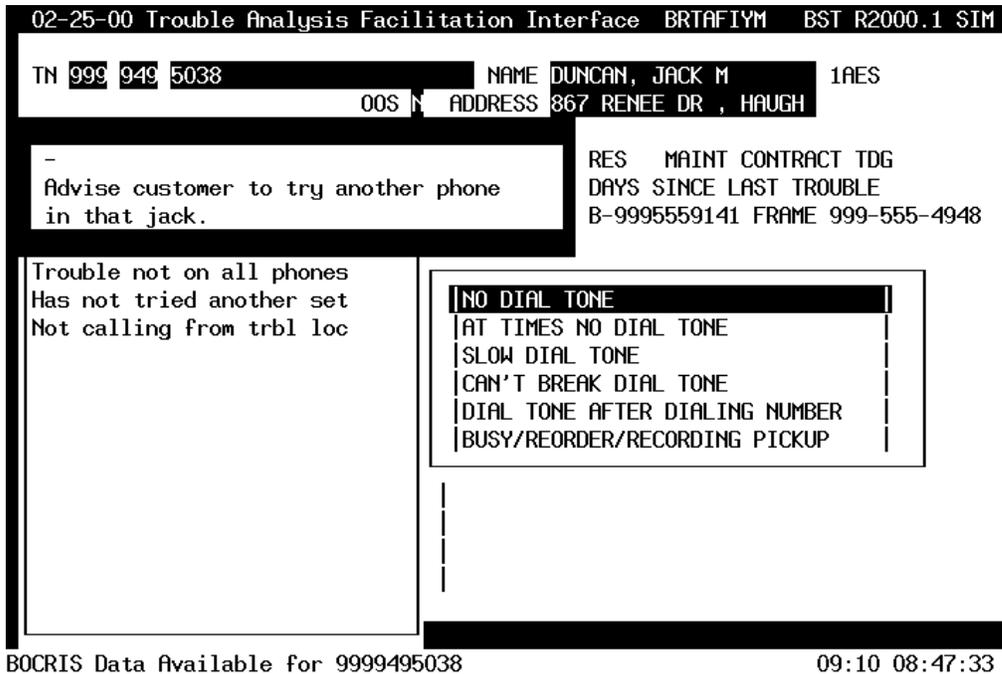


Figure 11 – Sample Message Window

5.4.4 THE BASE WINDOW AREA

The base window area (look at Figure 9 on page 40) is a display only area and is located in the lower left corner of the main screen. This window area displays the **Main Menu** window or the **Trouble Entry Summary** window. These windows are never displayed at the same time.

5.4.5 MAIN MENU WINDOW

This window lists a series of options representing the first level of trouble determination selections. The Main Menu is a list of trouble category options as shown in Figure 12 on page 46.

These options are:

- DIAL TONE
- OUTGOING CALL
- INCOMING CALL
- TRANSMISSION
- MEMORY SERVICE
- MEMORY CALL
- CALLING PLANS/BILLING (ANI)
- LONG DISTANCE
- PHYSICAL
- DATA PROBLEMS
- ENHANCED SERVICES
- NEW FLOW 1
- NEW FLOW 2

The Main Menu is displayed until it is overlaid with the Trouble Entry Summary window (Remember that the Base Window area can only display the Main Menu or the Trouble Entry Summary - not both at the same time).

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR
WKG RES MAINT CONTRACT TDG
2203 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948
|DIAL TONE|
|OUTGOING CALL|
|INCOMING CALL|
|TRANSMISSION|
|MEMORY SERVICE|
|MEMORYCALL|
|CALLING PLANS/BILLING (ANI)|
|LONG DISTANCE|
|PHYSICAL|
|DATA PROBLEMS|
|ENHANCED SERVICES|
|NEW FLOW 1|
|NEW FLOW 2|
BOCRIS Data Available for 9995551049 00:24 08:49:51

```

Figure 12 – Main Menu

To select an item from the Main Menu you have several choices:

- Depress the Tab key or Space Bar to move the cursor (highlighted area) down one position per button push - then depress the Enter key to select your choice.
- Use the Up and Down Arrow keys to select your option - then depress the Enter key to select your choice.
- Use the Hot Key selection method.
 - Each menu selection has one letter highlighted (bolded, a different color or reversed video depending upon the user's terminal type). For illustration, the Main Menu listing on page 44 has these letters bolded and underlined. Just type one of these letters to select the corresponding option.
 - For example, to select **Physical** as the desired trouble category, just type the letter P. TAFI will jump the cursor (highlight area) to the Physical entry and automatically depress the **Enter** key for you.

5.4.6 SUB-MENU WINDOW

When an option from the Main Menu is selected, a **Sub-Menu** window is opened. For example:

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR
MKG RES MAINT CONTRACT TDG
2203 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948

|DIAL TONE|
|OUTGOING CALL|
|INCOMING CALL|
|TRANSMISSION|
|MEMORY SERVICE|
|MEMORYCALL|
|CALLING PLANS/BILLING (ANI)|
|LONG DISTANCE|
|PHYSICAL|
|DATA PROBLEMS|
|ENHANCED SERVICES|
|NEW FLOW 1|
|NEW FLOW 2|

|NO DIAL TONE|
|AT TIMES NO DIAL TONE|
|SLOW DIAL TONE|
|CAN'T BREAK DIAL TONE|
|DIAL TONE AFTER DIALING NUMBER|
|BUSY/REORDER/RECORDING PICKUP|

BOCRIS Data Available for 9995551049 03:58 08:53:25

```

Figure 13 – Sub Menu Example

Based on the trouble described by the customer, the user selected an option from the Main Menu (i.e., Dial Tone) which generated the corresponding Sub Menu. Making a selection from the Sub Menu will initiate the actual dialogue between the user and TAFI. (Notice that the Hot Key works for sub-menus too.)

This selection will determine the flow of the customer contact. Based on the selection, TAFI will begin to ask the user questions, direct the user to ask the customer questions, and/or instruct the user on what actions to take. Therefore, the user must make sure that he selected the appropriate category to represent the customer's problem.

This interaction with TAFI will take place in the Query and Message window area.

Once the user leaves the menu selection and begin the actual flow process (TAFI asking questions, etc.), TAFI will overlay the Main Menu with the Trouble Entry Summary.

The top half of the Trouble Entry Summary summarizes the flow of the contact. For example: Suppose the user selected Dial Tone, then No Dial Tone from the sub-menu. Then TAFI tells the user to ask the customer if the trouble is on all phones. If the customer answers yes, the user would enter Y. The Trouble Entry Summary window will display each step in the process as a real-time audit.

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR
-
Is trouble on all phones? RES MAINT CONTRACT TDG
DAYS SINCE LAST TROUBLE
B-9995559141 FRAME 999-555-4948
|
| NDT
|
| NO DIAL TONE
| AT TIMES NO DIAL TONE
| SLOW DIAL TONE
| CAN'T BREAK DIAL TONE
| DIAL TONE AFTER DIALING NUMBER
| BUSY/REORDER/RECORDING PICKUP
|
|
|
BOCRIS Data Available for 9995551049 04:32 08:53:59

```

Figure 14 – Example Query Window

If you find yourself taking the wrong path, you can back up by depressing F6 (once for each step in the process until you reach the appropriate selection).

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR
-
Is the line currently in use? RES MAINT CONTRACT TDG
DAYS SINCE LAST TROUBLE
B-9995559141 FRAME 999-555-4948
NDT
Trouble on all phones
REBACK=N
NO DIAL TONE
AT TIMES NO DIAL TONE
SLOW DIAL TONE
CAN'T BREAK DIAL TONE
DIAL TONE AFTER DIALING NUMBER
BUSY/REORDER/RECORDING PICKUP
BOCRIS Data Available for 9995551049 05:23 08:54:50

```

Figure 15 – LIU Question

This question controls when MLT testing can be accomplished. If Yes, TAFI will instruct the customer to hang up so a meaningful test can be run.

Depending on the trouble being reported, you may receive more sub-menus or the Pop-Up Area window will be activated for more data entry

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR
-
Get reach information and advise
customer of commitment.
(If necessary, use F9 to enter
Access & Commitment information.)
Line not in use (LIU=N)
AT TIME
SLOW DI
CAN'T B
DIAL TO
BUSY/RE
REACH# _____
REMARKS _____
ACCESS# _____
REP BY _____
NEW COMM AS _____
ACCESS: A _____ B _____
OS 05-10-94 0500P
AS 05-10-94 0500P
BC 05-11-94 0700P
CUS DT _____
NOTE _____
CAT CD IRATE N CC N
TRBL DESC NDT **** _____
ADTNL NAR _____
DT RECVD _____
MTR: -
EMAIL: _____
8
Waiting for test results... 10 secs 08:24 08:57:51
    
```

Figure 16 – Message Window

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS N ADDRESS 115 PAWNEE TR
-
Do you have a PC/Fax Machine
connected to this line?
Trouble on all phones
REBACK=N
Line not in use (LIU=N)
NO DIAL
AT TIME
SLOW DI
CAN'T B
DIAL TO
BUSY/RE
REACH# 8005551234
REMARKS XYZ Phone _____
ACCESS# = _____
REP BY Gene _____
NEW COMM AS _____
ACCESS: A _____ B _____
OS 05-10-94 0500P
AS 05-10-94 0500P
BC 05-11-94 0700P
CUS DT _____
NOTE _____
CAT CD IRATE N CC N
TRBL DESC NDT **** _____
ADTNL NAR _____
DT RECVD _____
MTR: -
EMAIL: _____
8
Information Available for 9995551049 14:20 09:03:47
    
```

Figure 17 – Access and Commitment Window

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 1049 NAME CONN, DONALD & M 1AES
OOS ADDRESS 115 PAWNEE TR
-
Advise customer line tests okay.
Does customer agree to closeout?
(Answering YES will route to FECOTOK.)
RES MAINT CONTRACT TDG
DAYS SINCE LAST TROUBLE
B-9995559141 FRAME 999-555-4948
REBACK=N
Line not in use (LIU=N)
NO DIAL TONE
AT TIMES NO DIAL TONE
SLOW DIAL TONE
CAN'T BREAK DIAL TONE
DIAL TONE AFTER DIALING NUMBER
BUSY/REORDER/RECORDING PICKUP
15:07 09:04:34

```

Figure 18 – FECO Recommendation

Multiple windows can be layered in the Pop-Up Area. As the flow continues and additional information or actions are initiated, activated windows are layered over the inactive ones. The activated window is always in front (and has the square cursor on it).

In this example trouble report, the customer did not agree to test results and the user answered N to the “Does customer agree to closeout” question (see Figure 18). TAFI then routes the report to the screener MA position in the BRMC for additional analysis.

⇒ **Note:** In this example, the test results indicated a Test OK outcome. TAFI then examined the NIW database to see if there is a history of CO blockage (which could cause a temporary No Dial Tone (NDT) situation). No blockage data was found and, since the customer disagreed to close the report, the report is routed to the MA with the outcome of the NIW query.

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN	999 555 1049	REPEAT	N	EC	999	UNIT	62700000
						LOC	
NAME	CONN, DONALD & M	SUB	N	SO	N		
ADDRESS	115 PAWNEE TR						
REACH#	8005551234	ACCESS#	8005551234	CALLED#			
REMARKS	CLEC#1234567890	OK/		REP BY	Gene		
TRBL DESC	NDT ****			NOTE			
NARRATIVE	-ndt-a/p-%SKIONE						
MTR:	_ LINK:						
NEW COMM	AS	ACCESS:	A	B		OS	05-10-94 0500P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	05-11-94 0700P
TEST RES	TOK	HANDLE	BLKN	MISC	H98		
RECOMMEND	BLKN-TOK-No Blockage Found						
						BRTAFIYM	

Information Available for 9995551049 03:42 08:58:11

Figure 19 – TAFI Trouble Report Screen

When all entries have been made on the Trouble Entry screens, the Enter key is pressed to initiate the LMOS Trouble Report. The screen disappears and the Initial Trouble Entry Screen is displayed to begin processing the next report. When the user completes the TAFI transaction, one of three possible outcomes occur:

- The problem is resolved and an LMOS trouble report is initiated and closed.
- The problem is placed in an LMOS trouble report and routed to the appropriate work group for handling. (This includes sending reports to the Technical Support (TECH) group of MA's for manual screening because TAFI does not have enough information to make a determination.)
- The problem is cleared by TAFI as a transfer situation (i.e., refer to Business Office).

5.5 TAFI ON-LINE JOB AIDS

TAFI has on-line references that provide information about various products and services BellSouth provides, along with other information useful in processing a trouble report. This window may be accessed through the Help window function key (F1).

⇒ **Note:** The Help Key (F1) can be depressed at any time and from any TAFI window to obtain reference information ... even without a telephone number entered

in the Initial Trouble Entry Window. The user should access this resource and become familiar with all of the information available.

⇒ **Note:** To maintain parity, the CLEC user has access to all of the resources available to a BST user ... even though not all of these resources are applicable to the CLEC's repair effort.

To review the on-line job aid capabilities, the user should log into the CLEC TAFI system:

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

|DIAL| TN [REDACTED]
|OUTGO|
|INCOM| Queue Management? |
|TRANS|
|MEMOR| F2profile F3queued F4supervise F6exit
|MEMOR|
|CALLI|
|LONG| * May contain fragmented CPNI, to be used only *
|PHYSI| * consistent with your CPNI training. Not to *
|DATA| * be used for sales and marketing purposes. *
|ENHAN|
|NEW F|
|NEW FLOW 2|

No troubles in queue 08:13:12

```

Figure 20 – Initial Trouble Entry Window

Depressing the F1 Help function key will result in obtaining the TAFI Master Help Menu:

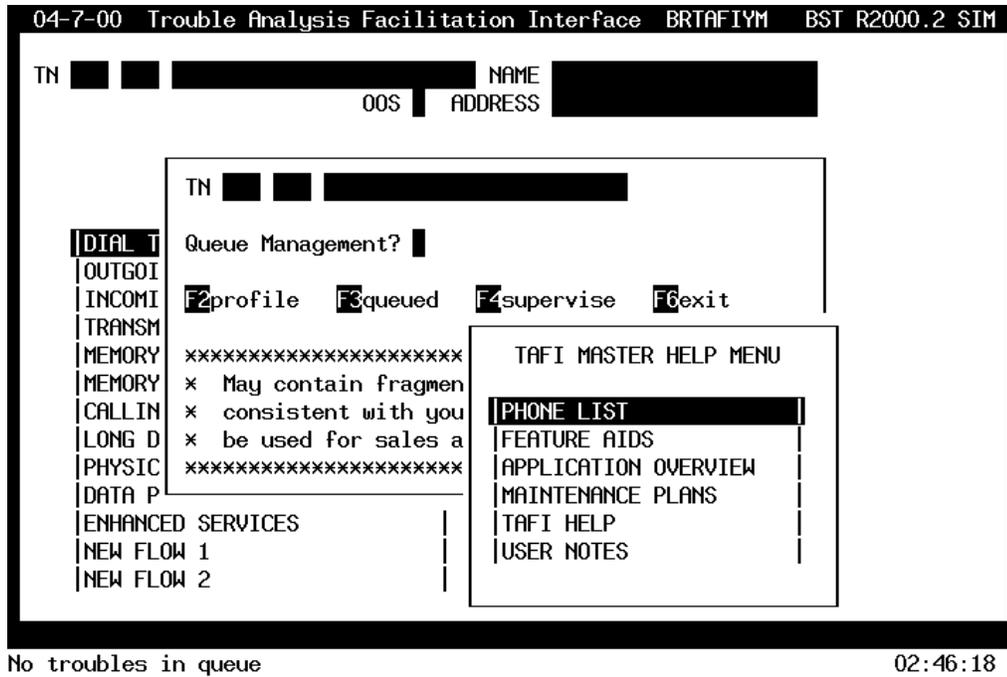


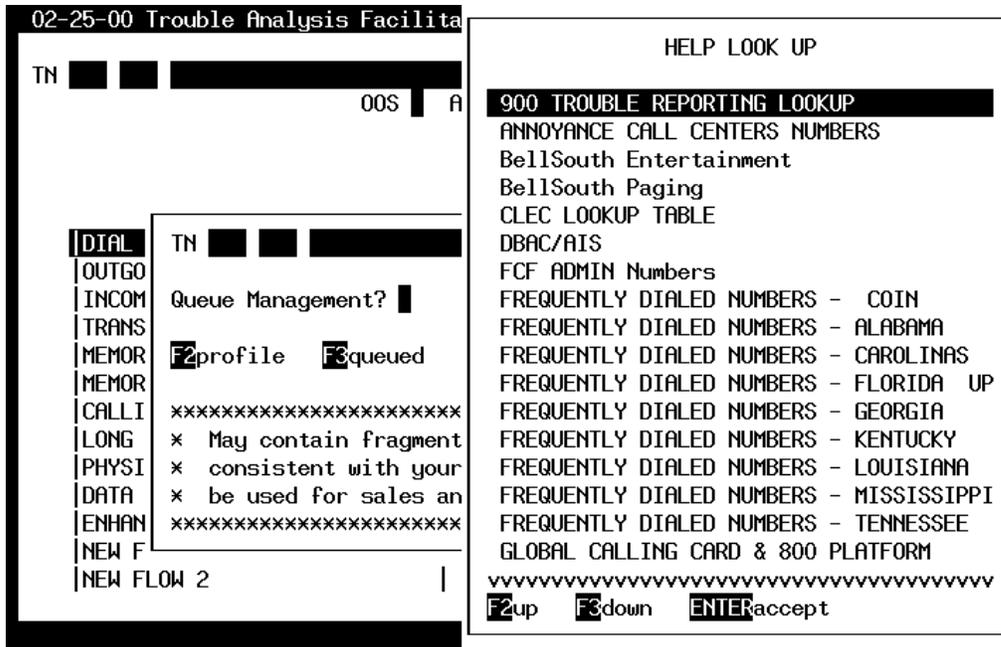
Figure 21 – TAFI Master Help Menu

The user would select the specific job aid from this menu.

5.5.1 PHONE LIST

As a resource for the TAFI user, the system maintains a list of referral telephone numbers that may be used during the resolution of a customer’s trouble report. Although many of these numbers are intended for BellSouth’s repair attendants, the CLEC user will find a number of them useful as well.

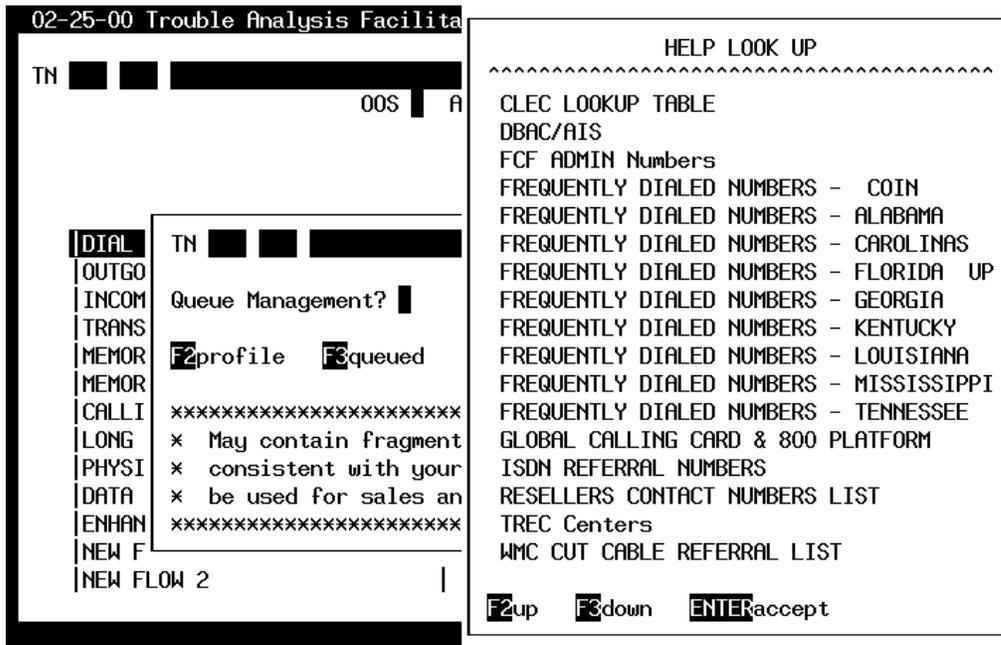
Selecting the Phone List option produces the following sub-menu of options:



08:17:25

Figure 22 – Phone List Menu

Notice the function key instructions located at the bottom of this Phone List menu. To select an item on this menu the user must use the function keys F3 (for down) and F2 (for up) to move the highlight area. Once the desired option is highlighted, depress the **Enter** key. Also notice the row of down arrows at the bottom of this menu. This indicates that more options are available. To view these additional selections, the user must depress the **Page Down** key.



08:20:01

Figure 23 – Additional Phone List Options

02-25-00 Trouble Analysis Facilita			
2720	Access Integrated Networks, Inc.	912-475-9800	912-475-9800 Access Net
7039	Access Integrated Networks, Inc.	912-475-9800	912-475-9800 Access Net
8780	Access Point	800-957-6468	800-957-6468 Access Pnt
4834	Actel Integrated Communications	877-700-9400	877-700-9400 Actel
4835	Actel Integrated Communications	877-700-9400	877-700-9400 Actel
4883	Actel Integrated Communications	877-700-9400	877-700-9400 Actel
6111	Adelphia Telecom of FL	800-345-4319	800-345-4319 Adelphia
8932	Advance Phone System	888-779-5330	888-779-5330 Advance
8383	Advanced Cellular Corp.	888-397-6490	888-397-6490 Adv Cell
8839	Advanced Tel. Inc.	504-621-4300	504-621-4300 Adv-Tel
7774	Advanced Tel. Inc. (EATel)	504-521-4300	504-521-4300 Adv Tele
6189	Advantel Communications, Inc.	800-832-1880	800-832-1880 Advantel
8471	Advent Consulting & Technology	813-715-1619	813-715-1619 Advent
4208	African-American Telecomm Inc.	888-327-5228	888-327-5228 African-Am
7017	Alec, Inc.	502-422-5363	502-422-5363 Alec Inc

ENHAN	XXXXXXXXXXXXXXXXXXXX	FREQUENTLY DIALED NUMBERS - TENNESSEE
NEW F		GLOBAL CALLING CARD & 800 PLATFORM
NEW FLOW 2		XX
		F2up F3down ENTERaccept

08:21:06

Figure 25 – Next Page of CLEC Lookup Table

Notice that as the user scrolls down a window, the last item on the first page becomes the first item on the second page, etc. This designed overlap provides a measure of confidence that items were not skipped over.

The primary user for this CLEC Lookup Table is the BST employee. Should your (CLEC's) end-user customer call BST in error to report a problem, this table will provide the correct referral number. The **Repair #** routes callers to your maintenance operation while the **Order #** provides access to your Business Office (sales).

5.5.1.1 CLOSING THE HELP WINDOWS

When you have finished viewing the selected information, depress the **F6** function key to retrace your steps. For example, depressing the F6 key one time will return you to the Phone List menu. Depressing it a second time will return you to the TAFI Help menu and depressing F6 a third time will return you to the Initial Trouble Entry Window (or where you were when you depressed the Help Key (F1)).

5.5.2 FEATURE AIDS

Suppose the customer calls and advises that he has forgotten how to activate his Call Forwarding feature. After entering the customer's telephone number in TAFI, the user can quickly verify if the

customer is paying for Call Forwarding by depressing the F7 function key. Doing so produces Figure 26:

⇒ **Note:** The F7 option translates the USOC coded feature information found on the customer's CSR list into English terms. The USOC code is shown on the left with the English translation on the right.

```

04-7-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.2 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS ADDRESS 867 RENEE DR , HAUGH
WKG RES MAINT CONTRACT TDG

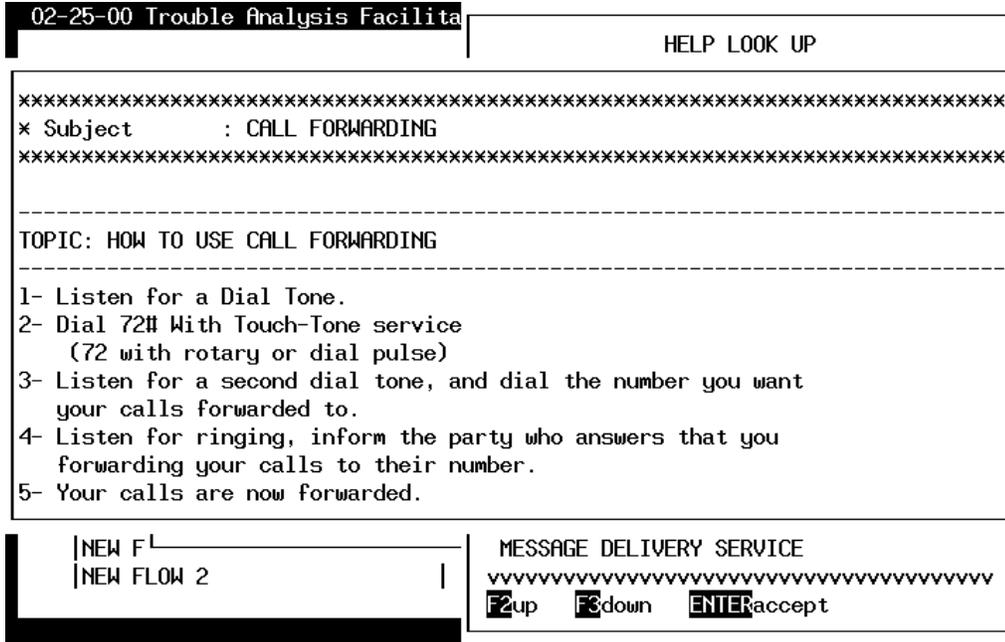
----- BOCRIS Features -----
MBBRX Memory Call Service
MWW Message Waiting/Stutter Dialtone
PIC Long Distance Carrier (0288)
TTR Touch Tone
ESX Call Waiting
ESX Cancel Call Waiting
GCE Call Forwarding Variable
GCE Call Forward Busy
GCJ Call Forward Don't Answer
RCYC Call Forwarding Ringing Cycle (4)
NSS Call Return
SEQ1X Wire Maintenance Plan
LPIC Intralata Carrier (5124)

00:28 02:49:27

```

Figure 26 – Customer Feature Listing (F7)

Assume for the moment that the user is not familiar with how to activate the Call Forwarding feature. The user can obtain instructions on the operation of a vast number of features from the TAFI Help utility. Depressing F1 produced Figure 21 – TAFI Master Help Menu. From this menu, selecting the Feature Aids option will produce a listing of available features documented as shown in Figure 27 – (Help) Feature Aid Listing:

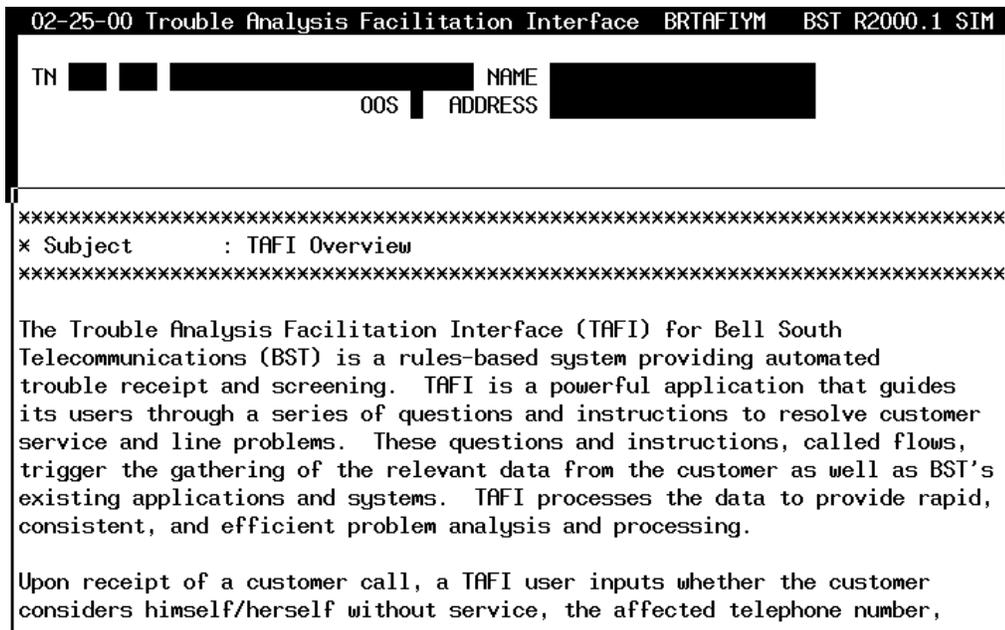


08:23:37

Figure 28 – Call Forwarding Help Text

5.5.3 APPLICATION OVERVIEW

This option provides a brief, high level, overview of how the TAFI system operates:



08:26:28

Figure 29 – Application Overview

5.5.4 MAINTENANCE PLANS

This section provides information on the various BST maintenance coverage options.

⇒ **Note:** Many CLECs have opted not to purchase BST's maintenance plans and this data may not be of any benefit to them ... others have.

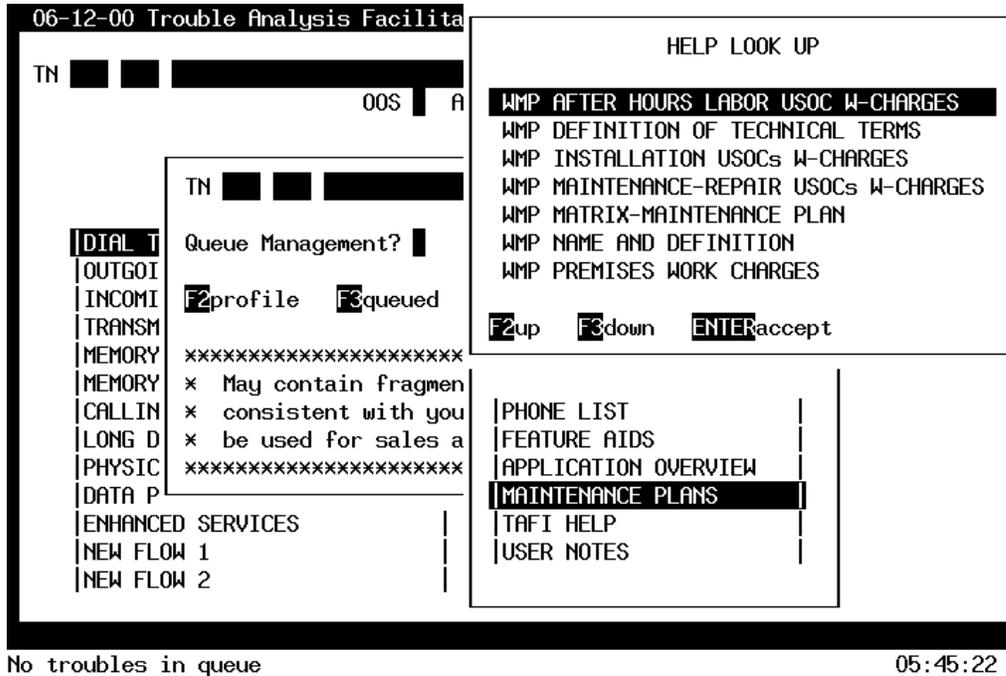


Figure 30 – BST Maintenance Plans

Selecting one of these options will provide specific details about the individual plan.

5.5.5 TAFI HELP

The TAFI Help option contains a number of reference options as well as providing some additional look up functions. Selecting this menu choice produces the options found in Figure 31 – TAFI Help Option, located on page 61.

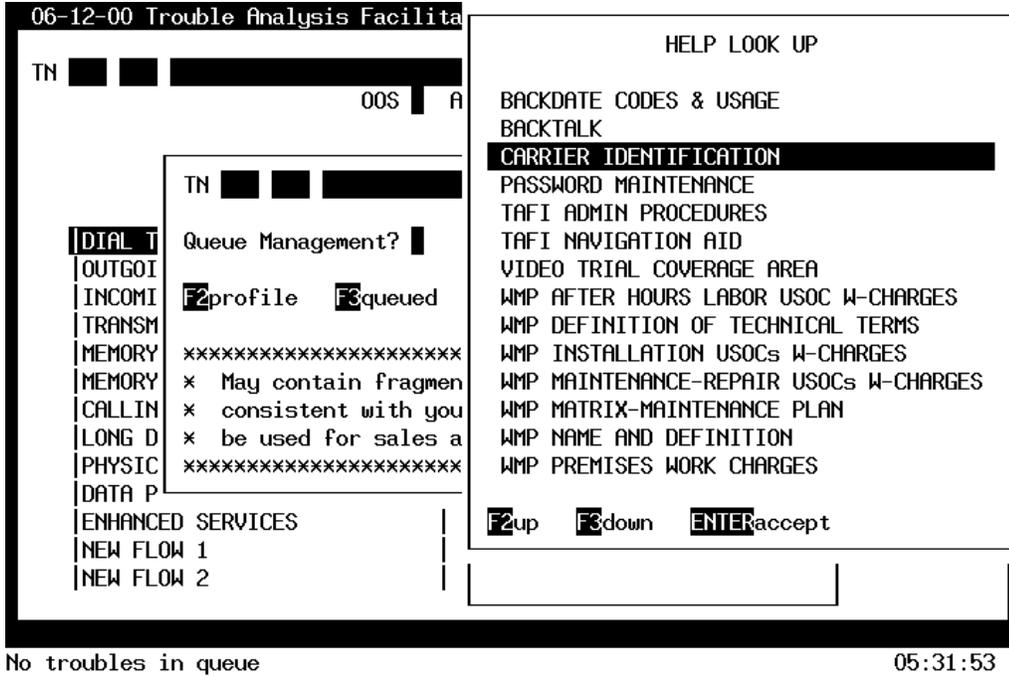


Figure 31 – TAFI Help Option

A useful look up option is the Carrier Identification entry. Reviewing this file will show the Preferred Interexchange Carrier (PIC) code for every long distance carrier in the BellSouth region. The list is sorted by PIC code (see Figure 32 below).

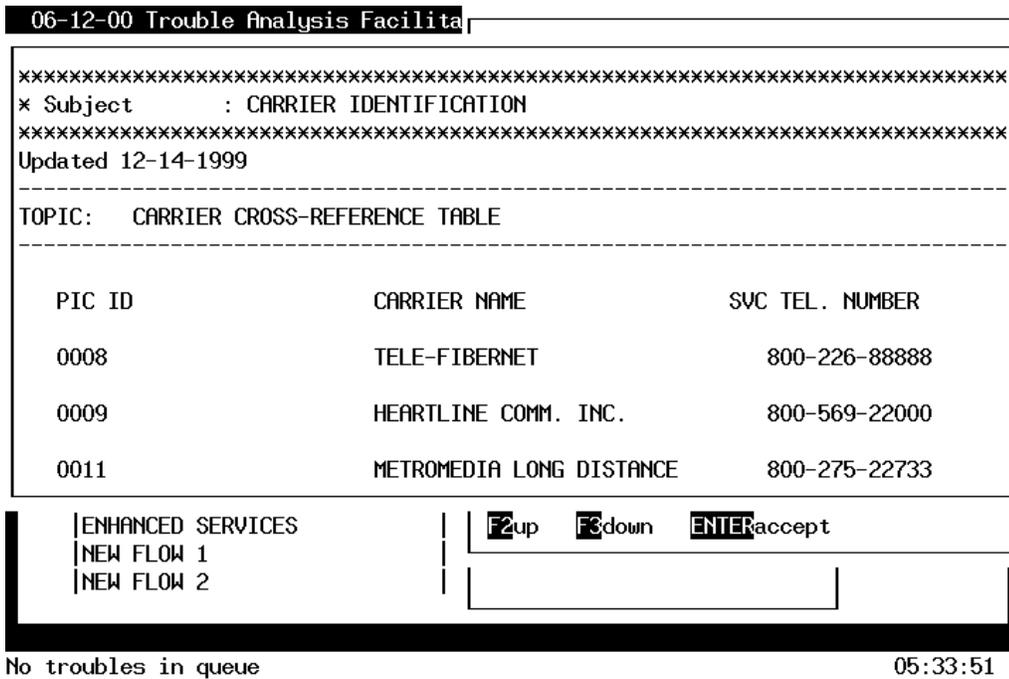


Figure 32 – Carrier Cross-Reference Table

The BACKTALK system referenced in the TAFI Help Menu is an internal BellSouth interactive voice response system used to communicate with the Residential end-user. Since all dialogue regarding a CLEC trouble report is between BellSouth and the CLEC, this BACKTALK system that is not used for processing CLEC trouble reports.

5.5.5.1 TAFI NAVIGATION JOB AID

To assist users after their initial training (and introduction to this document), the TAFI Help section contains a TAFI Navigation Job Aid. This section contains information on how to move around the TAFI screens.

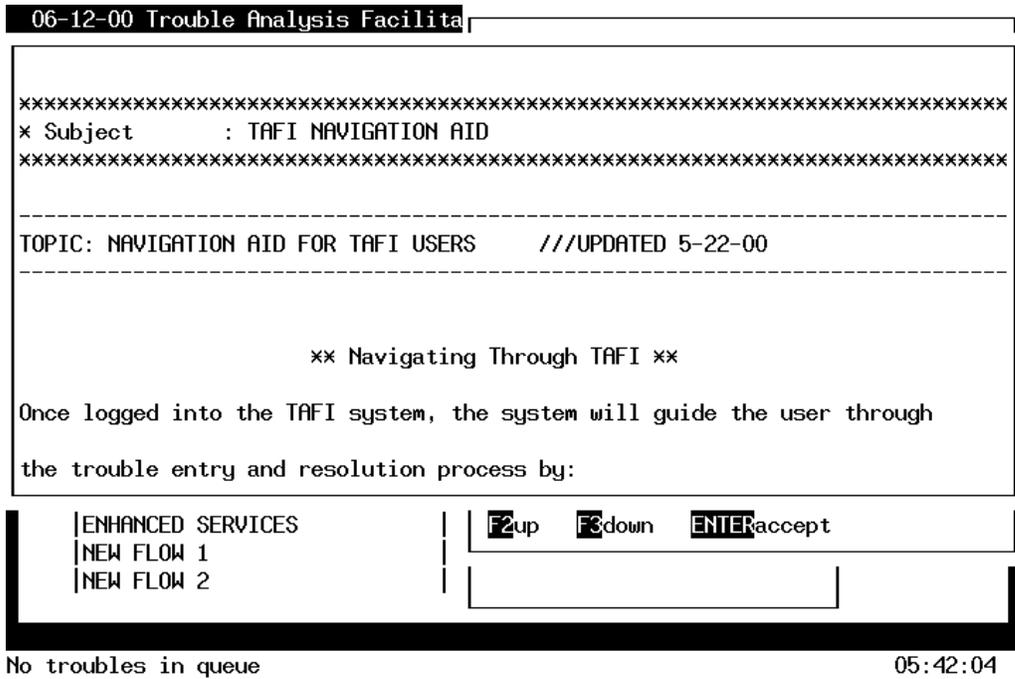
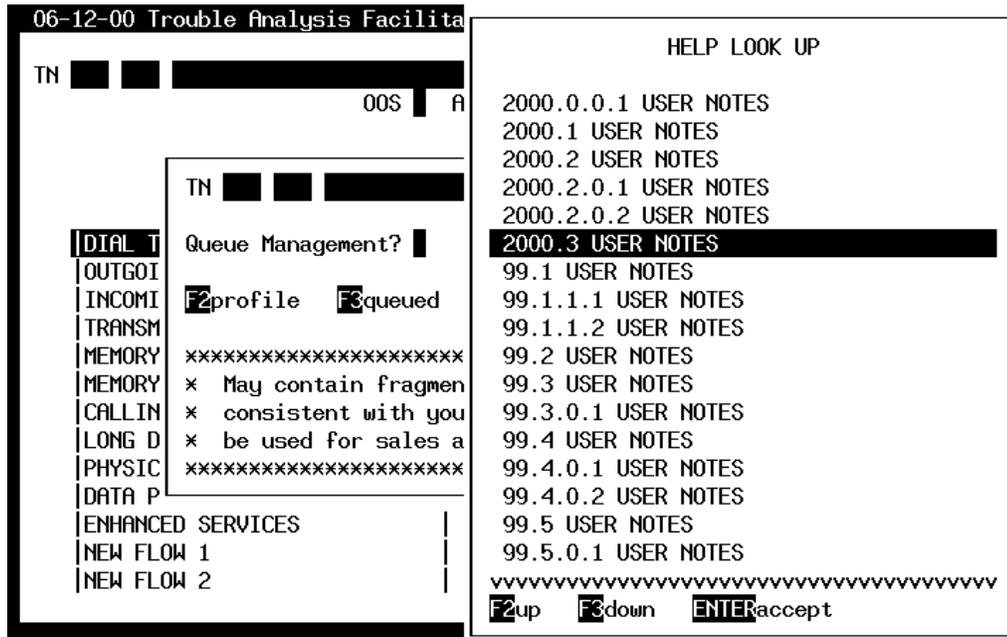


Figure 33 - TAFI Navigation Job Aid

5.5.6 USER NOTES

The TAFI system is constantly evolving to accommodate new features, services and changes in BST's backend processing methodology. As new TAFI system enhancements are developed, they bundled together to form a new release of the software. The TAFI release numbering scheme is: current year . major release number . minor release number. A major release typically includes new functionality while a minor release typically addresses bug fixes. For example, Release 99.1 was the first major release issued in 1999. Release 99.1.1.1 represents a minor release (or modification) to major release 99.1.



No troubles in queue

05:34:49

Figure 34 – User Notes Menu

Many of the enhancements discussed in these User Notes address items that occur behind the scenes and are transparent to the users (e.g., changes in TAFI’s flow to process a report).

Selecting the 2000.3 User Notes option from this menu will produce:

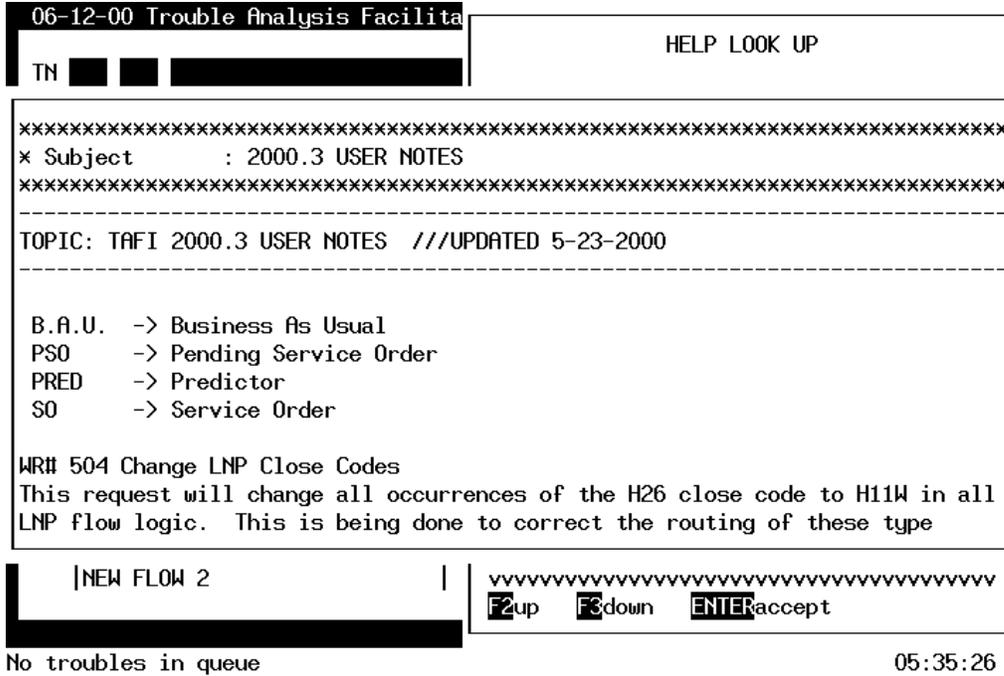


Figure 35 – Sample User Note

Each change in the TAFI system is represented by a Work Request number (WR#) and the associated note addresses how the given request was handled in the new release.

5.5.7 OTHER RESOURCES

In addition to the on-line resources, the call guide pages of the BellSouth telephone directory make a wonderful job aid for instructing customers on the proper utilization of their service.

6 TAKING TROUBLE REPORTS

The procedure for processing trouble reports is quite simple:

1. Listen to what the customer is saying and then translate it into the appropriate trouble category.
2. Select the appropriate trouble category from the TAFI Main Menu.
3. Respond to TAFI's questions and do what TAFI says.

Being able to identify what the customer's trouble is (i.e., filtering what the customer tells you to determine the nature of the trouble) will enable you to select the appropriate starting point in TAFI. Once you have the correct starting point, TAFI takes care of the rest.

6.1 TROUBLE CATEGORIES

Each trouble category on the Main Menu is a broad description that corresponds to a family of possible trouble situations - the Sub-Menu items. In some cases, the Sub-Menu items have a further breakdown of possible trouble conditions in additional Sub-Menus. Using this approach, TAFI is zeroing in on the actual cause of the problem.

Following is a review of each Main Menu trouble category and a discussion of the various sub-menu options. To select a Sub-Menu option, the user may use the Down Arrow key or use the Hot Key selection method. The initial trouble categories were first discussed in Main Menu Window, section 5.4.5.

⇒ **Note:** A key to learning these descriptions is to always remember that the customer will be reporting trouble that affects the making or receiving of telephone calls.

The Sub-Menu options will further define the trouble condition and then lead you through the appropriate TAFI flow to process (resolve or refer to the appropriate entity for resolution) the report. We'll begin by reviewing each of these trouble categories and discuss what TAFI is looking for in each of the sub-menu items.

⇒ **Note:** LMOS requires a specific Trouble Description Code (TDC) to be entered for each report. These TDC's are automatically entered on the report by TAFI based upon the sub-menu option selected to process the report.

6.1.1 **DIAL TONE**

The central office equipment supplies the dial tone to a customer's line. Usually, you hear it the instant you pick up the phone. When this doesn't happen, the customer has a problem. Trouble reports of this nature are sent to LMOS with NDT as the trouble description code. There are several trouble conditions associated with Dial Tone problems. They are:

6.1.1.1 **NO DIAL TONE - NDT**

This trouble happens when there is a problem with the Central Office dial tone reaching the customer. The customer picks up the phone and hears either nothing or some other sound, but the dial tone does not come on, no matter how long the person waits. The problem could be with the CO, the network delivering the dial tone or the customer's wiring and/or equipment. TAFI will isolate where the problem is and recommend a course of action to fix it.

Examples of NDT trouble reports are:

“When I pick up the phone to place a call, I don't get the dialing tone.”

“My phone is dead.”

6.1.1.2 **AT TIMES NO DIAL TONE - ATNDT**

This is a trouble abbreviation for a dial tone problem. Sometimes the customer will pick up his phone and get dial tone. Other times there will be no dial tone. Usually this trouble is related to a central office overload condition but it can also be caused by trouble on the customer's line. ATNDT is the abbreviation for this trouble description. The customer might report to you:

“Every night around 7 o'clock, our phone goes dead for about 15 minutes.”

6.1.1.3 **SLOW DIAL TONE - SDT**

Usually, you hear dial tone as soon as you pick up the telephone to call out. But with Slow Dial Tone trouble, the dial tone isn't there for a few seconds (or possibly minutes). Meanwhile, the

customer can't dial a number. This is a temporary problem, but a very irritating one. It might be reported like this:

"I have to wait several seconds before I get a dial tone."

6.1.1.4 **CAN'T BREAK DIAL TONE - CBDT**

After the first digit of a number is dialed, the dial tone normally disappears. When this happens, it is referred to as breaking the dial tone. A CBDT trouble means that the customer dialing can't get rid of the dial tone after dialing the first digit in the number. In fact, the dial tone stays, no matter how many digits are dialed. This means trouble because if the dial tone doesn't clear, customers can't get through to their number.

Your customer might say:

"The dial tone on my phone won't go away."

6.1.1.5 **DIAL TONE AFTER DIALING - DTAD**

In this case, the customer can start dialing the number as usual, and the dial tone disappears after dialing the first digit. The dial tone returns after dialing the second or third digit. Sometimes, the dial tone returns after you've dialed the seventh digit. Your customer may report this trouble like this:

"My dial tone goes away, but it comes back and my call doesn't go through."

⇒ **Note:** It is very important that you recognize the difference between CBDT and DTAD. In Can't Break Dial Tone (CBDT) you can hear the dial tone after each digit you dial. In Dial Tone After Dialing (DTAD), the dial tone clears for one or more digits, but returns toward the end of the dialing or after you've finished dialing.

6.1.1.6 **BUSY/REORDER/RECORDING ON PICKUP - BSY/ROL**

This trouble description is used when the calling customer reports a busy signal, a fast busy (reorder), or a recording on the line after the customer dials several numbers. The trouble report might sound like this.

"I've been trying to call several 555 numbers all day and I get a busy signal every time."

6.1.2 OUTGOING CALL

When customers experience trouble with outgoing calls, the trouble is referred to as a CANT CALL - OTHER type trouble. The trouble description code CCO is entered in LMOS to describe Can't Call - Other troubles. These types of troubles are usually central office dialing problems. There are several types of troubles that fall under this trouble description.

One example of a CCO trouble report is:

"I can't dial out on my telephone. I get a busy every time I call someone."

6.1.2.1 BUSY/REORDER AFTER DIALING - BSY

This description is used when the calling customer reports a busy signal after dialing a number. The trouble report might sound like this.

"I've been trying to call 555-1234 all day and all I get is a busy signal."

When the customers get impatient with the busy signal, they might call and ask you:

"Will you check to see if the parties are really talking?"

"Will you check the line to see if there is trouble?"

"I've been trying to reach this number for over an hour. Will you check it?"

⇒ **Note:** If the customer asks you to only check the line to find out if there is a conversation, tell the customer:

"I'm sorry, I am unable to verify the line for you. However, I can check for trouble on the line if you wish."

If the customer feels that the busy signal is abnormal and feels there is trouble on the line, process the trouble report. This is a Calling/Called report (i.e., the party initiating the report (*the calling party*) is reporting a problem on the number he *called* and he is *not the owner* of the line in trouble). If the customer does not want to place a report, cancel the transaction in TAFI.

6.1.2.2 **ROL AFTER DIALING - ROL**

The calling customer gets a recording instead of the person that's being called. When the phone is answered (actually routed to a recording by the CO) there is a recorded message. For example:

"I'm sorry, the number you have reached is not in service at this time."

Or, maybe like this:

"I'm sorry, your call did not go through. Will you please check the number and try your call again?"

A call like this is called an intercept, because the recording cuts in instead of the call being completed to the dialed number. Select the appropriate sub-menu option to process these reports.

6.1.2.3 **DIAL TONE AFTER DIALING - DTAD**

The description of this trouble condition is the same as the one under the Dial Tone trouble category. The difference here is that the customer experiences this trouble *only when dialing certain numbers*.

6.1.2.4 **GETS WRONG NUMBER - GWN**

This trouble is just what it says. The customer gets a number that is not the one he dialed. When the calling customer gets the same wrong number time after time, you can be pretty sure there's something wrong.

6.1.2.5 **NO RING, NO ANSWER - NRNA**

The calling customer dials a number, hears the clicks or tones indicating the call went through, but does not hear a ring. After the number is dialed, nothing happens.

6.1.2.6 **GETS CUTS OFF - GCO**

This type of trouble can happen to either the calling or called customer. During conversation or even when on hold, the customer is cut off from the connection. The trouble can occur at times during the conversation, cutting off a few words at a time, or can be a complete cut off with dial tone returning to the line.

6.1.2.7 **CAN'T BREAK DIAL TONE**

This is exactly the same trouble category listed in the Dial Tone sub-menu (see Section 6.1.1.4). In some cases users had a hard time determining if a CBBDT condition was an Outgoing problem or a Dial Tone problem. To improve efficiency, the same option (and how TAFI process the report) appears in both sub-menu areas.

6.1.3 **INCOMING CALL**

Now you will learn about problems customers have with receiving calls. These are referred to as CAN'T BE CALLED troubles and the CBC trouble description code is sent to LMOS. You will use these trouble descriptions when the person reporting trouble has a problem receiving calls at all, or perhaps only a few people can't call the customer. There are several different troubles associated with this category.

6.1.3.1 **BELLS DON'T RING - BDR**

A CBC situation where the customer's phone does not ring when people call. This happens on all calls. Take this example:

“Mr. Brown tells me that the phone rings when he calls, but I don't answer. Now I've been home, and the phone certainly hasn't rung.”

6.1.3.2 **BUSY WHEN DIALED - BSY**

This busy occurs when the called person is reporting trouble. The report would be something like this:

“People have been complaining that every time they call me they get a busy signal.”

6.1.3.3 **BELL RINGS AFTER ANSWERING - BRAA**

This is another incoming call problem. The phone rings and the customer picks up the receiver but the phone continues to ring. The ringing will usually stop in a few minutes, but there are times when the bell continues to ring for some time.

⇒ **Note:** The customer would hear a loud ringing noise in the handset each time the CO sent an additional ringing signal. Depending upon the type of telephone sets the customers has will determine if the set actually rings or not. If the customer has a contemporary set with a tone ringer, it may make a noise. If the set is equipped with a bell, it may not actually ring.

6.1.3.4 **BELLS RING CAN'T ANSWER – RINGS & TRIPS**

In this situation, the customer answers the ringing telephone but he does not get connected to the calling party - nothing happens. Sometimes the phone just stops ringing in the middle of a ring.

⇒ **Note:** This situation is a little different from the CO shown below. In this case, nothing happens when the customer answers the phone. In the CO option, the customer answers the call OK and then gets cut off shortly after.

6.1.3.5 **GETS CALLS FOR WRONG NUMBER - CFWN**

Customer constantly receives calls for wrong numbers.

⇒ **Note:** If the customer reports that they received a call for a wrong number and it only happened one time (or very infrequently) then the caller may have just misdialed and there is no real trouble. On the other hand, if the caller tells the customer that they dialed a specific number and got them every time in error, then we do have a problem.

6.1.3.6 **CUT OFF - CO**

You just learned that this trouble can occur on outgoing calls. It can also happen on incoming calls. The customer answers a call but loses connection during the conversation. Therefore, the Gets Cut Off trouble category is selected either under the Outgoing or Incoming Main Menu selection, depending upon when it happened for the customer.

6.1.3.7 **GETS ROL / INTERCEPT WHEN CALLED - ROL**

Customers may report that when people try to reach them, they get a recording instead of being connected.

6.1.3.8 **GETS NO ROL**

In this situation, people tell the customer that when they tried to dial their number, nothing happened (no ringing, no recording - nothing).

6.1.3.9 **GETS WRONG ROL**

Again, when people try to dial this customer's telephone number they get a recording that's not appropriate. For example, if the caller is in the same area (city, etc.) as the customer and they get a recording saying "... *you must dial a 1 or 0 before dialing this number.*"

6.1.3.10 **RING / NO ANSWER - RNA**

The calling customer dials the number of someone he is sure is there, but instead of getting an answer, the customer keeps hearing the sound of the phone ringing. It may be reported like this:

"I've been trying to reach John Doe for two days. I hear the phone ring, but no one answers."

Therefore, this trouble report would be entered as an Incoming problem on John Doe's telephone number. This case would also be considered a Calling/Called situation.

6.1.3.11 **CALLING/CALLED**

We have talked about calling/called troubles earlier. Remember this is the situation where the person reporting a problem (the calling party) is reporting a problem on the number that they are trying to reach (the called party).

For example:

“I have been trying to reach my mother for over an hour and I keep getting a busy signal and I know that she never stays on the phone for more than 5 minutes.”

When you recognize that your customer is reporting a calling/called situation, you always take the trouble report information on the called party’s telephone number.

- ⇒ **Note:** If you take the report on the calling customer’s number and answer all of TAFI’s questions correctly, TAFI will tell you to cancel the report and issue a new report on the called party’s number. By recognizing the calling/called situation, you will save a lot of time and appear professional to your customer.
- ⇒ **Note:** If the called number belongs to another vendor, TAFI will not allow you to enter the report and you must follow your company’s procedure for handling these reports. (i.e., Either refer the caller to BellSouth or take the information and report the trouble to BellSouth.)

At critical thing to remember about a calling/called report is that the customer reporting the trouble IS NOT the customer who owns the line. Therefore, they can not make decisions for the customer who owns the service.

If the test results are not conclusive (i.e., TOK, ROH, etc.) we inform the caller that *“Our test indicates there is activity on the line and you should try your call again later”*. TAFI will walk you through handling this kind of report.

You NEVER, NEVER tell a calling/called caller what the test results indicate. Remember that the MLT results are a good indication of the problem but they are not always 100% correct - or they may be misinterpreted.

6.1.4 TRANSMISSION

The trouble description code **TRAN** is used to describe transmission / noise trouble reports to LMOS. This trouble occurs when customers experience transmission problems (i.e., poor sound quality or some kind of interference) while making or receiving calls. The customer can make and receive calls but the service is affected by some type of interference.

TRAN troubles can be described in several different ways.

An example of a TRAN trouble report is:

“Every time I make a call, there is a lot of static on the line.”

6.1.4.1 ROARING/BUZZING/STATIC/HUMMING

Any of these sounds can interfere with the customer's service. *Have the customer describe the kind of noise that they are experiencing* and select the appropriate selection in the Transmission sub-menu.

⇒ **Note:** Different trouble conditions can cause the customer to hear different kind of noises. For example: a defective power supply in a cordless telephone set will generate a humming noise while a loose connection in a jack (or an intermittent break in a wire) can cause the customer to hear a static/scratchy noise.

6.1.4.2 CROSSED/HEARS OTHER CONVERSATIONS ON LINE

This trouble occurs when the customer reports hearing others on the line (HOOL). In some cases the customer is unable to talk with the other party on his line, they just hears parts of their conversation (HOOL). Other times the two parties can actually talk to each other (crossed).

6.1.4.3 HEARS RADIO (MUSIC) ON LINE

Customers also sometimes experience noise in this way -- a radio playing in the background of their phone conversations.

6.1.4.4 HEARS CB / HAM RADIO ON LINE

You might have experienced this one at some point. When a CB user or HAM (Amateur Radio Operator) is using their equipment, it sometimes cuts in on phone conversations.

6.1.4.5 **CAN'T HEAR - CH**

A Can't Hear trouble is exactly that. The customer reports that he cannot hear his party very well - the volume is much, much lower than normal.

6.1.4.6 **CAN'T BE HEARD - CBH**

A Can't Be Heard trouble is just the opposite. This time the customer reports he cannot be heard very well by the called number.

6.1.5 **MEMORY SERVICE**

Selecting this trouble category from the main menu will display a sub-menu with the following services:

- TouchStar
- Call Forwarding
- Flexible Call Forwarding
- Call Waiting
- Call Waiting Deluxe
- Internet Call Waiting
- Caller ID
- Visual Director
- Ringmaster
- Three-Way Calling
- Speed Calling
- Anonymous Call Rejection
- Call Park
- Call Retrieve
- Call Pickup
- Call Hold
- Automatic Callback
- Distinctive Ring
- Privacy Director

From the sub-menu, you would select the service with which your customer is reporting trouble. TAFI will then display another sub-menu just for that service. For example, when Caller ID is selected, the following sub-menu appears:

- Caller ID Regular
- Caller ID Deluxe

Based on what your customer has told you, you will choose the correct service or feature and TAFI will direct you through a trouble call flow for that feature.

If you need help with the description of a feature, or you need to know how to use the feature, each feature can be found in the TAFI Master HELP Menu (F1) under the Feature Aids option.

6.1.6 **MEMORYCALL**

Selecting the MemoryCall option will produce a sub-menu of three options:

- Wireline
- Wireless
- Wireline and Wireless

The last two options require that the caller have an integrated wireline/wireless mailbox (i.e., both the cell phone calls and the land line calls go to the same mailbox). The CLEC user will most likely be reporting problems on the Wireline (traditional) service.

Selecting this trouble category from the main menu will display a sub-menu with the trouble situations:

- Call Will Not Go MemoryCall
- No Stutter Dial Tone
- Stutter With No Messages
- Too Few/Too Many Rings
- Password Won't Work
- Forgot Password
- Gets Generic Message
- Cannot Retrieve Messages
- Cannot Delete Messages
- Surrogate MemoryCall Doesn't Work
- Won't Work With RingMaster
- MemoryCall Plus Pager Doesn't Work
- MemoryCall Plus Doesn't Transfer On 'O'
- Message Delivery Service
- Business Delivery Service
- Business Community Messaging Service

Selecting one of these trouble situations will prompt TAFI to direct you through the trouble flow for this situation.

6.1.7 **CALLING PLANS/BILLING (ANI)**

Select the Main Menu option for Calling Plans/Billing (ANI).

6.1.7.1 **AREA CALLING PLAN**

Some customers subscribe to different calling plans offered by the local company (the old South Central or Southern Bell are BellSouth now). These plans are offered to customers as alternatives to basic local service. The plans offer ways to reduce and/or control the cost of monthly local service. Area Calling Plans and Measured Service are usually subscribed to by customers who want to reduce their basic monthly rate and/or the cost of intra-LATA long distance calls. The monthly rates for these plans vary according to the type plan subscribed to. These plans offer lower monthly telephone bills because customers pay for the amount of the monthly usage, some even are charged on a per call basis.

When customers call with a problem for this service, TAFI will check the CRIS CSR and PREDICTOR to verify customer is paying for the plan and guide you through the proper flow of the contact.

6.1.7.2 **INCORRECT BILLING (ANI)**

Remember that we are not resolving billing problems, rather determining if there is a trouble in the customer's translations that would cause unexpected billing. For resolving any billing discrepancies, transfer the customer to your business office after resolving any trouble situation. TAFI will guide you through a trouble flow for each of these situations.

6.1.7.3 **MEASURED SERVICE**

Again, TAFI compares what the customer is paying for (as shown in the CRIS CSR) against what is programmed in the central office for this customer.

6.1.7.4 **PIC VERIFICATION**

At times the customer may request verification as to which Long Distance carrier is assigned in BST's records. TAFI compares the entry on the CRIS CSR to what is programmed in the switch (CO).

6.1.8 **LONG DISTANCE**

Select the Long distance option on the Main Menu and press Enter. TAFI will respond with the following options:

- Outgoing
- Incoming

From time to time, customers call regarding their ability to place or receive long distance calls. With the introduction of Local Number Portability (LNP) the ability to receive calls (either LD or local) could be impacted by the customer's migration to another switch. TAFI's flows now check LNP status (and associated translations) for incoming trouble reports.

Once the user has determined that the customer's trouble is limited to long distance calls (i.e., the customer can make and receive local calls OK) the user will refer the customer to his long distance provider to resolve the problem.

Selecting either menu option above will provide a sub-menu of applicable choices to complete taking the LD trouble report.

6.1.9 PHYSICAL TROUBLES

The next trouble category is Physical. When this category is selected, the sub-menu for these trouble reports is displayed:

- Inside wire or jack trouble
- Defective CPE
- Outside plant
- Shock
- Wire tap
- Yard trouble
- Property Damage
- (BRC) Locate and Tag line
- (BRC) Vendor Meet

Physical troubles, as the name implies, relate to things that are physically broken/damaged according to the customer.

6.1.9.1 INSIDE WIRE OR JACK TROUBLE

Jack trouble:

The jack is a small box usually found mounted on the wall, for the purpose of connecting the telephone to the line. The customer might report:

“My jack is broken. I can't call out.”

Inside Wire Troubles:

The inside wire is the connection between the jack and the protector. The customer might report:

“The wire along the baseboard was cut. My line is dead.”

If a customer inquires about charges for the repair of Inside Wire/Jack troubles (because they do not have a maintenance contract), follow your company’s procedure on this issue.

6.1.9.2 **DEFECTIVE CPE**

Flows for this option are under development.

6.1.9.3 **OUTSIDE PLANT**

These reports include trouble with the service wire, terminal, cable, pole or guy wires (wires that brace poles placed on corners). Here are some typical reports.

- *“That box on the pole is open. I see all kinds of wires in there.”*
- *“The wire that goes from my house to the pole is hanging very low.”*
- *“My company was digging a hole for a pool and we accidentally cut the cable.”*

After the user has selected the appropriate option from the Outside plant sub-menu, determine if the reported trouble condition is hazardous.

What is considered hazardous?

- Poles down, especially blocking traffic.
- Any wire that is hanging low.
- Any trouble condition that can cause harm to the public is considered dangerous.

If no telephone number is available, the information must be entered using the Message Report (MR) screen.

CLECs will always be reporting troubles on telephone numbers and therefore they will not be entering Message Reports. Should your customer call with this type of information please call BellSouth to report these conditions.

6.1.9.4 **SHOCK**

ACOUSTICAL AND ELECTRICAL SHOCK REPORTS

Let's talk about acoustical and electrical shock reports. What are they and what are the appropriate contact handling procedures for them?

An acoustical shock report is an expression of discomfort from the customer. An example is terrible noise on the line/phone. The customer might say:

"It hurt my ear."

"Made me dizzy."

or

"The top of my head almost came off."

HOW TO HANDLE ALLEGED ACOUSTICAL/ELECTRICAL SHOCK REPORTS

- **Do not discuss the possible cause or responsibility**
- **Do not express regret.** This implies responsibility for the cause of possible shock.
- **Do not arrange for a call back.**
- **Do not make a commitment.**

- Tell the customer, ***“I will have an investigation made at once.”***
- Enter the trouble report and then **call the appropriate BellSouth center and notify a Management person.**

When a customer indicates a possible shock situation **you MUST immediately recognize what the customer is telling you and strictly adhere to the guidelines listed above.** It is critical that you follow these guidelines because not following them could lead to serious (and potentially legal) consequences.

When the customer reports a shock trouble, you MUST never discuss the possible cause of the situation - you would be guessing and may guess wrong. A team of experts in the Network organization investigate these reports and take appropriate actions. Enter *“possible acoustical shock”* in the narrative.

Although you typically express regret and apologize for the customer’s inconvenience when they report normal trouble conditions, you MUST NEVER say *“I’m sorry ...”* when handling a shock report. Since you don’t know what really happened, FOLLOW THE GUIDELINES and let the experts handle the situation.

The good news is that you will not get many shock reports - but you MUST be prepared if you should happen to get one.

6.1.9.5 WIRE TAP

Another kind of unusual report you may get is from a customer who thinks his line is tapped. There are two ways the customer may give this report to you.

- The customer might tell you his line is being tapped because the line is “noisy,” “clicking,” “making funny noises,” etc. Since this customer is reporting noise on the line, we take a “Transmission” report and offer the customer the commitment shown in the AS Field.

In the Narrative field enter *“customer thinks line is tapped”* and make sure to provide your reach number.

- The customer does not describe any trouble on the line but tells you of a suspicion that the line is tapped, make the following entries: (Check with your Manager and follow local procedures.)

- Select the Main Menu option of Physical - Wire tap
- In the narrative field be sure to report any details provided by the customer.
- Be sure to provide your Reach number.

6.1.10 DATA PROBLEMS

This sub-menu for data problems display the following:

- Can't Connect
- Gets Cut Off
- No dial Tone
- Speed

6.1.10.1 DATA TROUBLE REPORTS

As technology expands, more and more residential customers are using their telephone lines to send and receive data either with modems and/or FAX machines. Not too many years ago, the telephone company offered “special data lines” (at a premium cost) for data transmission. And these were required for transmission speeds over 2400 baud. However, with today’s improved error correction modems (a very common item), transmission speeds of 28,800 baud is typical.

BellSouth has committed to ensure data transmission at 19200 baud over all 1FR circuits

When customers have trouble transmitting data, for example, they can't send or receive data, or the data is garbled (i.e., they receive random characters instead of anticipated data), this is called data failure.

For sophisticated data users, we have a special group within the Business Repair Center (BRC) that handles these kind of reports. However, with so many homes having fax machines and PC's talking to information providers, customers may call you and you must be able to handle the report. The ability to translate what your customer is telling you into the correct TAFI option is the key to timely resolutions of data problems.

For each of the four Data trouble categories, TAFI will first check to see if the customer has subscribed to a DLS (Digital Subscriber Line – high-speed data over voice) Service. If the customer has DSL service, TAFI will advise you to tell your customer to contact their Data Service provider.

- **Can't Connect** – TAFI will check for Call Waiting, CW Deluxe or Message Waiting. If your customer has any of these features, TAFI will provide instructions and attempt a FECO. If your customer does not have any of these features, then TAFI will test the line. If the line tests OK, TAFI will route the report to the Maintenance Administrator for Further Analysis. If TAFI finds a problem on the line, TAFI will route the report per its internal table.
- **Gets Cut Off** – TAFI will check for Call Waiting and CW Deluxe. If your customer has either of these features, TAFI will advise you to tell your customer to activate the 'cancel call waiting' option (*70) when they initiate a data call. If the customer does not have call waiting, TAFI will ask if there are any extensions on the line. If there are extensions, TAFI will advise that picking up on an extension during a data connection could interrupt the transmission. If there are no extensions, TAFI will perform a MLT test and route accordingly.
- **No Dial Tone** – TAFI will check for Message Waiting. If the customer has MW, TAFI will provide instructions and attempt a FECO. (Most modems can not recognize stutter dial tone as dial tone.) If the customer does not have MW, TAFI will advise that the end-user check all of his connections and will attempt a FECO. If the customer refuses the FECO recommendation, TAFI will perform the MLT test and will route the report accordingly.
- **Speed** – TAFI will inquire if the customer can connect at 19.2 or consistently at any rate of speed via their modem. If they can, TAFI will attempt a FECO. If they can not, TAFI will route the report to the MA for Further Analysis.

TAFI will guide you through the Data trouble flow. In most cases, if the customer can use the line for voice calls without any problem (no noise / interference) the problem is usually with the customer's equipment, misuse of the equipment or Data Service provider problem.

There is only one basic question to ask the customer:

“Have you had your data equipment checked?”

Remember, terminal equipment problems must be handled by the customer.

6.1.11 **ENHANCED SERVICES**

As we discussed at the beginning of this course, BellSouth is constantly expanding its products and services to become the consumer's best choice for telecommunications, information and entertainment. As of this writing, BellSouth is working to introduce three new products.

- Video
- Internet
- Wireless

BellSouth has trials in selected areas for home video service and internet access (provided by BellSouth.net) is available in a number of major cities. PCS service is just around the corner. Once these products get out of the "trial" mode, customer with these new services may be calling you to report their troubles (if these offerings are resold).

With this in mind, TAFI flows are currently under development to assist you in handling these customer calls. As they become available, your SME will provide you with specific instructions.

6.2 ACCESS AND COMMITMENT WINDOW

Once the user has selected the correct trouble category from the Main Menu and correct option on the subsequent sub-menu(s), TAFI begins the actual flow (internally programmed logic to resolve the described problem). Depending upon the answers to the questions that TAFI asks (using the Query Window - remember?), TAFI will run test, check translations, etc. etc.

To complete the trouble report, a number of additional pieces of information must be secured and entered into the system. The user may have obtained some of this information already from the customer or the customer volunteered it.

TAFI provides a pop-up window to capture this data. During the process of entering the report, the Access and Commitment window will appear when TAFI is ready for the information. The user can cause this Access and Commitment window to appear by depressing F9. Let's take a look at a completed Access and Commitment window:

REACH#	8005551234
REMARKS	CLEC#1234567890
ACCESS#	= _____
REP BY	Gene _____
NEW COMM	AS _____
ACCESS:	A _____ B _____
OS	07-29-94 0600P
AS	07-29-94 0600P
BC	_____
CUS DT	_____
NOTE	_____
CAT	CD IRATE N CC N
TRBL DESC	NDT **** _____
ADTNL NAR	%SKIONE /DOG IN YD
DT RECVD	_____
MTR:	-
EMAIL:	_____

Figure 36 – Access & Commitment Window

In this particular trouble, the CLEC's customer reported a problem with No Dial Tone. Let's look at each field and explain what is expected (and what is required):

6.2.1 **REACH** *(Telephone Number)* *(REQUIRED)*

This field is used to enter the area code and telephone number where the customer can be reached should a BellSouth technician need to contact them about this trouble report. Why would BellSouth want to call the customer back? Several reasons:

1. To let him know when the problem is resolved (if you don't clear the trouble while the customer is on the initial call).
2. In case an MA (if the trouble was sent to the TECH group) or field Technician (if the trouble was dispatched) has some additional questions, or needs some clarification about the trouble condition, to resolve the trouble.

Ten digits are required in this field. If **no** Reach number is available (i.e., there is no way to contact the customer), you may enter a 0 zero (and TAFI will populate the LMOS record with ten 0's). This is a positive confirmation that you asked for a number and none was available.

For CLEC trouble reports, the CLEC's contact number is always entered in the REACH number field. This should be a toll free number (800/888/877) which will allow easy access for the BellSouth field technician to call.

6.2.2 **REMARKS**

Since the CLECs will always enter their contact number in the REACH field, the REMARKS field is available for other data. Since the CLEC's company name goes in the NARRATIVE field (see Section 6.2.14), a number of CLECs who track troubles in their own system would like to cross reference their internal tracking number on the LMOS report. We have adopted the REMARKS field as the standard place for this information. The entry should begin with **CLEC#** followed by their systems reference number (i.e., CLEC# 12345). For CLECs who do not wish to cross-reference their internal system's number, this field should be left blank on CLEC reports.

6.2.3 **ACCESS** *(Telephone Number)* *(REQUIRED)*

In a number of situations, the technician would go to the customer's home to repair a trouble and could not get in (i.e., the customer wasn't home). This delayed the repair process ... and made for some very unhappy customers.

Since the LMOS trouble report does not have a field for Access number (a number the technician can call to arrange access to the property in the event the customer is not home) we require the TAFI user to enter the ten digit Access Number information as the first entry in the narrative field. If the Access Number is in the same area code as the number reported in trouble, you may enter just the seven digit Access Number to save narrative space. (We'll talk about the narrative field in just a little while). If you were processing trouble reports using LMOS, you would have to make the following entry in the LMOS narrative field:

ACN=5551212 or NOACN (if no access number is available)

Fortunately you are using TAFI and TAFI does this work for you. When you enter a value in the Access field, TAFI takes the appropriate steps to translate your input to the LMOS narrative line. The values you can enter are:

1. A 7 or 10 digit telephone number - TAFI enters "ACN= 7 or 10 digits"
2. A single 0, meaning no access number available, TAFI enters "NOACN"
3. If the Access number is the same as the Reach number, enter an equal sign (=)
TAFI enters "ACN=S" (meaning it's the Same as the Reach number)

All trouble reports not cleared by you on the initial contact must have an Access number. Since you will typically be at this Access and Commitment window prior to knowing if you can resolve the problem, it's a good idea to just get the Access number in all cases.

CLECs want BellSouth to contact them for all customer interactions and they in turn will arrange for access. Therefore, for CLEC trouble reports, the CLEC's contact number should be entered. Since the CLEC's contact number is already populated in the REACH field, the CLEC user only has to enter the equal sign (=) and TAFI will automatically populate the number in LMOS. (Actually, TAFI will place "ACN=S" in the narrative telling the technician that the access number is the same as the Reach telephone number.)

6.2.4 **REP BY** (*Reported By*) (*ALWAYS REQUIRED*)

For audit purposes, we must know the name of the person reporting the trouble. This name should be entered here. The name must be specific!

For CLEC generated trouble reports (and for reports taken by BST employees for a CLEC) the name of the CLEC employee entering or reporting his customer's trouble report must be entered in the REP BY field. This ensures that if the BellSouth technician needs additional information about the particular report, he/she will call the CLEC's REACH number and ask for the person listed in this field.

6.2.5 **NEW COMM** (*New Commitment*)

The "New Commitment" field is where you indicate what the commitment date and time is to repair this customer's trouble. TAFI will default the "established value" based on its internal rules for Out of Service (OS) or Affecting Service (AS) conditions (see OS, AS, BC below for established values).

"Commitment" (sometimes referred to as "Appointment") is the date and time that we expect to have the customer's trouble condition repaired. This commitment time is our best estimate of how long it will take to resolve a given type of problem in the customer's geography. For example, when we tell a customer that "*we will have your problem fixed by 5 PM tomorrow*", we mean that we expect to have it fixed no later than 5 PM tomorrow.

⇒ **Note:** The key word in the commitment statement to the customer is "by". A commitment of 5 PM tomorrow doesn't mean that the trouble will not be fixed until 5 PM. To the contrary, we often repair troubles much sooner than the stated commitment time. Most people feel better with a specific repair time and our commitment time sets the outside edge of the repair window.

You should always "sell" your customer on the established commitment time. Should you negotiate a different value (more on negotiating commitments will come later), just over-type the "OS" or "AS" with the new values. Commitments MUST be stated in a specific format:

MM-DD-YY NNNNA (or P)

For example, if you establish a commitment time of July 30 at 4:00 PM, the entry on the New Commitment field would be "07-30-00 0400P".

Once you determine the appropriate commitment date and time you **MUST** ask the customer to agree to that time. This establishes the proper expectations in the customer's mind as to when their trouble will be resolved.

6.2.6 **ACCESS (A __ B__)**

Depending upon the type of trouble reported, the technicians may need access to the customer's home to repair a problem. To ensure that access to the property is available you will verify with your customer that someone will be available to let the technician in. This step ensures that we can repair the trouble on the first visit, and avoid a "No-Access" situation. (i.e., Either the customer will be home all day or they have made arrangements with a neighbor, etc. ... see why the Access number is so important?)

Sometimes the customer may limit the hours of the day that we can access their property. For example, the customer might say: "*I have to take my wife to the airport in the morning and I will not be home until 10 AM.*" This information will cause you to populate the "A" field with 1000A (our standard format for 10 AM) which tells the technician that access to the property is available **A**fter 10 AM. Another example might be: "*I have to leave at 4 PM to get to work.*" With this information, you would populate the "B" field with 0400P which tells the technician that access is available **B**efore 4 PM.

⇒ **Note:** When populated, the "B" field **MUST** match the commitment time. Either you negotiate with the customer to provide access up to the established commitment time (i.e., have a neighbor or relative at the property) or you change the commitment time to match the "B" field value. In other words, we can not tell the customer that we will have their trouble repaired by 6 PM when the customer tells us that access to the home stops at 4 PM.

TAFI now evaluates the information provided for a report and determines if there is a high probability for a premises visit (where access is required). For example, if we take a Physical trouble report or the test results indicate a ROH, either of which is a candidates for a premises visit. **If any of these conditions exists, TAFI will require you to enter values in both the "A" and "B" fields.**

- If the customer indicates that they will be home all day, enter A = 0800A and B = established commitment time.

- If the customer limits our access to a smaller window, your first approach would be to negotiate for access all day (i.e., key with a neighbor, etc.). If that is not acceptable then populate both the A and B fields with the specified time.

So, for the examples stated earlier, the complete answer would be A = 1000A, B = 0600P (assuming a 6 PM established commitment) and A = 0800A, B = 0400P.

6.2.7 OS, AS, BC

Our repair response time is prioritized to address the needs of those customers who do not have service first (Out of Service - OS) and then to work on those troubles that only affect service (Affecting Service - AS). A third classification used in the Eastern states is the Bulk Commitment (BC). We will address each of these type of commitments later in this lesson.

Commitments are established, for each unique geography, by the Work Management Center (WMC) and these are loaded into LMOS. Each geographic area is served by a team of technicians who are responsible for all of the installation and maintenance activities in their area. A “unit number” is assigned for each class of customer (i.e., residence, business, coin, complex, etc.) in each geography. This “unit number” is part of the customer’s line record in LMOS and is the key for routing work to the correct location.

The commitment time is based upon a number of factors. Some of these factors include: type of trouble (i.e., translation problems may take less time than repairing an open cable pair), the available work force in the geography, the number of pending troubles for the geography, technician productivity (number of troubles handled per day), etc.

6.2.8 CUST DT

The “Customer Date & Time” field will be used to indicate the **commitment time desired by the customer**. This field is intended for a potential new offering, the “Service When You Want It” program. This field is not used today.

6.2.9 NOTE

This **Note** field allows you to enter a reminder which will be displayed on the Queued Reports display should you have to queue a report. The use of this field is optional, but recommended when you negotiate some arrangement with the customer to resolve the trouble. We will talk more about queuing reports in Section 8.1, Queuing a Report.

For example, if the customer tells you that they will not be home until 2 PM and you have to complete some tasks to resolve the problem, you would enter “*CB > 2P*” in this note field. Then when you see this report in your queue, you will be reminded to call back after 2 PM. This note field information is also presented to your Manager when he monitors the status of queued reports.

6.2.10 **CAT**

This “Category” field displays the category of report taken. The values include

- “CD” for Customer Direct,
- “CX” for Customer eXcluded and
- “EO” for Employee Originated.

These categories are discussed in Section 6.3.

6.2.11 **IRATE**

The default value for this field is N (no). If the customer appeared angry or highly upset during your conversation, change the value of this field to “Y”. This flag helps the technician take the appropriate steps while dealing with this customer.

6.2.12 **CC**

The “Customer Comments” flag (Y/N value) indicates if the customer had some specific comment about how we handled a given situation and you made a notation of this comment in the narrative line on the trouble report. For example, if the customer told you that technician Jones did a great job fixing the phone but he left his test set on the back porch, you would want to enter something like “Tech Jones did grt jb” in the narrative (along with “nds 2 get test set”) and change the “CC” field to “Y.”

6.2.13 **TRBL DESC** (*Display Only*)

As we mentioned earlier, LMOS has a family of trouble description codes (TDC) that define the type of problem reported. For basic line troubles, this set includes NDT, CCO, CBC, MEM, MCAL, TRAN,

PHYS, MISC and DATA. The good news is that TAFI automatically selects these for you based upon the information you provide.

Notice that LMOS has provisions for up to four TDC's per trouble. In our environment, the first TDC is the trouble we are reporting and the additional codes act as "modifiers". The second TDC position is always the Out Of Service status code (OOSY / OOSN). (In the past we asked for the customer's perception of whether he is out of service or not. Today TAFI determines the OOS status based on the nature of the problem and test results.) Also, once TAFI determines the value for this field, you cannot change it so TAFI displays four asterisks (****).

Another TDC you may see displayed is "BKDT" which is the "Back Date" code. The Date and Time that the customer calls in a trouble report MUST be included as part of the official record. Since it typically takes only three minutes (+/-) to process a customer's trouble report, we have agreements with the regulators (PSC's) that the time we send the report to LMOS is the official Date and Time received. However, if we place a report in queue, there could be a considerable length of time delayed prior to sending it to LMOS (10 - 30 minutes, or more). Therefore, every time we place a trouble report in queue, TAFI will automatically generate the BKDT code and place a backdate "reason" in the narrative. In the narrative (on the final or Trouble Report screen) you will see BK05 which means the reason for this backdated report was because it was placed in the TAFI queue.

Again, TAFI automatically places these LMOS TDC's on the screen for you. However, isn't it more comforting to know what they mean?

6.2.14 **ADTNL NAR**

The narrative line is part of the LMOS record and it gives you the opportunity to add descriptive information for the technician (or document what you did.). This narrative line is limited to 99 spaces

Good News / Bad News ...

Should you place a report in queue and then the results of the analysis indicate that the report should be dispatched (in or out), TAFI will automatically make that decision for you and send the report. So, the good news is that we do not delay dispatching troubles that TAFI cannot fix.

⇒ **Note:** You may have several reports in queue and suddenly the number you have is less than what you expected. There are a number of reasons why this happens and the "Automatic Queue Processing" option is just one.

The bad news with this arrangement is that the narrative line is only accessible on the Trouble Report screen and this screen is not presented to you until after TAFI has determined the course of action. Then, if you had narrative information to add to the report, it was lost. The solution to this situations was to add this “Additional Narrative” line on the Access and Commitment window. Any information you enter on this line will be added to the end of the narrative line.

For CLEC trouble reports, always enter the abbreviated name of the CLEC Company in the NARRATIVE field preceded by the percent (%) sign. This will alert the BellSouth technician that the REACH number will be the CLEC’s location and not the end user. (See Section 15.8 for a current list of abbreviated CLEC names.)

In our example we entered “%SKIONE” to indicate the CLEC company name. Additional information, up to 19 characters total, could be entered. For example, the customer was alerting the technician of a dog in the back yard so the Adtnl Nar entry was “%SKIONE /DOG IN YD”.

6.2.15 **DT RECVD**

The Date / Time Received field is the last entry on the Access and Commitment window. Normally this field is blank because the official “time stamp” (for when we received a trouble report from the customer) is applied when TAFI sends the report to LMOS. Should we place a report in queue, then the time the report was initially taken in TAFI becomes the official DT Recvd time. TAFI automatically populates this field when a report is placed in queue.

6.2.16 **MTR**

This field is used when processing Multiple Trouble Reports (see Section 6.8). If this report is the “Parent”, enter the letter “P” and/or if this report is a “Child” report, enter the letter “C”.

6.2.17 **EMAIL**

This field is only used by BST employees.

6.3 CATEGORY OF REPORT

As mentioned earlier, every time a customer calls regarding their telephone service, a record of that call must be entered into LMOS (the official trouble tracking system).

⇒ **Note:** Remember that TAFI is just an interface between you and LMOS (and all the other downstream systems used to manage/facilitate the repair of trouble conditions). TAFI does maintain some statistics on all of your activities but LMOS is the official record used by PSC's, the FCC and others to measure the quality of service.

Periodically, BellSouth must provide the regulating bodies with detailed reports describing how well we provide service. Since these regulators are representing the customers' interest, we provide reports specifically detailing work we do when responding to the customers' call for assistance.

Since ALL trouble reports are entered into LMOS, we must have a way to distinguish between them. Hence we have developed the "Category" of report ... and each trouble report entered into LMOS must have a category assigned to it.

There are three categories of trouble reports that you will use. They are:

- "CD" (Customer Direct)
- "CX" (Customer Excluded)
- "EO" (Employee Originated)

6.3.1 CUSTOMER DIRECT (CD) REPORTS

A CD report is any trouble report received directly from a customer, the customer's representative, or a member of the general public. This includes any trouble reports from a Service Center, Marketing, Special Service Center, BellSouth Communications Service or any other employee **who has received a trouble report directly from a customer or the customer's representative.**

Most of the initial trouble reports you will receive will be CD. TAFI will automatically populate the correct category field for you.

6.3.2 CUSTOMER EXCLUDED (CX) REPORTS

Customer excluded reports ... excluded from what?

Consider that every time a customer calls regarding trouble with his service, there is a record of that call in LMOS. The first time a customer calls to report a trouble, that initial report is categorized CD. Should that customer call again about the same trouble condition, we take a “subsequent” report and “attach” it to the initial (or pending report). (Remember that LMOS will only allow one active trouble report on a telephone number at a time.)

Well, when we received the second (or third ...) report, is the phone broke twice? NO! The customer is calling about a previously reported problem and it’s the number of problems (not the number of calls) that are reported.

⇒ **Note:** Actually the number of trouble reports is just one element of the reports used to measure the quality of service. Other factors include things like Receipt to Clear Times (for each kind of trouble description), overall duration, percentage of Repeat Reports, and others are included.

Therefore, subsequent reports are excluded, for analysis and measurement purposes, from the count of customer reports. The only CX category that you will enter is a subsequent report on an existing trouble report. (There may be other CX category reports but they do not apply to the work you do.)

6.3.3 **EMPLOYEE ORIGINATED (EO) REPORTS**

An Employee Originated (EO) report is any trouble report received from a BellSouth employee who detected a trouble-causing condition while performing his/her regular duties, independent of any conversation with the customer regarding the trouble.

CLEC users will never process EO reports and this information is provided only for completeness.

6.4 THE TROUBLE REPORT SCREEN

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN	999 555 1049	REPEAT	N	EC	999	UNIT	62700000
						LOC	
NAME	CONN, DONALD & M	SUB	N	SO	N		
ADDRESS	115 PAWNEE TR						
REACH#	8005551234	ACCESS#	8005551234	CALLED#			
REMARKS	CLEC#1234567890	OK/		REP BY	Gene		
TRBL DESC	NDT ****			NOTE			
NARRATIVE	-ndt-a/p-%SKIONE						
MTR:	LINK: _____						
NEW COMM	AS	ACCESS:	A	B		OS	05-10-94 0500P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	05-11-94 0700P
TEST RES	TOK	HANDLE	BLKN	MISC	H98		
RECOMMEND	BLKN-TOK-No Blockage Found						
						BRTAFIYM	

Information Available for 9995551049 03:42 08:58:11

Figure 37 – Initial Trouble Report Screen

This is the screen you will use to complete your customers' trouble reports. It summarizes all of the entries made, displays any test results, recaps TAFI's recommendation and provides the opportunity for the user to add additional "narrative" information. This screen is your last chance to make any changes prior to sending the report to LMOS.

When you depress the Enter key at this screen, you will send the report to LMOS and TAFI will return the Initial Trouble Entry window. Depending upon TAFI's "recommendation", the report will be routed to the appropriate location for downstream resolution or TAFI will re-enter LMOS and close the report.

The TAFI Trouble Report screen will assist you in completing the gathering customer information required to resolve a trouble. In some cases, TAFI will skip over the Access and Commitment window during the flow of a trouble and you will enter the required fields directly on this screen. You can also update values previously entered.

At the Trouble Report Screen, TAFI provides:

- Formatted screen for completing / reviewing trouble information
- System prompts (to ensure proper entries are made)
- Messages to facilitate trouble reporting

- Job Aids for available services (via F1 - Help)
- Last chance to make any changes (i.e., add narrative, etc.) prior to sending report

6.4.1 **SCREEN NAME**

The name of the screen appears in the top left hand corner of the screen, i.e., Initial Trouble Report - Route for Handling, etc. This screen name summarizes the action TAFI recommends.

6.4.2 **CUSTOMER INFORMATION SECTION**

The Customer Information section is found in the top four lines of the Trouble Report screen. These fields are populated with information from LMOS about the customer's account.

6.4.2.1 **TN (NPA-NXX-XXXXXXXXXXXXXXXXXXXXXXXXXXXX)**

The area code and telephone number of the line in trouble is displayed here (along with any Terminal or Hunting attributes)

6.4.2.2 **REPEAT**

The Repeat report flag (value = Y/N) indicates that this customer has reported a trouble within the past 30 days. The repeat indicator is intended to measure of customer satisfaction. If a trouble condition was not corrected properly on the original report, and the customer calls to report it again, we consider it to be a repeat report. To simplify capturing data, a repeat report is defined as any initial report generated within 30 days of a previous report. TAFI automatically detects repeat reports and sets this flag to a Y (yes).

6.4.2.3 **EC**

The user's three-digit employee code will be displayed here. TAFI reads your EC from your profile.

⇒ **Note:** The EC value for all CLEC TAFI accounts are managed and maintained by the BellSouth Systems manager.

6.4.2.4 **UNIT**

Remember that the unit number defines the geographic location, and the type of technician (i.e., Residence, Business, etc.), that maintains this customer's telephone service. Each telephone number in the LMOS database has a Unit Number assigned to it.

6.4.2.5 **LOC**

The LOCation field further defines geographical information by identifying the central office (by name) providing dial tone to this customer (e.g., SHPT-MAIN).

6.4.2.6 **NAME** (Listed Name)

The customer's name, as listed in the telephone directory, appears in this field. If the customer has a non-published number, LMOS displays "NON-PUB" before the customer's name. Other flags will also appear in the Name field (e.g., *R * indicates that the customer is a Residential customer).

6.4.2.7 **ADDRESS** (Service Address)

The street address for where the service is located is presented in this field. In a number of situations, the bill to address may be different from the service address. (For example, you may be paying for your daughter's apartment telephone - the bill to address would be your home address while the service address would be your daughter's apartment address.) We must be able to direct the technicians to where the service is located in order to repair it.

⇒ **Note:** The first step in your customer contact after obtaining the telephone number of the line in trouble is to **verify the name and address on the account**. If the customer tells you information that doesn't match the LMOS record data, you confirm that you entered the correct telephone number.

Given the telephone number is correct, then the data in LMOS is not correct and you **MUST** enter the correct information in the Narrative line. You would enter for example: LN - Mr. Jones, SA - 123 Main St., where **LN** indicates Listed Name and **SA** indicates Service Address. This ensures that the technician goes to the

correct location (and uses the correct name when addressing the customer) to repair the problem.

In addition, you will take steps to correct the LMOS database by noting the discrepancy and providing the information to the Service Quality Desk (SQD).

6.4.2.8 **SUB**

This flag (Y / N value) indicates if this report is a Subsequent report (Y value) or an initial report (N value).

6.4.2.9 **SO**

The SO flag indicates if there is Service Order activity pending for this account (telephone number).

⇒ **Note:** This indicator just means that Service Order activity is present. It DOES NOT mean that the trouble reported is related to the Service Order.

6.4.3 **TROUBLE SUMMARY SECTION**

The next five lines of data on the Trouble Report screen summarize information about the trouble being reported:

6.4.3.1 **REACH #**

As discussed earlier, this is the telephone number where the customer can be reached should BellSouth need to discuss this trouble after the initial contact. This reach number must be populated on all reports that are not closed on the initial contact. The Reach number may be the same as the reported number (and you enter '='), a 10 digit telephone number or a '0' indicating that no Reach number is available.

For all CLEC reports, enter the CLEC's contact number in this field

6.4.3.2 ACCESS

The access number is the telephone number the technician can call to obtain access to the property if the customer is not home.

For CLEC reports the user entered = on the Access and Commitment window and TAFI automatically populates the CLEC's reach number in this field.

6.4.3.3 CALLED

The called number field is used to record either the telephone number of the party reporting a problem in a Calling-Called situation (sometimes referred to as a Third Party report) or the specific telephone number that the caller is having trouble reaching.

For example: Mr. Jones called indicating that he has been trying to reach his mother for the past two hours and keeps getting a busy signal. We learned that we take the report on Mr. Jones' mother's telephone (Incoming - Busy when dialed). On that report, you enter Mr. Jones' telephone in the "Called #" field.

6.4.3.4 REMARKS

As indicated earlier, the Remarks field is reserved for providing additional information pertaining to the Reach number (e.g., ofc, cel phn, nbr, etc.)

⇒ **Note:** Additional information about the Access number is entered in the Narrative field.

For all CLEC trouble reports, the CLEC user may enter their internal trouble ticket number for cross-reference or leave this field blank.

6.4.3.5 OK /

Whenever you close a trouble report (either a Front End Close Out (see Section 6.12) or you close a report because the customer can confirm that the problem is cleared while on the contact), you **MUST** enter the name of the person who told you that it's OK to close the

report in this field. This (audit trail) information is automatically entered on the close out status line of the report when the report is closed.

⇒ **Note:** TAFI recognizes that the report will be closed and requires you to enter a value in this **OK** / field. The name you enter must be a unique, identifiable name (e.g., Mr. Jones) and NOT a generic Mr. If the name of the person telling you that it is OK to close the report is the same as the REP By name, you may avoid re-typing the name by entering the equal sign (=). When TAFI sees the '=' in this field, it automatically takes the name entered in the Rep By field and places it in the close out record.

6.4.3.6 **REP BY** (Reported By)

The name the CLEC employee processing the report (or calling it into the BRMC) will be entered in this field.

6.4.3.7 **TRBL DESC** (Trouble Description)

As discussed earlier, TAFI will automatically enter the correct LMOS Trouble Description Codes (TDC) based upon the information you provide. The first field is the actual TDC that describes the trouble that the customer is reporting (e.g., NDT). The second field contains the Out of Service indicator (OOSY / OOSN) and TAFI just displays **** (since TAFI determines this value based upon its internal rules). The remaining two fields may have additional modifiers. For example, if you queued a report, TAFI enters **BKDT** in the third field signifying that the report is being back dated.

⇒ **Note:** A back dated report means that the report is being entered with a Date and Time Received field populated with a value earlier than the time that the report is actually entered. TAFI automatically enters the back date reason in the narrative field (e.g., BK05 is the code indicating that the report was placed in the TAFI queue).

6.4.3.8 **NOTE**

During the flow of processing a trouble report, you may have elected to queue the report (more on queuing later). On the Access and Commitment window, you may have entered a reminder to yourself in the Note field. This reminder message is just displayed on the Trouble Report screen. Should you need to queue the report, and you have already reached the Trouble Report screen, you can enter a new Note value on this screen. (i.e., You have just tried to re-

contact the customer to close a report but the customer was not available. You may re-queue the report and try calling the customer later.)

⇒ **Note:** Your center will provide the local procedures on how many times you try to re-contact a customer before you take alternate actions.

6.4.3.9 **NARRATIVE**

We have discussed the Additional Narrative field on the Access and Commitment window. Now you see the entire Narrative field that will be sent to LMOS. Notice that TAFI populates information in this field for you, based upon the nature of the trouble.

You will enter any additional information, provided by the customer, that will assist the downstream technicians in repairing the problem. Although TAFI provides two lines for Narrative data, move the cursor to the end of the data pre-populated by TAFI to enter your new information. As you type in information, TAFI will automatically jump to the second line if needed.

LMOS has a limit of 99 characters (data and spaces combined) in the narrative field so you will learn how to abbreviate words in order to convey meaning with the minimum space used. The technicians use a Craft Access Terminal (CAT) to obtain their trouble reports. The CAT displays one line of narrative data which is 40 characters in length (i.e., displays just the first 40 characters). If the amount of narrative information exceeds 40 characters, TAFI automatically inserts a dollar sign (\$) as the first character in the narrative field. This \$ signals the technician that more narrative data is available on the report. The technician then knows that he must perform an additional transaction to see the rest of the narrative data.

⇒ **Note:** The data displayed on the Trouble Report screen does not display all the information TAFI places on the LMOS narrative field. For example, if the narrative exceeds 40 characters, TAFI inserts a \$ as the first character. TAFI also inserts the Access # data as the first entry in this field (just after the \$ if it is required). We discussed the format of this Access # information earlier. If the Access # field contains a unique number (other than the Reach #), TAFI inserts “ACN=NXXXXXX” or “ACN=NPANXXXXXX” - which could be up to 14 characters in length. If your displayed narrative approaches 99 characters, the last characters will be lost (TAFI inserts the ACN data and pushes off what ever does not fit in 99 spaces).

6.4.3.10 **MTR**

Indicates that the report is part of a Multiple Report situation and that it is either the “Parent” (P entered in this field) or a “Child” report (C entered in this field).

6.4.3.11 **LINK**

Displays the LMOS link assignment (typically the 10 digit telephone number of the Parent report) that tied the Multiple Trouble Reports together.

6.4.4 **ACCESS AND COMMITMENT SECTION**

The next four lines on Trouble Report screen summarize the access and commitment data entered earlier in the report. Again, this screen allows you to make any appropriate last minute changes prior to sending the report to LMOS.

The two fields not discussed earlier are:

6.4.4.1 **SUB-CLSALT** (Subsequent – close all Linked Troubles)

If a customer has more than one line, and he has a trouble on more than one line, then we enter a MTR report, these multiple reports are linked together in LMOS to ensure that only one technician gets dispatched to repair all the troubles at the customer's location.

Should a customer call back to indicate that everything is OK now on their multiple trouble reports (and we will discuss subsequent reports later), we want to **close all linked trouble reports in one transaction**. You do this by entering a Y in the CLoSe All Linked Troubles field on this screen. (The default value for this field is blank) When TAFI sends your subsequent report to LMOS (and if this Sub-CLSALT field has a Y), TAFI will automatically cause all of the linked reports to be closed.

6.4.4.2 **NI** (New Information)

This New Information flag indicates that there is new data provided by the customer when a subsequent report is processed. This flag is critical because it allows the technician to view the new information from his Craft Access Terminal (CAT). This field has a default value of NO. While processing a subsequent report, the TAFI flow determines if there is new information and automatically enters the correct value.

⇒ **Note:** In the non-TAFI environment you could update a pending report and not set the NI flag to "Y". If this happens, the technician may not see the new information just obtained - which may be critical to an efficient repair of the customer's trouble.

6.4.5 DISPOSITION SECTION

The last two lines on the Trouble Report screen tell you what TAFI will do with this report:

6.4.5.1 TEST RES (Test Results)

As information, TAFI displays the results of the MLT test (given that a test was performed). This information was used by TAFI in determining its recommendation.

6.4.5.2 HANDLE

When an *initial trouble report* is sent to LMOS, the LMOS Auto-Screener program looks at the report in order to make a determination as to where to send it. The auto-screener rules look at the initial report for a handle code. If one is present, the auto-screener executes the rules for that handle code (i.e., dispatch out - PD4). If the report does not contain a handle code, then the auto-screener tries to evaluate the report and sends the report to the correct entity.

TAFI determines where the report must go prior to sending the report to LMOS in the first place. Then, for every trouble report that is not closed on the initial contact, TAFI applies a handle code that tells the LMOS auto-screener where to send the report for final processing. TAFI utilizes the LMOS auto-screener as a traffic cop directing traffic.

The handle code is automatically applied to the report based upon TAFI's recommendation. You can not overwrite this field manually! In some situations you may have additional information, that TAFI does not have, that could impact where the report should be sent. In those rare situations you can redirect where the report is sent by utilizing the Override function (F12). When you override TAFI's recommendation, you will notice that the new recommendation will mirror your override selection and the appropriate handle code will be automatically entered. The Override function is discussed in Section 10, beginning on page 166.

6.4.5.3 MISC

The Miscellaneous field is a read only field that displays the internal TAFI code that corresponds to how TAFI developed its recommendation. This data is captured within TAFI for ongoing analysis and is not transmitted to LMOS as part of the trouble report. **For all practical purposes, you can ignore the information presented in this field.**

6.4.5.4 RECOMMEND

This field displays the recommendation that TAFI has developed to resolve this customer's trouble condition. This recommendation is based upon all of the values you entered (your responses to TAFI's questions), downstream systems data, internal rules, etc. **In most cases, the TAFI recommendation is the correct course of action to resolve the trouble condition.**

Should you have additional information about the report, you can Override TAFI's recommendation and select an alternative action path. However, experience indicates that you should only use the override function on rare occasions.

6.5 MAKING COMMITMENTS

The commitment on a trouble report is a definite day and clock hour by which BellSouth will fix the customer's reported trouble.

Along with the responsibility of setting correct commitments comes the responsibility of ensuring that you have captured all of the necessary information to help others meet the commitment to the customer. You must enter all pertinent information in the narrative, obtain reach and access numbers, provide appropriate remarks, etc. In other words, process a quality trouble report. And TAFI helps you ...

The commitment is entered in the New Comm field. TAFI displays the established commitment intervals for the basic trouble conditions (OS, AS, and BC) and automatically selects the correct choice based upon the analysis of the situation.

⇒ **Note:** Review 'OS, AS and BC' (Section 6.2.7) regarding established commitments

TAFI automatically enters OS for an out of service commitment and AS for an affecting service commitment.

The established commitments won't always be the same from one day to the next. Bad weather may cause the commitments to go to a later time as more troubles are reported. If a storm knocks down some cables, commitments may be made in days instead of hours. You should always explain unusual conditions (when you are aware of them) to customers so they will understand that the delayed commitment is not a normal practice.

BellSouth makes every effort to provide commitments that meet the customers' needs while maintaining a balance between the volume of work and the available work force. Often the customer's needs and wishes are for faster service than the company can give. Yet offering a satisfactory (and realistic) commitment gives real rewards.

- 1 . The customer feels that his or her needs are understood, and an attempt is being made to satisfy them.
2. The load on the repair service is evenly distributed, everyone is busy but no one is overloaded.
3. A good commitment will normally be met.

Now, let's talk about the basic trouble conditions that determine the type of commitment you will offer:

6.5.1 **OUT OF SERVICE (OS)**

Out of service will be given if it has been determined that the customer is without telephone service (**can not make or receive calls**) after questioning the customer. It can be any of the following:

- NDT, BDR
- CBDT, DTAD
- ROL, GWN, RNA, NRNA, BSY, NSY
- A broken jack (and the customer has only one jack)

6.5.2 **AFFECTED SERVICE (AS)**

This is a trouble that interferes with, **but does not stop service**. The customer can make and receive calls. This includes reports of the following trouble on all phones.

- SDT
- HOOL, Crossed

- CBH, CH

6.5.3 **BULK**

The Bulk commitment is no longer used in BellSouth.

⇒ **Note:** TAFI only recommends OS and AS commitments.

6.6 **COMMITMENT INTERVALS**

There are two basic commitment field values pre-populated by the WMC. The times in these commitment fields will be offered under normal conditions. These fields are:

6.6.1 **OS - OUT OF SERVICE**

This commitment should be offered in cases where the customer cannot make or receive any calls from his location.

6.6.2 **AS - AFFECTED SERVICE**

This is the time interval in which a trouble condition can be repaired under normal circumstances. This commitment should be offered to all customers who report an Affected Service type trouble condition.

You should always sell your customer on accepting the established (TAFI recommended) commitment value for their particular trouble condition.

TAFI will provide automatic population of commitment times based on specific information. It will always match the commitment time to the Access Before time when the Access Before field is populated. Remember that although the populated commitment times can be overwritten, and **we strongly recommend that you let TAFI set this value, you may change the commitment time in only specific situations (see Section 6.6.4).**

The table below shows the rules that TAFI follows to pre-populate commitment times.

Table 3 – Commitment Rules

IF:	THEN TAFI WILL:
Commitment time does not match Access Before	Advise you that the commitment does not match Access Before and you should resolve discrepancy and re-send the trouble (i.e., try to get the customer to provide access up to the established commitment time)
Failure Flag indicates a failure	Populate commitment with failure completion date and time. (see Section 6.7.1)
Customer is a PRIORITY customer	Populate commitment with 4 business hour commitment
Trouble is NDT, CCO, or CBC and All Phones = Y	Populate with OS commitment
Trouble is NDT, CCO, or CBC and All Phones = N	Populate commitment with AS commitment
Trouble Report is Pending with a Missed Commitment and status other than NAS, BKO, ROP, HLD, HSO, NAO +	Populate commitment with 5 minutes from current clock time, populate ASAP MA (Missed Appointment) in the Narrative and advise you to inform customer “the trouble will be cleared as soon as possible”.
Trouble description code is MCAL	Populate commitment as AS commitment.

* The system does not do any weekend or holiday processing when determining 4 business hour commitment times. You must validate special weekend/holiday commitments along with ensuring the proper time zone.

+ You will learn about these codes later ... See Section 15.9 for a complete listing of IST code translations.

6.6.3 ADDITIONAL COMMITMENT INTERVALS

There are unusual situations that require different commitment intervals to be offered to the customer.

6.6.3.1 **EMERGENCY COMMITMENT**

Following are some special emergency cases:

Dangerous conditions that may seriously affect life or property, such as poles or cables blocking street, are emergency cases. Also, cases of serious illness, deaths, doctors on call or customers that are handicapped may be considered as emergency conditions.

⇒ **Note:** The Emergency Commitment is three clock hours from the time you receive the report and you tell your customer that “*we will have this problem resolved as soon as possible.*”

6.6.3.2 **TAFI UNAVAILABLE**

There may be times when TAFI will not be available (i.e., problems with your LAN or the communications path to TAFI).

During these times, you have the option of calling a BellSouth center and manually reporting your customer’s trouble or waiting until access to TAFI is restored.

6.6.3.3 **LMOS DOWN**

When the LMOS system is down, there are no established commitments available and you should either manually report your customer’s trouble to a BellSouth center or wait until LMOS access is restored.

6.6.3.4 **MISSED COMMITMENT**

As discussed earlier, if we missed the original promise to the customer (and the status of the report is not one of the six IST values shown in the table on page 113), TAFI will enter the +5 (Missed Appointment) commitment which is five minutes from the time you enter the subsequent report in LMOS.

Remember, in these situations you apologize to your customer for missing the appointment and tell them that *“the trouble will be cleared as soon as possible”*.

When TAFI automatically sets the commitment time to five minutes from now, the effect is to place this trouble report on the top of the stack of reports so it will be the next one dispatched.

6.6.3.5 SPECIAL COMMITMENT

Priority Customer (those customers who’s LMOS record is marked with the “PRI” flag) automatically receive a special commitment of four business hours.

6.6.4 NEGOTIATING COMMITMENTS

The commitment intervals provided by LMOS are established to provide the best estimate of repair time in a given geography at the particular time.

There are only three situations where the TAFI provided commitment may be altered:

1. The customer is reporting an Emergency situation that warrants special treatment (i.e., a doctor on call, death in the family, etc.). When these reports are taken, you can provide the 3 clock hour emergency commitment time. You must indicate in the narrative field why the commitment changed. Also, you tell your customer that *“we will have your trouble corrected As Soon As Possible”* (**and NOT the time 3 hours from now**).

2. If the customer limits access to the property (and there is a good probability that a premises visit is required ... i.e., defective jack), the commitment time must match the B window time. For example, if the offered commitment is 0600P but the customer indicates that access is limited to 5PM, then the commitment time must match this B value or 0500P.

Do not set a commitment time greater than the last offered commitment in that geography. In most cases this is 0700P (some 0500P). For example, if the offered commitment is 0700P, do not set an access window (B time) greater than 0700P. If the customer is not available during the hours that technicians work, they must provide access to the property. (See Determining Access, Section 6.10)

3. If the customer is irate and insists upon a better commitment time, follow the chart in Section 6.6.5.

6.6.5 IRATE CUSTOMER

Most customers calling to report telephone troubles are not happy about the situation. However, with a positive attitude, understanding their needs, assuring them that trouble will be taken care of, you can often defuse an upset customer.

In some rare cases you customer will still be upset and insist upon receiving special treatment. After exhausting you best selling skills and the customer is still not satisfied, you may adjust the commitment time as follows:

IF THE CUSTOMER	THEN
OBJECTS TO AN AS COMMITMENT (normal priority)	<u>Assure the customer that the appointment will be met</u> and provide a positive indication that we will have the trouble resolved by the AS commitment For example: <i>“In many situations we can repair the problem quicker than anticipated and I’m sure we will have your problem corrected by _____”</i> If appropriate, remind the customer of some unusual circumstance (i.e., storm) and indicate that <i>“... we are working as fast as possible to restore all service in your area”</i>
STILL OBJECTS	Offer an out of service commitment only if it is realistic or customer now indicates being without telephone service.
OBJECTS TO OUT OF SERVICE COMMITMENT	Assure the customer that the appointment will be kept. Say something like: <i>“I know how difficult it is to be without service and I know that we will have your problem taken care of by _____”</i>
STILL OBJECTS	Residence Customer: If the report is taken before noon, offer 5PM today If the report is taken after noon, offer noon the next day Business Customer: If the report is taken before 3PM, offer 4 business hours If the report is taken after 3PM, offer noon the next day
STILL OBJECTS	Contact the BellSouth Center for assistance

Never provide a commitment time shorter than four hours (except for emergency situations that are three hours). Doing so will most likely result in a missed appointment and only further upset your customer.

6.7 PRE-POPULATED HANDLE CODES

In certain situations LMOS may pre-populate the Handle code field based upon a pre-existing condition.

6.7.1 KNOWN FAILURES

If the WMC is aware of a cable failure or office failure for specific telephone numbers, the LMOS TR (see Section 9.4) mask will be populated with an appropriate handle code (i.e., CABFAIL, OFCXXX, etc.) For these conditions, the LMOS record will contain a commitment time to clear the known failure. Trouble reports with this handle code are automatically tracked by LMOS and grouped together on dispatch.

If the trouble report is flagged with a known failure Handle code but the customer is reporting a totally unrelated trouble, the failure Handle code must be removed. The TAFI flows address this event and, providing TAFI with correct responses, will cause the correct handle code be applied.

For Example: A customer calls to report a defective jack in the kitchen and there happens to be a cable failure on his line. TAFI will ask:

“Is the customer reporting a problem related to the failure? Y/N”

If you answer YES, TAFI will enter the failure commitment in the New Comm field and retain the failure Handle code.

If you answer NO, TAFI will ignore the LMOS failure indication and process this as a normal report. In this example, TAFI will enter the “JACK-IW” handle code to correctly route the field technician.

6.7.2 PENDING SERVICE ORDERS

LMOS will automatically populate the Handle field with PENDSO if there is a pending service order on the line. TAFI will recognize this condition and ask:

“Is the trouble related to the pending SO? Y/N”

If you answer this question as NO (the trouble is not related to the pending service order), TAFI will remove the PENDSO handle code and process this as a normal report

If you answer YES, TAFI will guide you the proper steps to resolve the customer’s problem.

6.8 MULTIPLE TROUBLE REPORTS

What is a Multiple Trouble Report (MTR)? If a customer has multiple lines at the same physical location and the customer is reporting problems on more than one of these lines, we call this a multiple trouble report situation. Without the ability to mechanically link these trouble reports together we run the risk of dispatching multiple field technicians to the same location (one for each line that was reported in trouble). With the MTR enhancement in LMOS, accessible via TAFI, all (linked) trouble reports are Dispatched-Out to a single technician and only a single visit is made.

TAFI can process multiple trouble reports by giving the user the ability to create a Parent ticket on initial reports. The user will also have to the ability to create Child tickets that can be linked to the Parent.

- ⇒ **Note:** Subsequent reports cannot be made a Parent nor can they be linked to a Parent via this process.
- ⇒ **Note:** Once a Parent is defined, additional reports can be linked to it as long as the Parent report is in a pending status (not yet dispatched). Once the report is dispatched, it’s too late to link additional reports to it because the field technician is on his way.

If TAFI’s analysis generates a Dispatch-In recommendation, this report CAN NOT be designated as a Parent. Why? For two reasons: (1) The concept of MTR is to avoid sending multiple technicians to a customer location. However, only specific sets of technicians work on central office (Dispatched-In) reports. (2) Central office technicians are dispatched via WFA (an alternate OSS) and not LMOS. When LMOS sees a Pending Dispatch-In (PDI) status, a mechanized process automatically creates a PDI report in WFA (to route the technician) and the LMOS report is immediately re-stated as Dispatched-In.

The Access and Commitment screen has a one-character field called MTR to the bottom of the screen (see Figure 17 – Access and Commitment Window on page 49). This field contains edits that only allow the input of a “P” (for Parent) or a “C” (for Child). No other characters are allowed in this field. If “P” or “C” is populated in this field, TAFI will exclude the report from the auto queue process logic (see Section 8.4).

⇒ **Note:** Without this ability if the user queued the report and it auto processed, the user could no longer make it a Parent or a Child.

If “P” or “C” is populated on the F9 screen, TAFI will pass this information to the final screen to prevent the user from having to or forgetting to repopulate this data.

The – Initial Trouble Report Screen (see page 100) has two MTR related fields:

The first field is entitled **MTR** which can hold 1 character.

The second field is entitled **LINK** which can hold up to 18 characters.

TAFI will check to see if the MTR field is populated.

If populated TAFI will check the listed name field to see if the account is not found, unassigned or disconnected in LMOS. If the account is not found, unassigned, or disconnected in LMOS and the MTR field is populated, TAFI will give the user the message:

“Cannot enter LINK when account is disconnected, unassigned, or not found”.

Next TAFI will then check to see if the telephone number is already linked. If it is already linked, TAFI will display *“TN already Linked”*.

The user can then view the LINK data via F11 as shown in Figure 38 – Additional Data – View Links on page 120. The user will have the ability to retry the transaction with a different telephone number if needed.

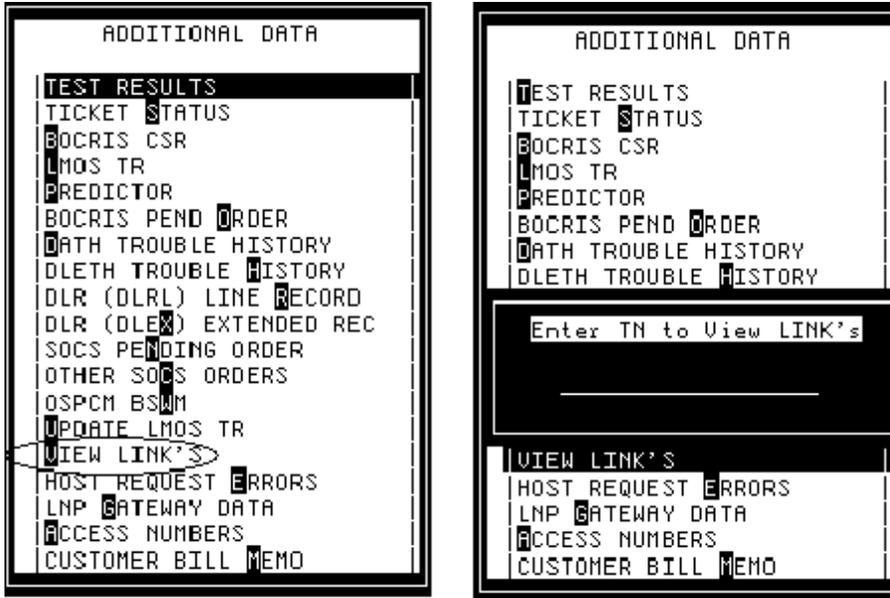


Figure 38 – Additional Data – View Links

Rules:

TAFI performs several checks to see if the report is a sub, closed or if some type of office/cable failure exists.

TAFI will not allow linking of sub reports and will display *“LINKs not allowed on subs”*, in a message box and put the cursor in the MTR field.

TAFI will not allow linking of closed reports and will display *“LINKs not allowed on close troubles”* in a message box and put the cursor in the MTR field.

TAFI will not allow linking of CABFAILs or OEFFAILs and will display *“A known failure exists. Not eligible for MTR process”*, in a message box and put the cursor in the MTR field.

TAFI will not allow linking trouble reports with a handle code of FECO. If FECO is found TAFI will display the message: *“Handle Code for this report does not allow a LINK”*.

If the MTR field is a “C”, TAFI will check the LINK field to see if it is populated. If not populated, TAFI will display the message *“LINK data must be entered when MTR is a Child”*.

If the LINK field is populated, TAFI will check to see if the value entered is at least 10 characters. If the value is not at least 10 characters, TAFI will display the message *“LINK field must contain at least 10 characters”*.

If the LINK field is populated and is at least 10 characters, TAFI will compare it with the reported number. If the LINK number is the same as the reported telephone number, TAFI will display the message: *“Link field cannot be the same as the reporting TN when creating a Child Link”*.

If the MTR field is a P TAFI will check the LINK field to see if it is populated. If the field is *not* populated the reported TN will be sent as the LINK number when the report is transmitted.

If the LINK field is populated, TAFI will check to see if it matches the reported TN. If it does not match the reported TN, TAFI will give the user the error message *“LINK number must match reported TN when creating a Parent Link”*.

Recap:

- If the TAFI user has multiple troubles for a common location they must LINK the trouble reports via TAFI.
- The TAFI user will enter the telephone numbers one at a time choosing each applicable flow. It is not necessary for the TAFI user to wait for test results on each number. The reports may be queued but it is imperative that the TAFI user place a P or a C in the MTR field on the F9 access and commitments window. This will stop auto-processing for these numbers. (The P and C is the indicator of which number will be the Parent or the Child)
- Once MLT testing is complete the TAFI user will pull the Parent report out of queue and if it meets the requirements necessary for creating a Parent they may send the report to LMOS by hitting enter on the final TAFI screen.
- If the chosen number is found to **not** be a candidate for becoming a Parent, the user may take one of the other queued reports and change the MTR field from a C to a P and thus making it the Parent.
- When creating a Child the TAFI user will verify that the MTR field is populated with a C and the LINK field must contain the Parent number they are linking to.
- If the user attempts to link a Child trouble report to a Parent report that is in the Dispatched status, the user will receive the following error message:

“LMOS Update Error for XXXXXXXXXXXX”

Should this occur, and the TAFI recommendation is not DISP IN, change the MTR status to either P (for a new Parent if the customer has additional reports) or Blank (if this is the last report from this customer) and re-send the report. If the TAFI recommendation is DISP IN, change the MTR status to blank and re-send it.

6.9 PRIORITY INDICATOR (PRI)

This is a pre-populated LMOS flag, maintained by the WMC, to identify a unique set of customers that are considered Priority Customers. Customers with special needs for service, and these needs have been communicated, are identified as PRI customers. Some examples would include government officials, police and firemen, etc.

The PRI indicator is automatically displayed in the Handle code field when a new trouble report is being entered for a priority customer account in the Western states. It is only displayed on the Trouble Report screen when the line has a PRIORITY setting.

The system will also automatically select the four-hour commitment for PRI accounts. This commitment is based upon the internal TAFI clock.

The system selects the four hour commitment based upon its internal clock. The production CLEC TAFI clock is Eastern Time. If you take a PRI report for a customer in the Central Time zone, you must correct the pre-populated commitment time.

When you see a priority indicator, use some special, sensitive customer handling procedures.

- Be sure to express verbal interest, helpfulness and offer an apology regarding the customers problem.
- Be extremely polite and courteous throughout the entire contact.
- Enter in the Narrative field any important comments made by the customer.
- Initially offer the established commitments shown on the Trouble Report (AS, OS) as appropriate.

When dealing with Priority customers pay extra attention to details.

If the customer shows ANY dissatisfaction about the stated commitment, offer the PRI commitment and reference PRI in the narrative. The **PRI commitment is 4 business hours** from the time you take the report.

⇒ **Note:** For Residence customers, the standard business day is 8:00 AM to 6:00 PM.

For example, if a PRI customer reports a trouble at 1:00 PM, the PRI commitment will be 5 PM that afternoon. If the PRI customer reports the problem at 3 PM, the commitment will be 12 noon the next day. (Since we can not satisfy the interval by 6 PM (3 PM to 6 PM is only 3 hours), we begin counting 4 hours at 8 AM the next day.)

6.10 DETERMINING ACCESS

The majority of trouble reports are resolved without entering the customer's home. However, sometimes the customer will provide a clear indication that the problem is definitely inside the home (i.e., the customer reports a defective jack or broken inside wiring). Another indicator for you is processing a subsequent report where the pending report is in the No Access status. This tells you that the technician has isolated the problem to the home but could not gain access to repair it.

TAFI now determines if there is a high probability that access is required. If the MLT results generate one of the following handle codes: PD4, PHYSICAL, PD4TRAN or ROH, TAFI will require that the Access A and B fields are populated before the report can be sent to LMOS. You will have to find out from the customer if someone will be available to the technician during the given commitment hours.

Access is something that you will always have to determine and most times negotiate with the customer. You will be surprised to learn how often the customer will want the troubled cleared by 5 p.m., but won't be home for the tester to call or to let the technician into the premises.

Basically, you're trying to find out:

- What time can the technician get into the business?
- Whom should the technician contact?
- At what number can the MA or Technician contact the customer?

You can't give a firm commitment until you make sure access to the customer's location is possible.

MAKE SURE THAT YOU ALWAYS CONFIRM ACCESS. CONFIRMING ACCESS IS VERY SIMPLE, BUT ALSO VERY IMPORTANT.

6.10.1 ACCESS HOURS

Access arrangements for business customers must match the commitment date you provide. If the customer limits the number of hours available for access on the commitment date, these hours must be indicated in the Access After and Before fields on the screen.

The Access After field must contain a time entry that is earlier than the time entered in the Before field. If this requirement is not met, the system will reject the input and display a message on how to correctly make the entry.

There are three situations which determine how you populate the Access After and Before input fields.

1. Access After and Before can be used together such as access available after 0800A and before 0500P.

Access After 0800A Before 0500P

2. Access After and Before can be used one at a time such as access available before 0500P leaving A blank.

Access After: Before 0500P

3. Access After and Before can be left blank if the customer accepts the out-of- service or affecting service commitment and there are no access restrictions,

Access After: Before:

⇒ **Note:** Remember that if TAFI determines that there is a high probability that access to the property is required, you must fill in both the A and B fields. If the customer indicates that they will be home all day, enter A=0800A and **B=the commitment time**.

⇒ **Note:** Remember that you should always get an Access telephone number - even if the customer indicates that they will be home all day. In this case you might say “... *just in case you step out for a few minutes, is there another telephone number our technician can call to obtain access to your home? A neighbor or relative?*”

For CLEC trouble reports, the BellSouth technician will be calling you to obtain access to your customer's location. Therefore, you should note the access number your customer gives you in your records in the event that the technician calls you.

6.11 REPEAT REPORTS

You will receive calls from customers who will say, *"I called and reported this trouble two weeks ago. The trouble was cleared, but now it's happening again"*, or *"I've told you this several times, but my phones goes out every time it rains. Can't you people fix it?"*. These calls generate repeat reports if they have been reported before within the last thirty (30) days.

⇒ **Note:** Any report taken on a customer's line within 30 days of a previous report is considered a Repeat Report - even if the current trouble is not related to the previous trouble.

As with all trouble reports, you will begin the reporting process with the Main Menu. A repeat report is *identical* to an initial report except we know that this customer has experienced a problem in the past 30 days.

The **Trouble History Indication** is populated by the system with data from the customer's LMOS record. For example, as explained in Section 5.4.1, the Trouble History section will say *"REPEAT Report"* followed by say *"3 reports in 18 days"*.

6.12 FRONT END CLOSE OUT (FECO)

Being able to diagnose and resolve a customer's trouble condition while they are on the initial contact often times exceeds the customer's expectations and thereby insures their satisfaction.

6.12.1 WHAT IS A FECO?

During the resolution process several possible scenarios require the customer's participation to affect a prompt fix to their problem. For example, the MLT test results may indicate that there might be a

receiver off hook (ROH). This ROH test result is an indication that there may be some difficulty with the customer's hardware that's causing an off-hook condition (either a true ROH or some fault inside the set that's causing the line to be seized). Given that the customer is not at home when reporting the problem, we would suggest that the customer check their equipment when they get home.

Why would the customer agree to do this? Because it will most likely repair the problem quicker than if we sent a technician to find a phone off-hook. Also, with a proper explanation of how to repair the problem, most customers are willing to take a few minutes to fix the problem.

When we provide the customer with a recommendation on how to repair their problem (or maybe the problem is now testing OK and we ask the customer to verify that the original problem is now fixed), we anticipate that when the customer follows the instructions, the problem will be fixed. These reports are considered to be Front End Close Outs because we will close the report if the customer **does not call back** indicating that the problem still exists.

All FECO reports are sent to LMOS and placed in the LMOS FECO hold queue. If the customer calls back indicating that the problem still exists, we generate a subsequent report on the one that's already in the LMOS queue. If the customer does not call back within 18 hours, we assume that the problem is fixed and LMOS automatically closes the report with the correct Cause and Disposition codes and proper narrative.

There are other situations where you will actually fix the problem and the customer can verify the fix while on the contact. For example, you provided instructions on how to use a feature. This fixed the customer's problem because he can now use the feature. You will actually CLOSE these reports at the conclusion of your customer contact.

See the difference?

A report that is closed on the initial contact (because the customer confirms that the problem is now resolved) is referred to as just a Close Out.

When the customer agrees to participate in the repair process and will follow the recommendations, we call that a FECO (because we don't know for sure that the problem is fixed unless the customer calls back).

The system makes recommendations based upon the information it receives (e.g., trouble description code, all phones, MLT test results, etc.). In certain cases, TAFI prompts you for additional information in order to make a proper recommendation. Remember that TAFI only recommends a course of action and you have total control of the trouble report process.

6.12.2 TAFI RECOMMENDED FECO

Built into the TAFI system are many criteria that allow the system to analyze each Initial Trouble Report. If the trouble meets all the criteria, the system prompts your interaction with the customer to close the trouble and solicit the customer's agreement. If the customer agrees, the system will perform the close out automatically.

When TAFI recommends that a report be closed, and the customer accepts the recommendation, you answer TAFI's prompt "*Does customer agree to close out? Y/N*" with a Y (for yes) and TAFI displays the Trouble Report screen. After making sure that all required fields are properly completed, press the Enter key and the system:

- Send the report to LMOS (just as it would if you did not close the report),
- The report has the Handle code FECOCPE (for suspected equipment problems) or FECOTOK (for Test OK MLT results)
- LMOS places the report in the FECO Hold File. The correct close out narrative is determined by the CPE or TOK indicator in the Handle code. The LMOS FECO hold file also captures who said that it's OK to close the report (remember the OK/ field?).
- If the customer does not call back within 18 hours, LMOS automatically closes these FECO reports with the appropriate close-out information.
- TAFI returns to the Initial Trouble Entry window.

Depending upon your company's methods and procedures, you may not enter every one of your customer's trouble reports via TAFI.

For example, you may provide instructions on how to use a feature independently of TAFI and therefore never enter the report to be excluded and closed. On the other hand, if your company uses TAFI to process every customer call (as BST does), then the FECO process has significance.

Check with your SME on the procedures to follow for your company.

6.12.3 **REMEMBER**

In all cases, the customer must agree with your recommendation before you can FECO a report.

⇒ **Note:** You must enter the name of the person who accepted your FECO recommendation in the OK/ field on the Trouble Report screen, (i.e., OK/ MS JONES), before closing out the report.

⇒ **Note:** The narrative line must be populated with an appropriate description of why the report is being closed (i.e., “*cust will chk sets*”)

7 SAMPLE TROUBLES

7.1 MEMORY SERVICES EXAMPLE

- (1) Your customer reports a problem with his Call Waiting service and you select Memory Services from the Main Menu.

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 OOS N 1AES
TDG
|DIAL TONE
|OUTGOING CALL
|INCOMING CALL
|TRANSMISSION
|MEMORY SERVICE
|MEMORYCALL
|CALLING PLANS/BILLING (ANI)
|LONG DISTANCE
|PHYSICAL
|DATA PROBLEMS
|ENHANCED SERVICES
|NEW FLOW 1
|NEW FLOW 2
|TOUCHSTAR
|CALL FORWARDING
|FLEXIBLE CALL FORWARDING
|CALL WAITING
|CALL WAITING DELUXE
|INTERNET CALL WAITING
|CALLER ID
|VISUAL DIRECTOR
|RINGMASTER
|THREE WAY CALLING
|SPEED CALLING
|ANONYMOUS CALL REJECTION
|CALL PARK
|CALL RETRIEVE
|CALL PICKUP
|CALL HOLD
|AUTOMATIC CALLBACK
|DISTINCTIVE RING
|PRIVACY DIRECTOR
T TDG
UBLE
999-555-4948
BOCRIS Data Available for 9999495038 00:38 11:01:21

```

Figure 39 – Memory Service Problem (MSP) - 1

From the sub-menu, select Call Waiting

- ⇒ **Note:** Remember that you can use the hot key method of selecting sub-menu items as well.

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 OOS
TDG
| DIAL TONE
| OUTGOING CALL
| INCOMING CALL
| TRANSMISSION
| MEMORY SERVICE
| MEMORYCALL
| CALLING PLANS/BILLING (ANI)
| LONG DISTANCE
| PHYSICAL
| DATA PROBLEMS
| ENHANCED SERVICES
| NEW FLOW 1
| NEW FLOW 2
| TOUCHSTAR
| CALL FORWARDING
| FLEXIBLE CALL FORWARDING
| CALL WAITING
| CALL WAITING DELUXE
| INTERNET CALL WAITING
| CALLER ID
| VISUAL DIRECTOR
| RINGMASTER
| THREE WAY CALLING
| SPEED CALLING
| ANONYMOUS CALL REJECTION
| CALL PARK
| CALL RET
| CALL PIC
| CALL HOL
| AUTOMATI
| DISTINCT
| PRIVACY
1AES
T TDG
UBLE
999-555-4948
| DOES NOT WORK AT ALL
| GETS CUT OFF
| TONES NOT DISTINCTIVE
| CANNOT ANSWER INCOMING CALL
| CANCEL CALL WAITING
BOCRIS Data Available for 9999495038 01:21 11:02:04

```

Figure 40 – MSP - 2

Notice that as soon as you selected Call Waiting -> Does not work at all on the second sub-menu, TAFI went to the customer's CSR and verified that the customer is in fact paying for the feature. You can verify this by looking at the trouble status summary (in the base window area).

Take a minute and look at this trouble summary information. So far on this report, you told TAFI that the customer's Call Waiting doesn't work at all and then TAFI verified that: (1) there are no pending service orders for this line (i.e., just in case the feature (CW) was due to be added to the line and perhaps the order has not completed yet) and (2) the customer was paying for Call Waiting. At that point in time, TAFI initiated a CO translation verification via Predictor to confirm that Call Waiting was programmed on this customer's line.

⇒ **Note:** Look at the status line and notice that TAFI is telling you what it's doing. Also, just under the customer's Name and Address fields, TAFI tells you that it's "Waiting for Predictor". (Other status messages may overwrite the one captured on this screen but you'll know that TAFI is waiting for a predictor verification by seeing this message.)

Remember that TAFI will make a recommendation based upon the information you provide and the data that TAFI collects from downstream systems. If, for one reason or another, TAFI does not get good data from a downstream system, TAFI will try again (i.e., in the case of a MLT test and Predictor verifications, TAFI will re-try one time to get a good results.)

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 OOS
TGD
MEM cw not wk
No service order activity
CRIS: Paying for Call Wtg
TOUCHSTAR
CALL FORWARDING
FLEXIBLE CALL FORWARDING
CALL WAITING
CALL WAITING DELUXE
INTERNET CALL WAITING
CALLER ID
VISUAL DIRECTOR
RINGMASTER
THREE WAY CALLING
SPEED CALLING
ANONYMOUS CALL REJECTION
CALL PARK
CALL RET
CALL PIC
CALL HOL
AUTOMATI
DISTINCT
PRIVACY
1AES
T TGD
UBLE
999-555-4948
DOES NOT WORK AT ALL
GETS CUT OFF
TONES NOT DISTINCTIVE
CANNOT ANSWER INCOMING CALL
CANCEL CALL WAITING
PRED Data Requested for 9999495038 01:51 11:02:34

```

Figure 41 – MSP -3

If TAFI does not get a valid response from a downstream system, the recommendation will route the report to the MA screening pool (often referred to as the Technical Support group) for manual intervention. The report is routed by the Handle code TECH or MEMSERV, depending upon which system failed to provide adequate data.

In addition to resolving the customer's problem, or routing the report to the correct location, the MA will identify and correct the cause of the problem which prevented TAFI from obtaining the information.

In our example problem, TAFI could not verify the translations via Predictor. Therefore, TAFI did not have enough data to make the correct diagnosis and the report was routed to the MA screening pool via the MEMSERV handle code:

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN	999 949 5038	REPEAT	N	EC	999	UNIT	47147200
						LOC	TDG
NAME	DUNCAN, JACK M	SUB	N	SO	N		
ADDRESS	867 RENEE DR , HAUGH						
REACH#		ACCESS#		CALLED#			
REMARKS		OK/		REP BY			
TRBL DESC	MEM ****			NOTE			
NARRATIVE	cw not wk-CRIS:Feature=Y-MEMSERV-PREDICTOR Verify Unsuccessful-						
MTR:	LINK:						
NEW COMM	02-26-00 0600P	ACCESS:	A	B		OS	07-29-95 0600P
CUS DT		CAT CD	IRATE N	CC N		AS	07-29-95 0600P
DT RECVD		SUB:	CLSALT	NI N		BC	
TEST RES		HANDLE	MEMSERV	MISC	H11L		
RECOMMEND	MEMSERV-PREDICTOR Verify Unsuccessful						
						BRTAFIYM	

SNECS ERROR: PRED Data Failed for 9999495038

03:24 11:04:07

Figure 42 - MSP - 4

7.2 MEMORYCALL EXAMPLE

Let's walk through another example problem and see how TAFI leads the user to the correct solution.

Let's assume your customer tells you that he has a problem with his call answering feature and he can't delete his messages. You recognize that he's reporting a problem with his MemoryCall service and you make the appropriate Main Menu selection:

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH

TDG
|DIAL TONE
|OUTGOING CALL
|INCOMING CALL | WIRELINE
|TRANSMISSION | WIRELESS
|MEMORY SERVIC | WIRELINE A
|MEMORYCALL
|CALLING PLANS/BILLING (ANI)
|LONG DISTANCE
|PHYSICAL
|DATA PROBLEMS
|ENHANCED SERVICES
|NEW FLOW 1
|NEW FLOW 2

|CALL WILL NOT GO MEMORYCALL
|NO STUTTER DIAL TONE
|STUTTER WITH NO MESSAGES
|TOO FEW/TOO MANY RINGS
|PASSWORD WON'T WORK
|FORGOT PASSWORD
|GETS GENERIC MESSAGE
|CANNOT RETRIEVE MESSAGES
|CANNOT DELETE MESSAGES
|SURROGATE MEMORYCALL DOESN'T WORK
|WON'T WORK WITH RINGMASTER
|MEMORYCALL PLUS PAGER DOESN'T WORK
|MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
|MESSAGE DELIVERY SERVICE
|BUSINESS FAX SERVICE
|BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 00:25 11:05:44

```

Figure 43 – MemoryCall Example (MC) – 1

After you select the **Cannot Delete Messages** option on the Sub-Menu, TAFI will prompt you to answer *“Does MemoryCall accept password?”*

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH
-
Rep: Advise customer MCAL passcode is NOT GO MEMORYCALL
needed to clear trouble. Advise customer R DIAL TONE
once trouble is cleared it is strongly WITH NO MESSAGES
recommended the passcode be changed. OO MANY RINGS
WON'T WORK
|TRANSMISSION | WIRELESS |FORGOT PASSWORD
|MEMORY SERVIC | WIRELINE A |GETS GENERIC MESSAGE
|MEMORYCALL | |CANNOT RETRIEVE MESSAGES
|CALLING PLANS/BILLING (ANI) |CANNOT DELETE MESSAGES
|LONG DISTANCE |SURROGATE MEMORYCALL DOESN'T WORK
|PHYSICAL |WON'T WORK WITH RINGMASTER
|DATA PROBLEMS |MEMORYCALL PLUS PAGER DOESN'T WORK
|ENHANCED SERVICES |MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
|NEW FLOW 1 |MESSAGE DELIVERY SERVICE
|NEW FLOW 2 |BUSINESS FAX SERVICE
|BUSINESS COMMUNITY MESSAGING SERVICE
BOCRIS Data Available for 9999495038 01:44 11:07:03
    
```

Figure 44 - MC - 2

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH
-
Did customer give the passcode? NOT GO MEMORYCALL
R DIAL TONE
|DIAL TONE |STUTTER WITH NO MESSAGES
|OUTGOING CALL |TOO FEW/TOO MANY RINGS
|INCOMING CALL |PASSWORD WON'T WORK
|TRANSMISSION | WIRELESS |FORGOT PASSWORD
|MEMORY SERVIC | WIRELINE A |GETS GENERIC MESSAGE
|MEMORYCALL | |CANNOT RETRIEVE MESSAGES
|CALLING PLANS/BILLING (ANI) |CANNOT DELETE MESSAGES
|LONG DISTANCE |SURROGATE MEMORYCALL DOESN'T WORK
|PHYSICAL |WON'T WORK WITH RINGMASTER
|DATA PROBLEMS |MEMORYCALL PLUS PAGER DOESN'T WORK
|ENHANCED SERVICES |MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
|NEW FLOW 1 |MESSAGE DELIVERY SERVICE
|NEW FLOW 2 |BUSINESS FAX SERVICE
|BUSINESS COMMUNITY MESSAGING SERVICE
BOCRIS Data Available for 9999495038 02:16 11:07:35
    
```

Figure 45 - MC - 3

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 949 5038 NAME DUNCAN, JACK M 1AES
 OOS N ADDRESS 867 RENEE DR , HAUGH

Rep: Enter the passcode in the TRBL Narr.

NOT GO MEMORYCALL
 R DIAL TONE
 WITH NO MESSAGES
 TOO FEW/TOO MANY RINGS
 PASSWORD WON'T WORK
 FORGOT PASSWORD
 GETS GENERIC MESSAGE
 CANNOT RETRIEVE MESSAGES
CANNOT DELETE MESSAGES
 SURROGATE MEMORYCALL DOESN'T WORK
 WON'T WORK WITH RINGMASTER
 MEMORYCALL PLUS PAGER DOESN'T WORK
 MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
 MESSAGE DELIVERY SERVICE
 BUSINESS FAX SERVICE
 BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 02:58 11:08:17

Figure 46 – MC -4

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM

TN 999 949 5038 NAME DUNCAN, JACK M 1AES
 OOS N ADDRESS 867 RENEE DR , HAUGH

Does Memory Call accept password?

MCAL cant del msg

NOT GO MEMORYCALL
 R DIAL TONE
 STUTTER WITH NO MESSAGES
 TOO FEW/TOO MANY RINGS
 PASSWORD WON'T WORK
 FORGOT PASSWORD
 GETS GENERIC MESSAGE
 CANNOT RETRIEVE MESSAGES
CANNOT DELETE MESSAGES
 SURROGATE MEMORYCALL DOESN'T WORK
 WON'T WORK WITH RINGMASTER
 MEMORYCALL PLUS PAGER DOESN'T WORK
 MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
 MESSAGE DELIVERY SERVICE
 BUSINESS FAX SERVICE
 BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 03:33 11:08:52

Figure 47 – MC - 5

Think about this question and compare it with what the customer may have told you so far. If the customer tells you that he can access his system and hear the message, then you know that the

MemoryCall system accepted the password (passcode) that he entered. Do you have to ask the customer this question? ... NO, not if you KNOW the answer. On the other hand, if the customer said “ ... I cannot access my system to delete an old message”, then you don’t know if his password worked or not. What do you do in this situation? ... You ask the customer!

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH

-
Is Memory Call stuck on 1st message? NOT GO MEMORYCALL
R DIAL TONE

MCAL cant del msg | STUTTER WITH NO MESSAGES
MemCall does accept pword | TOO FEW/TOO MANY RINGS
| PASSWORD WON'T WORK
| FORGOT PASSWORD
| GETS GENERIC MESSAGE
| CANNOT RETRIEVE MESSAGES
| CANNOT DELETE MESSAGES
| SURROGATE MEMORYCALL DOESN'T WORK
| WON'T WORK WITH RINGMASTER
| MEMORYCALL PLUS PAGER DOESN'T WORK
| MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
| MESSAGE DELIVERY SERVICE
| BUSINESS FAX SERVICE
| BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 04:33 11:09:52
    
```

Figure 48 – MC – 6

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH

-
Is the mailbox platform BTI? NOT GO MEMORYCALL
R DIAL TONE

MCAL cant del msg | STUTTER WITH NO MESSAGES
MemCall does accept pword | TOO FEW/TOO MANY RINGS
MemCall stuck on 1st msg | PASSWORD WON'T WORK
| FORGOT PASSWORD
| GETS GENERIC MESSAGE
| CANNOT RETRIEVE MESSAGES
| CANNOT DELETE MESSAGES
| SURROGATE MEMORYCALL DOESN'T WORK
| WON'T WORK WITH RINGMASTER
| MEMORYCALL PLUS PAGER DOESN'T WORK
| MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
| MESSAGE DELIVERY SERVICE
| BUSINESS FAX SERVICE
| BUSINESS COMMUNITY MESSAGING SERVICE

BOCRIS Data Available for 9999495038 05:15 11:10:34
    
```

Figure 49 – MC – 7

In this case, your customer cannot get past the first message. He has tried to delete it but it's still there. So how do you answer TAFI's question? Entering Y causes TAFI to ask you which MemoryCall system does the customer have (BTI or Octel)? How do you know? Remember that in the customer information area, TAFI displays the MemoryCall access telephone number beginning with either a B for BTI or a O for Octel. In this case, the customer is served by a BTI system so you answer TAFI's question with a Y. This causes TAFI to provide the correct fix for this trouble:

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH
-
Advise customer to dial 6 to get NOT GO MEMORYCALL
to end of message and 1 to erase message R DIAL TONE
ITH NO MESSAGES
MemCall does accept pword | TOO FEW/TOO MANY RINGS
MemCall stuck on 1st msg | PASSWORD WON'T WORK
BTI | FORGOT PASSWORD
| GETS GENERIC MESSAGE
| CANNOT RETRIEVE MESSAGES
| CANNOT DELETE MESSAGES
| SURROGATE MEMORYCALL DOESN'T WORK
| WON'T WORK WITH RINGMASTER
| MEMORYCALL PLUS PAGER DOESN'T WORK
| MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
| MESSAGE DELIVERY SERVICE
| BUSINESS FAX SERVICE
| BUSINESS COMMUNITY MESSAGING SERVICE
BOCRIS Data Available for 9999495038 05:53 11:11:12

```

Figure 50 – MC - 8

The MemoryCall system is just a computer and, like any other computer, it has a specific program to follow. In order to delete a message stored in the MemoryCall computer, you must be at the end of the message before you enter the delete code. The system will prompt you once you get to the end of the message as to what your options are. i.e., “...end of message. To erase this message press 7, to save it press 9”.

If someone leaves you a message and then stops talking for a period of time before hanging up, the MemoryCall system will continue recording the dead time. In our customer's case, he heard the message OK and then he was listening to the dead time (before the caller hung up). Thinking that he was at the end of the message, he pressed 1 and then hung up. The stutter dial tone remained on his line because the message wasn't deleted and the system still considers it to be an unread message. He probably repeated his steps and then called in the trouble report.

MemoryCall has the ability to skip to the end of a message by entering the code 5 while listening to a message. You provide this training to your customer and explain “I'm sure that if you access your mailbox and depress 5 after the message starts, the system will jump to the end of the message.

You will then be able to delete it by dialing 1. Would you like to try it before we take any further action?"

You clear this TAFI Message Window (remember how?) and then the system responds with:

```

02-25-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 949 5038 NAME DUNCAN, JACK M 1AES
OOS N ADDRESS 867 RENEE DR , HAUGH
-
Does customer agree to closeout? NOT GO MEMORYCALL
R DIAL TONE
|MCAL cant del msg |STUTTER WITH NO MESSAGES
|MemCall does accept pword |TOO FEW/TOO MANY RINGS
|MemCall stuck on 1st msg |PASSWORD WON'T WORK
|BTI |FORGOT PASSWORD
| |GETS GENERIC MESSAGE
| |CANNOT RETRIEVE MESSAGES
| |CANNOT DELETE MESSAGES
| |SURROGATE MEMORYCALL DOESN'T WORK
| |WON'T WORK WITH RINGMASTER
| |MEMORYCALL PLUS PAGER DOESN'T WORK
| |MEMORYCALL PLUS DOESN'T TRANSFER ON "0"
| |MESSAGE DELIVERY SERVICE
| |BUSINESS FAX SERVICE
| |BUSINESS COMMUNITY MESSAGING SERVICE
BOCRIS Data Available for 9999495038 06:28 11:11:47

```

Figure 51 – MC - 9

Your customer agreed to try your advice so you enter Y to the query above. TAFI then presents you with the Close Trouble Report screen for you to complete. Since you are closing this report (and not doing a FECO), all you have to enter is the name of the person who told you it is OK to close the report ... and, in this case, it's the same person who reported the problem.

INITIAL TROUBLE REPORT - CLOSE

TN	999 949 5038	REPEAT	N	EC	999	UNIT	47147200
						LOC	IDG
NAME	DUNCAN, JACK M	SUB	N	SO	N		
ADDRESS	867 RENEE DR , HAUGH						
REACH#		ACCESS#		CALLED#			
REMARKS		OK/	█	REP BY			
TRBL DESC	MCAL ****			NOTE			
NARRATIVE	-cant del msg-						
MTR:	LINK:						
NEW COMM	03-01-00 1100A	ACCESS:	A	B		OS	07-29-95 0600P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	
TEST RES		HANDLE		MISC	C3		
RECOMMEND	CX CCS Instructions						
						BRTAFIYM	
							01:34 11:35:50

Field must be input

Figure 52 – MC - 10

⇒ **Note:** In the screen above, the user attempted to send the report without entering the OK/ field. TAFI caught the error (see the status line message) and placed the cursor in the field that needs information.

INITIAL TROUBLE REPORT - CLOSE

TN	999 949 5038	REPEAT	N	EC	999	UNIT	47147200
						LOC	IDG
NAME	DUNCAN, JACK M	SUB	N	SO	N		
ADDRESS	867 RENEE DR , HAUGH						
REACH#	8005551234	ACCESS#		CALLED#			
REMARKS	CLECH#1234567890	OK/	Mr Duncan	REP BY	Gene		
TRBL DESC	MCAL ****			NOTE			
NARRATIVE	-cant del msg- / Resolved with Cust						
MTR:	LINK:						
NEW COMM	03-01-00 1100A	ACCESS:	A	B		OS	07-29-95 0600P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	
TEST RES		HANDLE		MISC	C3.0		
RECOMMEND	CX CCS Instructions						
						BRTAFIYM	
							03:50 11:38:06

Figure 53 – MC - 11

TAFI USER QUEUE

Some of the downstream transactions may take more time than the customer is willing to wait. For example, if TAFI does not get a valid MLT test result, TAFI will re-test the line after waiting five minutes. Using TAFI, the user is performing the traditional screening function and a quality recommendation can not be made without valid downstream data. When finished with a report, it will either be closed or sent it to the correct location for resolution. However, at the same time, more customers are calling to report their troubles. So what do you do?

Queue the report!

TAFI has the ability to keep working on the customer's trouble report in the background thus freeing the user to start helping other customers. For all practical purposes, there is no limit as to how many reports you can have in your queue. **Just remember that you have to handle all of your queued reports in a timely manner!** TAFI informs you of the status of your queued reports via the User Queue report. This report is displayed every time you complete a trouble report so you don't forget about your queued reports. You will have the option of retrieving a report that TAFI has finished analysis on or bypassing your queued reports (by pressing F6) and taking a new customer call.

8.1 QUEUING A REPORT

There are two ways that a report can be placed in your User Queue:

- TAFI recommends queuing the report (typically because data from a downstream system is currently not available).
- You can manually queue a report so you can start processing other customer troubles while TAFI continues working on the current problem in the background.

To manually queue a report, depress the queue function key (F8).

TAFI will confirm that you have captured all of the required information before it accepts your command. If the data on the Access and Commitment window is not populated, TAFI will require that this information be gathered before the report can be queued.

The best way to experience queuing a report is to walk through an example.

EXAMPLE: Mr. Jamison called to report that he does not have any dial tone. However while processing his report the first MLT test was not conclusive ...

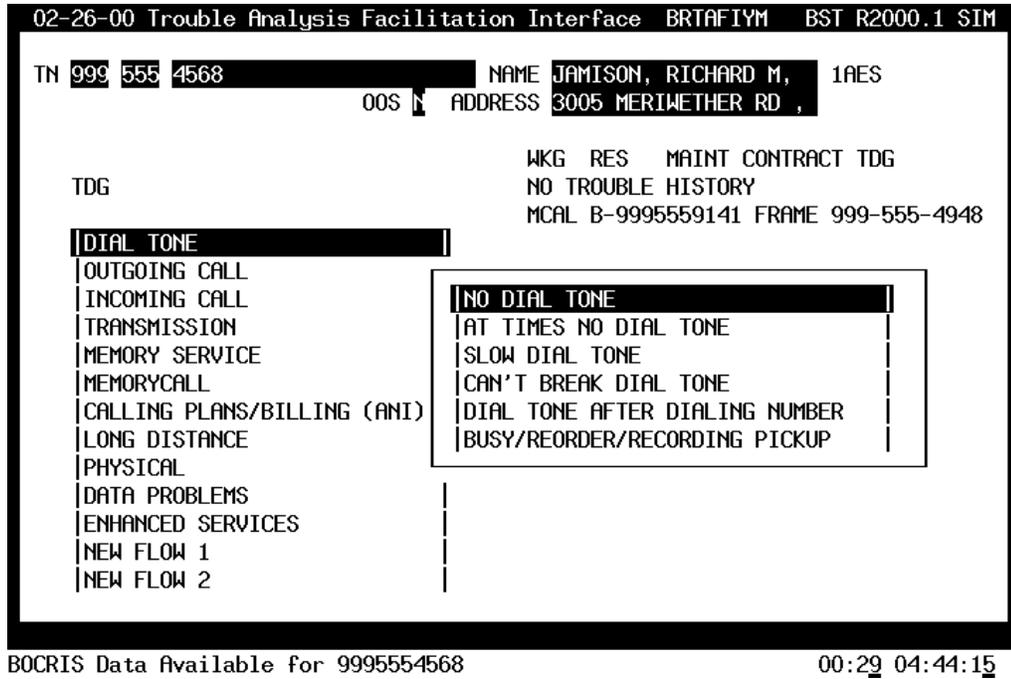


Figure 54 - Queue - 1

He indicates that the problem was on all of his phones:

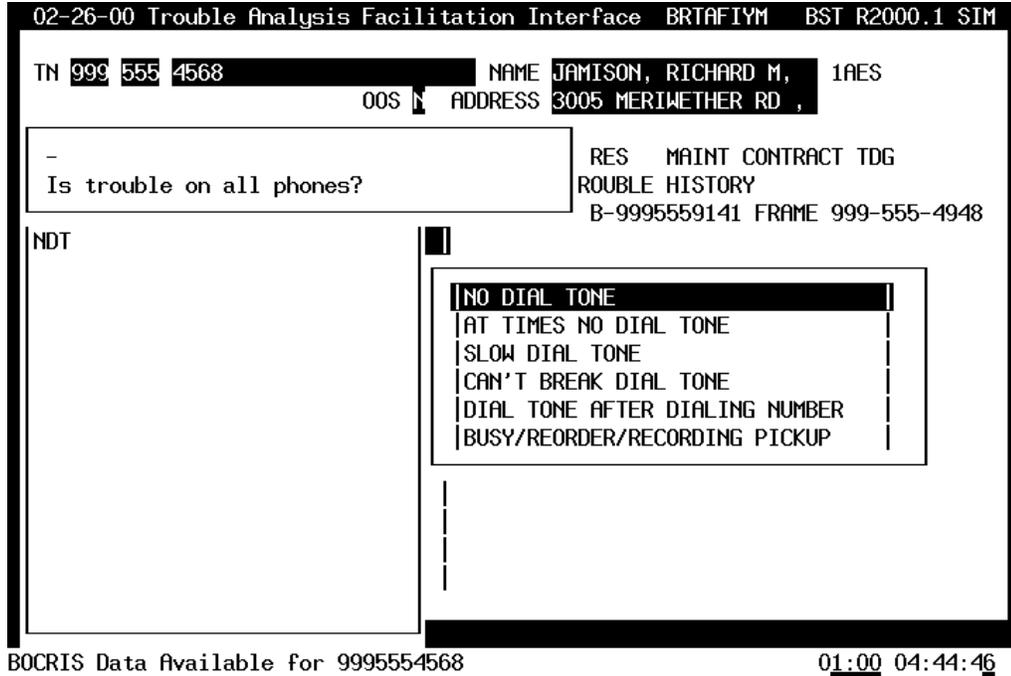


Figure 55 - Queue - 2

The customer was calling from another location:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 4568 NAME JAMISON, RICHARD M, 1AES
OOS ADDRESS 3005 MERIWETHER RD ,
-
Is the line currently in use? RES MAINT CONTRACT TDG
TROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
NDT
Trouble on all phones
REBACK=N
NO DIAL TONE
AT TIMES NO DIAL TONE
SLOW DIAL TONE
CAN'T BREAK DIAL TONE
DIAL TONE AFTER DIALING NUMBER
BUSY/REORDER/RECORDING PICKUP
BOCRIS Data Available for 9995554568 01:30 04:45:16
    
```

Figure 56 - Queue - 3

Then TAFI asks that you complete the Access and Commitment Window:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 4568 NAME JAMISON, RICHARD M, 1AES
OOS ADDRESS 3005 MERIWETHER RD ,
-
Get reach information and advise
customer of commitment.
(If necessary, use F9 to enter
Access & Commitment information.)
Line not in use (LIU=N)
AT TIME
SLOW DI
CAN'T B
DIAL TO
BUSY/RE
REACH# _____
REMARKS _____
ACCESS# _____
REP BY _____
NEW COMM AS
ACCESS: A _____ B _____
OS 07-29-94 0600P
AS 07-29-94 0600P
BC _____
CUS DT _____
NOTE _____
CAT CD IRATE N CC N
TRBL DESC NDI **** _____
ADTNL NAR _____
DT RECVD _____
MTR: -
EMAIL: _____
TEST Results Requested for 9995554568 02:04 04:45:50
    
```

Figure 57 - Queue - 4

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 4568 NAME JAMISON, RICHARD M, 1AES
OOS N ADDRESS 3005 MERIWETHER RD ,
WA
WK
NO
MC
TDG
NDT
Trouble on all phones
REBACK=N
Line not in use (LIU=N)
RECOMMEND: WAIT ON RETEST
NO DIAL
AT TIME
SLOW DI
CAN'T B
DIAL TO
BUSY/RE
REACH# 8005551234
REMARKS Skione comm
ACCESS# =
REP BY Gene
NEW COMM AS
ACCESS: A B
OS 07-29-94 0600P
AS 07-29-94 0600P
BC
CUS DT
NOTE recontact
CAT CD IRATE N CC N
TRBL DESC NDT ****
ADTNL NAR DOG IN YARD
DT RECVD
MTR: -
EMAIL:
RETEST Required for 9995554568 03:52 04:47:38

```

Figure 58 – Queue - 5

While you were populating the Access and Commitment (A/C) Window, TAFI initiated a MLT test. However, the test did not produce a valid result and TAFI is recommending a re-test. You, through your experience and training, notice this information in the Trouble Report Status area and know that you will be queuing this report. You must add two pieces of information in the A/C window:

- Make yourself a reminder note to re-contact this customer using the **Note** field.
- Since TAFI may execute the Automatic Queue Processing function (discussed in Section 8.4, beginning on page 150) you must add any critical piece of information that you want to appear on the narrative line of the final report. In this case, Mr. Jamison is warning the technician to watch out for the big dog in his yard and this information is entered in the **Additional Narrative** field.

You complete the contact with your customer by providing him the established commitment, provide an indication of future availability and thank him for using your service - your standard contact closure. The only difference between this close and other closures is that you don't know (at this time) what the disposition of this report will be. (You will once TAFI completes its analysis, but right now you have other customers to handle.)

Depress the Enter key to register all of the data gathered in the A/C window for this report and then depress F8 to queue the report:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 4568 NAME JAMISON, RICHARD M, 1AES
OOS N ADDRESS 3005 MERIWETHER RD ,
-
Call being placed on QUEUE
ING FOR RETEST-1
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948

NDT
Trouble on all phones
REBACK=N
Line not in use (LIU=N)

RECOMMEND: WAIT ON RETEST

NO DIAL TONE
AT TIMES NO DIAL TONE
SLOW DIAL TONE
CAN'T BREAK DIAL TONE
DIAL TONE AFTER DIALING NUMBER
BUSY/REORDER/RECORDING PICKUP

05:29 04:49:15
    
```

Figure 59 – Queue 6

TAFI queued the report and provides a Message Window acknowledging the request.

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN   NAME
OOS ADDRESS

USER QUEUE

USER  TN          NOTE      STATUS  DATE RECEIVED  NEW COMMITMENT
skione1  9995554568    recontact  RETEST1 02-26-00 0443P 07-29-94 0600P

F2up  F3down  F6exit  ENTERaccept

|MEMOR| F2profile  F3queued  F4supervise  F6exit
|MEMOR|
|CALLI|
|LONG  | * May contain fragmented CPNI, to be used only *
|PHYSI| * consistent with your CPNI training. Not to *
|DATA  | * be used for sales and marketing purposes. *
|ENHAN|
|NEW F |
|NEW FLOW 2 |

04:49:46
    
```

Figure 60 – Queue 7

Take a minute to look at the User Queue window. Notice that your note (reminder to yourself) is displayed along with the status of this report. In this case, TAFI is re-testing the line with the first re-test request.

⇒ **Note:** If TAFI recommends queuing the report because access to downstream systems is momentarily blocked, TAFI will automatically place the word “SYSTEM” in the note field. This alerts you to some possible communications problem.

Pay attention to the function key prompts in this User Queue window. To move the highlight bar down and up, use F2 and F3 (when you have more than one report in queue). To bypass this User Queue report and return to the Initial Trouble Entry Window (to process another customer’s call), depress F6.

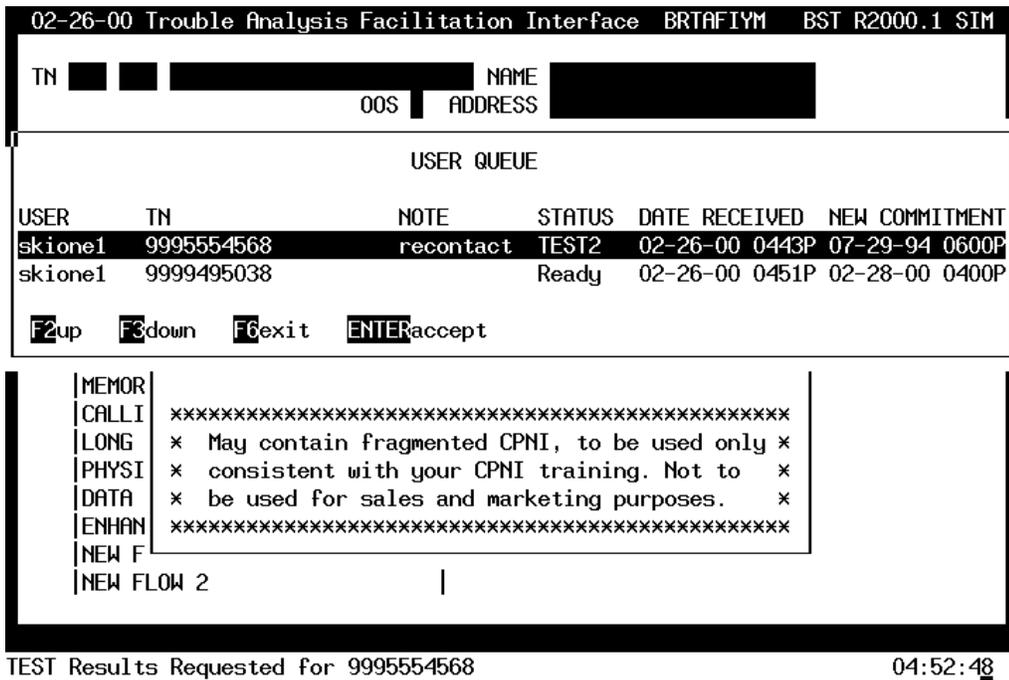


Figure 61 – Queue - 8

As TAFI continues to work on your report in the background, it displays status information in the Status Line, even if you are working on a different report. TAFI just wants to keep you informed. Also, notice that the Status field on the User Queue report gets updated to let you know what’s going on. Look at the screen above. What’s the current status of the queued report?

When the Status field indicates “READY”, you know that TAFI has completed the analysis and formulated a recommendation for you to complete the report:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

USER QUEUE

USER      TN          NOTE      STATUS  DATE RECEIVED  NEW COMMITMENT
skione1  9995554568      recontact Ready   02-26-00 0443P 07-29-94 0600P

F2up  F3down  F6exit  ENTERaccept

|MEMOR| F2profile  F3queued  F4supervise  F6exit
|MEMOR|
|CALLI| *****
|LONG  | * May contain fragmented CPNI, to be used only *
|PHYSI| * consistent with your CPNI training. Not to *
|DATA  | * be used for sales and marketing purposes. *
|ENHAN| *****
|NEW F |
|NEW FLOW 2 |

```

TEST Results Available for 9995554568 05:01:10

Figure 62 – Queue - 9

8.2 RETRIEVING QUEUED REPORTS

Once TAFI has completed the analysis and determines a recommendation, TAFI changes the Status on the User Queue report to READY. When you have finished working on your current report, TAFI will always display the User Queue window (if you have at least one report in queue) prior to allowing you access to the Initial Trouble Entry window. You have to determine when to take the report out of queue.

For example, if there are many customer calls pending in the ACD queue, you may elect to handle a new customer call first. When the peak customer call volume goes down, you will start completing those reports in your queue.

⇒ **Note:** Your management will provide you with guidelines for handling queued reports in your center.

Retrieving a queued report is a two step process:

1. Use the highlight bar to select which report to retrieve from the User Queue (use F2 and F3 to move the bar) and depress Enter. This action places the telephone number into the Initial Trouble Entry window:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

[DIAL] TN 999 555 4568
|OUTGO
|INCOM Queue Management?
|TRANS
|MEMOR F2profile F3queued F4supervise F6exit
|MEMOR
|CALLI *****
|LONG * May contain fragmented CPNI, to be used only *
|PHYSI * consistent with your CPNI training. Not to *
|DATA * be used for sales and marketing purposes. *
|ENHAN *****
|NEW F
|NEW FLOW 2 |

TEST Results Available for 9995554568 05:01:36
    
```

Figure 63 – Queue- 10

2. Depress the Enter key a second time and TAFI will typically return you back to the point you were at when you queued the report. In our example, TAFI is recommending a dispatch out based upon the information the customer provided.

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN 999 555 4568 REPEAT N EC 999 UNIT 47147100
LOC IDG
NAME JAMISON, RICHARD M. SUB N SO N
ADDRESS 3005 MERIWETHER RD.

REACH# 8005551234 ACCESS# 8005551234 CALLED#
REMARKS Skione comm OK/ REP BY Gene
TRBL DESC NDT *** BKDT NOTE recontact
NARRATIVE BK05-ndt-a/p-DOG IN YARD

MTR: LINK:
NEW COMM OS ACCESS: A B OS 07-29-94 0600P
CUS DT CAT CD IRATE N CC N AS 07-29-94 0600P
DT RECVD 02-26-00 0443P SUB: CLSALT NI N BC

TEST RES IST EQUIP BSY HANDLE PDO MISC H3ap
RECOMMEND DISP OUT

BRTAFIYM
00:17 05:02:08
    
```

Figure 64 – Queue 11

In our example, the MLT test equipment was consistently busy every time TAFI tried to run a test. TAFI displayed this information in the **Test Results** field on the Trouble Report screen. If this was a real world trouble, you would call a BST center and notify them of this situation. The BST person will coordinate with the WMC to correct this potential MLT problem. To maintain your commitment to the customer, TAFI recommended dispatching a technician to correct the problem.

⇒ **Note:** Every central office is equipped with a limited number of test facilities that run MLT tests. The larger the CO, the more test facilities are available. Under normal situations there are plenty of facilities available. However, if a large number of trouble reports are generated for a given CO at the same time, you may incur the *test equipment busy* result. When this occurs, TAFI waits 5 minutes and re-tests the line. Most of the time, a subsequent test will net a good result. Experience with multiple MLT tests indicate that if a good result is not returned by the second attempt, there's little probability that additional attempts will provide good results. Failing to get a good MLT result after the second attempt, TAFI will send the report to the MA screening pool for manual intervention.

8.3 TIPS ON QUEUING

- (1) In many situations, the result of the MLT test will determine TAFI's recommendation and how you finally process the report. If the result comes back while the customer is still on the line, you can provide your customer with a more definite response by saying something like: "*... while we were talking I ran a test on your line and the results show me that our technician will have to be sent out to correct the problem. I'm sure that we will have this corrected for you by 6 PM*"

However, how long do you wait for the test result to come back? Depending upon the CO and a number of other factors, the results may not come back for 2 minutes or more.

The best rule of thumb is to complete your contact in the normal manner. Gather information from the customer and select the appropriate trouble category, answer TAFI's questions, obtain the necessary information to populate the A/C window and, if the test results are not back, provide your customer with a commitment date/time and close the contact. When you have finished with the customer, depress F8 to queue the report and move on to your next call.

- (2) The second thing to remember is that you are responsible for the reports in your queue. You are expected to handle these reports in a timely manner.

The longer you keep a report in queue, the less time the field technicians have to clear the problem by the commitment time!

- (3) Should another user take a report for this telephone number (while the initial report is still in queue), one of two things will happen:
- A: If the user taking the second report is working on the same TAFI processor (i.e., CRTAFIZM) where the report is queued, TAFI will take the report out of the first user's queue and display all the information to the new user. (It acts as if the second user had the report queued and then pulls it out for further action.)
 - B: If the new user is working on a different TAFI processor, the system will process the report independent of any work performed by the first user. The second user then completes the report and TAFI routes it for proper handling. When the first user takes the report out of queue and attempts to complete it, LMOS will return an error message saying "SUB NOW" (see Section 11). This error message indicates that someone else generated an initial report and this user must cancel his TAFI transaction and then enter a subsequent report listing any new information that they have obtained.

Note: In situation B, when the first user takes the report out of their queue and sends it to LMOS, they will get a SUB NOW error message. This error message indicates that someone else generated an initial report and this user must enter a subsequent report listing any new information that they have obtained.

All users for a given CLEC company are assigned to work on the same production CLEC TAFI processor and option A would be the expected result. However, should the user temporarily use the CLEC TAFI Back-Up system (because of some difficulty with their production system), option B could occur.

- (4) During normal operations, TAFI provides you an indication when a recommendation has been developed, you take the report out of queue and process it. Should you need to log off prior to obtaining a recommendation for a queued report (i.e., lunch break, etc.), TAFI will display the status of all your queued reports when you log back in.

However, if you have queued reports and you have to leave for an extended period (i.e., go home at the end of your tour), you **must inform your supervisor so he/she can reassign your queued reports to another user.**

Users should budget their time to process all queued reports prior to leaving for the day.

(5) **IMPORTANT !**

If while processing the queued report, the user elects to cancel the TAFI transaction, the LMOS report is still active. This should not happen often. One scenario might be after waiting for an MLT test the user calls the customer to say the line tested OK. The customer then realizes that he really didn't want to report a trouble but needed to speak with someone in the business office. The first reaction would be to cancel the report (Referred to Business Office) ... but doing so would leave an active report in LMOS (since the report was queued in TAFI).

In situations where the user would have canceled the TAFI transaction AFTER placing the report in queue, the correct steps are to use the CLOSE Report Override option and select the appropriate Close transaction (i.e., CX Customer Canceling Original Report) to close the existing LMOS report.

8.4 **AUTOMATIC QUEUE PROCESSING**

We just discussed the importance of processing your queued reports in a timely manner so the field technicians have ample time to fix the trouble before the commitment time (assuming that the recommendation is to dispatch a technician). To assist you in processing queued reports, TAFI has been enhanced to automatically send reports to LMOS if the recommendation is to dispatch a technician.

⇒ **Note:** Since TAFI may take this report from you, it is critical that you enter any information that needs to go on the narrative line using the additional narrative field on the Access and Commitment window before you queue the report (see page 96).

9 ADDITIONAL DATA WINDOW

TAFI gathers much information from a number of downstream systems during the processing of a trouble report and holds it while it is processing the report. TAFI uses this information to develop its recommendation. As shown below, information from many downstream systems could be accessed (and viewed) but the data actually gathered depends upon the nature of the trouble report. For example, if the customer was reporting NDT, TAFI would not go to Predictor and verify switch translations. Therefore, accessing the Predictor option on this window will not provide any information.

To successfully process customer trouble reports does not require the user to view any information available in the Additional Data Window. TAFI does this automatically and with consistent interpretation.

Some users may want to view this information to gain a better insight to a specific problem. The **Additional Data Window** and is accessible by depressing F11.

The Additional Data Window displays the following menu of options:

<i>Test Results</i>	Displays the MLT results obtained by TAFI
<i>Ticket Status</i>	LMOS Recent Status Transaction (RST) - used to view the various lines of status on a pending trouble report
<i>BOCRIS CSR</i>	CRIS Customer Service Record - displays the products and services that are programmed on the line
<i>LMOS TR</i>	LMOS Trouble Report - a view of TAFI's interaction with the LMOS TR mask
<i>Predictor</i>	Predictor - the results of TAFI's inquire to Predictor
<i>BOCRIS Pend Order</i>	BOCRIS Pending Service Order - a view of what was ordered in BOCRIS
<i>DATH Trouble History</i>	LMOS Display Abbreviated Trouble History - A trouble history report showing just the close out narrative on previous trouble reports
<i>DLETH Trouble History</i>	LMOS Display Extended Trouble History - A trouble history report showing every line of status on previous trouble reports stored in LMOS

<i>DLR (DLRL)</i>	LMOS Display Line Record - displays the customer's Line Record (DLRL) in LMOS
<i>DLR (DLEX)</i>	LMOS Display Line Record – displays the customer's extended line record (DLEX) stored in LMOS
<i>SOCS Pending Order</i>	Service Order Control System - displays pending service orders (if any)
<i>Other SOCS Orders</i>	If the customer has more than one pending service order, this option lets you select which service order to view
<i>SOCS Deny/Restore</i>	Displays any pending Service Orders Denying or Restoring Service
<i>OSPCM BSW</i>	OSPCM Buried Service Wire - displays the status of work orders to bury customer's buried drop wires. (This work is performed by contractor.)
<i>Update LMOS TR</i>	If the trouble report is updating an existing LMOS report, you can view this update here
<i>View Links</i>	Allows the user to view other trouble reports linked together in a Multiple Trouble Report
<i>Host Request Errors</i>	If TAFI attempted to gather some information or send some information and the request failed (due to either a communications problem or the host system was not available), the user can attempt to re-send the transaction with this option
<i>LNP Gateway Data</i>	If TAFI queried LNP for information to process the trouble report, then this data can be viewed here.
<i>Access Numbers</i>	Provides additional access numbers
<i>Customer Bill Memo</i>	If available, TAFI will display all entries made in the past seven days on the customer's Bill section
<i>View CPNI Data</i>	TAFI Displays the customer's desired CPNI handling procedures

Most of these options produce reports that have more than one page. You may scroll through each page using the **Page Up** and **Page Down** keys.

With an active trouble report on your screen, depressing F11 produces the Additional Data Window

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN	999 949 5038	REPEAT	N	EC	999	UNIT	47147200
				LOC	IDG		
NAME	DUNCAN, JACK M	SUB	N	SO	N		
ADDRESS	867 REN						
REACH#	8005551						
REMARKS	Skione						
TRBL DESC	NDT **						
NARRATIVE	-ndt-a/						
MTR:	_ LINK:						
NEW COMM	OS						
CUS DT							
DT RECVD							
TEST RES	OPN OUT						
RECOMMEND	DISP OU						

ADDITIONAL DATA	
TEST RESULTS	SOCS PENDING ORDER
TICKET STATUS	OTHER SOCS ORDERS
BOCRIS CSR	SOCS DENY/RESTORE ORDERS
LMOS TR	OSPCM BSMW
PREDICTOR	UPDATE LMOS TR
BOCRIS PEND ORDER	VIEW LINK'S
DATH TROUBLE HISTORY	HOST REQUEST ERRORS
DLETH TROUBLE HISTORY	LNP GATEWAY DATA
DLR (DLRL) LINE RECORD	ACCESS NUMBERS
DLR (DLEX) EXTENDED REC	CUSTOMER BILL MEMO
	VIEW CPNI DATA

TEST Results Available for 9999495038 11:16 07:43:14

Figure 65 – Additional Data Window

Let's take a closer look at some of these options:

9.1 TEST RESULTS

Selecting the TEST RESULTS option displays full MLT test data.

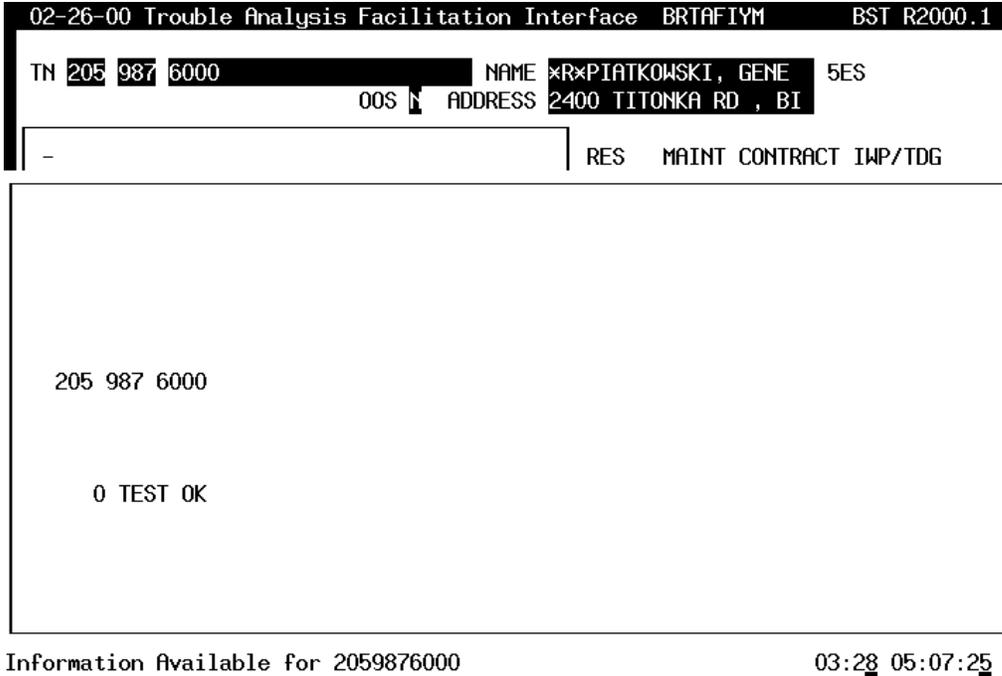


Figure 66 - MLT Screen - 1

Scroll down (page down key) to view rest of MLT data:

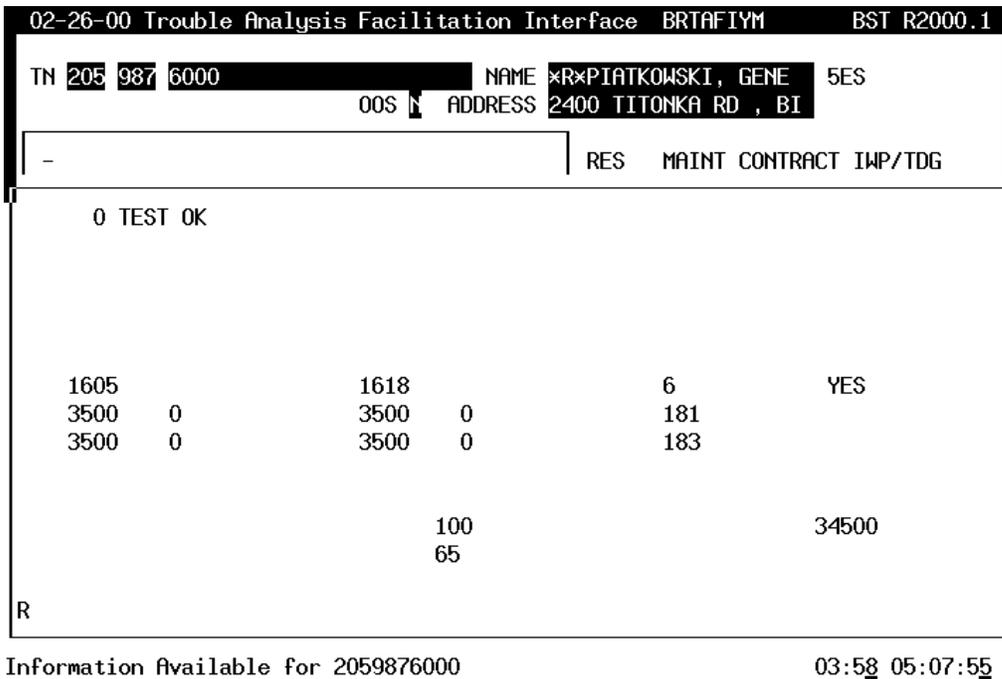


Figure 67 - MLT Screen 2

9.2 TICKET STATUS

This option will produce the LMOS Recent Status Transaction or RST report. It provides a detailed report of what has transpired on an active (pending) trouble report. Every time someone handles the report, a line of status showing: who did it, when it was done (time/date), the intermediate status transaction code (IST) - which translates to what's happening to the report like PDO, and a line of narrative describing what the person did to produce the IST value.

9.3 BOCRIS CSR

When would you want to look at the CSR? In most cases, TAFI verifies the CSR to ensure that the customer has the feature that is being reported. In a rare situation, a new feature has been introduced and the TAFI lookup capability has not been updated yet. If the customer tells you that he has a feature, and TAFI tells you "*customer not paying for feature*", look at the CSR manually. If you find a discrepancy (i.e., you find the feature in the CSR), notify your SME to report this problem to BellSouth.

This option will display a customer's CSR. This record lists everything your customer has programmed on his line. Take a few minutes and scroll through this example:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
999 949 5038 196 *CSR* HGTN 1FR
DUPL CUST EXISTS (3) NO
LN DUNCAN, JACK M
LA 867 RENEE DR
SA 867 RENEE DR
, HAUGHTON
DZIP 71037

---DIR
DDA BA
DEL A1, B0, C0, D0, E0, F0, G0

---BILL
BN1 JACK M DUNCAN
BA2 867 RENEE DR

```

TEST Results Available for 9999495038 12:13 07:44:11

Figure 68 – BOCRIS CSR Screen - 1

Scroll down (page down key):

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
BA2 867 RENEE DR
PO HAUGHTON LA 71037
TAR 000,707
PACI XXXX
SS 540-58-8611;X

---S&E

      (OTHER)

NOTE:
999 949 5038 196 *CSR*           HGTN 1FR
      DUPL CUST EXISTS (3)           NO
QTY USOC  S&E                       J  REV  IDENT NUMBER BTC EFF DT T
1  NW101 NETWORK INTERFACE-OUTSIDE+      NR           072294 N

TEST Results Available for 9999495038           12:52 07:44:50
    
```

Figure 69 – BOCRIS CSR Screen - 2

Scroll down again:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
-----
1  NW101 NETWORK INTERFACE-OUTSIDE+      NR           072294 N
   /SED 07-22-94

      (LINES & STATIONS)

1  MBRX MEMORYCALL ANSWERING SER+      395      9495038      072294 0
   /TN 949-5038/MBTN 949-5038
   /DLNM 2-JACK DUNCAN
   /IC 09-16-94/SED 07-22-94

1  MW  MESSAGE WAITING - STUTTER+      50      9495038      072294 N
   /TN 949-5038/IC 09-16-94
   /SED 07-22-94

1  1FR  RESIDENTIAL LINE                 1327           072294 N
   /PIC 288/PCA B0, 07-15-94
   /SED 07-22-94

TEST Results Available for 9999495038           13:21 07:45:19
    
```

Figure 70 – BOCRIS CSR Screen - 3

Continuing to page down will display the entire CSR segment

9.4 **LMOS TR**

Selecting this option, you will see what TAFI is seeing while it generates the LMOS Trouble Report mask:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038          REPEAT N   EC 999  UNIT 47147200
-----
GENERIC_FID= IWP
GENERIC_FID= CCS
GENERIC_FID= MEMORY
GENERIC_FID= CALL
LISTED_NAME= DUNCAN, JACK M
SERVICE_ADDRESS= 867 RENEE DR , HAUGH
LOCATION= TDG
UNIT_NUMBER= 47147200
WORKING_CONDITION= WKG
CLASS_OF_SERVICE= RES
SERVICE_CODE= 1FR
LAST_CLEAR_DATE= 06-25-94
AFFECTED_SERVICE_COMMIT= 07-29-95 0600P
OUT_OF_SERVICE_COMMIT= 07-29-95 0600P
NARRATIVE=
-----
TEST Results Available for 9999495038          18:51 07:50:49

```

Figure 71 – LMOS TR Data

The scrolling down will display the remainder of the TR (LMOS Trouble Report) Screen data elements. If the WMC populated handle codes for a known failure condition for a given number, TAFI will provide the user with the appropriate information. All of this data is displayed in the TAFI Trouble Report Screen (see page 51).

9.5 PREDICTOR

When TAFI is processing a feature problem, it will verify the switch translations using Predictor. The raw data is available for view with this option:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1
TN 205 987 6000 OOS TOUCHSTAR 5ES
- ARDING CALL FORWARDING T IWP/TDG

S42F-164429994 00-02-26 17:15:16 249043 no_cls BAB98EE
M Sat Feb 26 17:15:15 2000
SCREEN 1 OF 6 5ESS SWITCH BAB98EE
VERIFY 1.8
ANALOG LINE/BRCS ASSIGNMENT
(*)1. TN 9876000 RAX 1 OVRD DNY XFER N
(*)2. OE - LCC 1FR BUSY MONITOR N
(*)5. PTY - TTC Y ATT MLHG ----
(*)6. MLHG ---- HRI 0 RBV TGN ----
(*)7. MEMB ---- SERHLN ---- CIDIAL ALLOW
CHNG TN 2059876000 BCK LNK N PIC 6746
CHNG OE L 0120013063 SHARED N PTC ----
CHNG PTY I PLC ----
CHNG MLHG 0 SUSO N UNBUNDLED N

PRED Data Available for 2059876000 05:18 05:17:51

```

Figure 72 – Initial Predictor Data Screen

Depending upon the number of features that the customer has, this report could be many pages long. In the example above, there are six pages of data (and there is not reason to clutter this document with them).

Again, since TAFI has collected this data to handle a feature related trouble report, the results are available for inspection. In the real world, you will most likely never look at this data ... because TAFI does the work for you.

If you want to see what features are programmed in the switch (in English), depress the F7 key after TAFI tells you that *PRED Data Available* (as shown in the status line in Figure 72). Using this feature the user will see both the English translation of the various USOC codes from the CSR as well as the English translation of the Switch programming.

Select the DATH option and press Enter:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
LOC TDG
NAME DUNCAN, JACK M SUB N SO N
ADDRESS 867 REN
REACH# 8005551
REMARKS Skione
TRBL DESC NDT **
NARRATIVE -ndt-a/
MTR: _ LINK:
NEW COMM OS
CUS DT
DT RECVD
TEST RES OPN OUT
RECOMMEND DISP OU

          ADDITIONAL DATA
          |TEST RESULTS          |SOCS PENDING ORDER
          |TICKET STATUS          |OTHER SOCS ORDERS
          |BOCRIS CSR              |SOCS DENY/RESTORE ORDERS
          |LMOS TR                 |OSPCM BSWM
          |PREDICTOR              |UPDATE LMOS TR
          |BOCRIS PEND ORDER      |VIEW LINK'S
          |DATH TROUBLE HISTORY   |HOST REQUEST ERRORS
          |DLETH TROUBLE HISTORY  |LNP GATEWAY DATA
          |DLR (DLRL) LINE RECORD |ACCESS NUMBERS
          |DLR (DLEX) EXTENDED REC|CUSTOMER BILL MEMO
          |VIEW CPNI DATA

Trouble History (DATH) Data Requested for 9999495038 03:39 08:24:22
    
```

Figure 74 – Requesting DATH Data

Depress Enter a second time after TAFI tells you that the data is available (see status below):

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
LOC TDG
NAME DUNCAN, JACK M SUB N SO N
ADDRESS 867 REN
REACH# 8005551
REMARKS Skione
TRBL DESC NDT **
NARRATIVE -ndt-a/
MTR: _ LINK:
NEW COMM OS
CUS DT
DT RECVD
TEST RES OPN OUT
RECOMMEND DISP OU

          ADDITIONAL DATA
          |TEST RESULTS          |SOCS PENDING ORDER
          |TICKET STATUS          |OTHER SOCS ORDERS
          |BOCRIS CSR              |SOCS DENY/RESTORE ORDERS
          |LMOS TR                 |OSPCM BSWM
          |PREDICTOR              |UPDATE LMOS TR
          |BOCRIS PEND ORDER      |VIEW LINK'S
          |DATH TROUBLE HISTORY   |HOST REQUEST ERRORS
          |DLETH TROUBLE HISTORY  |LNP GATEWAY DATA
          |DLR (DLRL) LINE RECORD |ACCESS NUMBERS
          |DLR (DLEX) EXTENDED REC|CUSTOMER BILL MEMO
          |VIEW CPNI DATA

Trouble History (DATH) Data Available for 9999495038 05:44 08:26:27
    
```

Figure 75 – DATH Data Available

Depress the Enter key again to view the data:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
DATH TN PRTR EC
*LN ANY NAME
*SA ANY ADDRESS , MINDEN/ZAC Y/LA 904 SIBLEY RD/ZAC Y
*LOC TDG
---HIST---
REPORTED S CLEARED TH_KEY TST RPM SWM OS CAT T D
06-18-94 315P 0 07-19-94 600P 07-19-94 617P 600 181 181 * CD 100 0900 6
:BM CAME CLEAR/PNW101/RPD AD/ADV MRS .
.
06-16-94 107P 0 07-18-94 1010A 07-18-94 1016A 603 179 179 * CD 100 1210 3
: ZC300 AV MRS RPD IW RJ11C .
.
05-20-94 452P 0 06-21-94 231P 06-21-94 238P 299 299 299 * CD 100 0700 6

Trouble History (DATH) Data Available for 9999495038 06:14 08:26:57

```

Figure 76 - DATA Data Displayed

Sequential depressions of the page down key will scroll the user through the entire DATH report.

9.8 DLETH - TROUBLE HISTORY

The LMOS DLETH (Display Extended Trouble History) report is obtained using the exact same process as pulling the DATH report. You request the report, tell TAFI where you want the report delivered (screen or printer) and then, if you picked the screen option, request the report a second time.

9.9 DLR (DLRL) - DISPLAY LINE RECORD

The LMOS DLR (Detailed Line Record) contains all of the information that LMOS knows about this line. On rare occasions you might get a call from a technician asking you for the cable pairs for a given customer so he can complete a repair job. The technician should be calling his WMC for this data if he can't get it from his CAT. But just in case you get such a request, you can find the information on the DLR.

Select the DLR option on the Additional Data Window and depress Enter. When the data is available, depress the Enter key again:

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-----
TN 999 949 5038          REPEAT N   EC 999   UNIT 47147200
-----
DLR DLRL EC 010 TN 999 949 5038          SEC   DPA   PRTR   PG
SLID  SLID#
ORD F5L6R284          CD 03-01-94 CUS 116 UNIT 39539600          08-03-94 0959
NSTA UNKN PUB PUB SP          PRI          EN          CPE N NMC
MAIN          KS   0 RT 1223 TSOP   0 CS RES   SC L1R
OE 007-322-015          EXK 999 341 OT   VT          PTY   BRG N NSV N
SWC WKG          SSN ? HSID N HSEC N HOPA N TAS N TAC N
LCD 03-02-94 LCT 72632587 HLEX N
LN ANYNAME,
SA ANY ADDRESS          Y/LA 810 5TH AV , HARVEY/ZAC Y
LOC TDG APT 2-H
RMK 0000 MTN HAS BEEN CHANGED
RMK 0001 NEW MTN IS 999 3404192
RMK 0300 /ZTN 04 347-9358/LPS
S&E QTY   1 USOC L1R   KS   0 LTD   REF
-----
DLR Data Available for 9999495038          10:56 08:31:39

```

Figure 77 – DLR Screen

To view the next screen, depress the page down key, etc.

9.10 DLR (DLEX) - DISPLAY LINE RECORD

Selecting this option will retrieve the extended line record data from LMOS using the same sequence as described in Section 9.9.

9.11 OSPCM BSW

When the customer is reporting problems getting a drop wire buried, TAFI will access the Out Side Plant Construction Management (OSCPM) system to verify the status of the construction work. If a request exists, TAFI will provide the status and due date on your screen. You can view the Buried Service Wire (BSW) request information under the Additional Data Window and selecting JMOS BSWM option.

9.12 HOST REQUEST ERRORS

If TAFI requests information from a downstream system, or tries to send information to a downstream system, and the access to that system is blocked for some reason, TAFI generates a **Host Request Error**.

For example, you are working the late shift and wanted to see the DATH report for a customer. However, at this time, the LMOS host is down for backups. TAFI responds with a Host Request Error

Should this happen, queue your report until connections to the downstream system are available. At that time, recall your report from the queue and go to the Host Request Errors option on the Additional Data Window.

```

02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM  BST R2000.1
TN 205 987 6000
OOS N | TOUCHSTAR
-
Is trouble on all phones?
MEM call fwd
No service order
CRIS: Paying for
PRED: Call Forward
ADDITION
| TEST RESULTS
| TICKET STATUS
| BOCRIS CSR
| LMOS TR
| PREDICTOR
| BOCRIS PEND ORDER
| DATH TROUBLE HISTORY
| DLETH TROUBLE HISTORY
| DLR (DLRL) LINE RECORD
| DLR (DLEX) EXTENDED REC
|
HOST REQUESTS IN ERROR
DATH
DLETH
DLR
DLRDLEX
F2up  F3down  F5reset
LMOS update data not available 12:35 05:25:08

```

Figure 78 – Host Request Errors

TAFI displays all of the host request errors for this report (in this case, four). Move the highlight bar to the transaction you want to execute using the F2 and F3 keys and then depress F5 to reset (actually re-send) the transaction.

⇒ **Note:** Requesting that TAFI resubmit the given request(s) does not guarantee that the anticipated results will occur. If the reason why the initial attempt failed has been resolved (i.e., a temporary access problem over the network), then TAFI will obtain the requested data. If the problem condition still exists (e.g., the LMOS Host system is down for nightly backup), submitting the transaction will net similar results.

How to handle this situation will depend upon the urgency of the trouble report coupled with your company's procedures.

If TAFI needs the data to process the report (i.e., CRIS data is not available and the trouble deals with a feature which may or may not be on the line), the user has two choices:

- (1) If the report is a routine report taken during a slow part of the day, the user may queue the report and retry submitting the host request error after some reasonable length of time. What's reasonable? This depends upon the time of day. If the error occurred around 1 AM, then chances are good that all similar transactions will fail until the legacy system is back on-line. In this case waiting until 5 AM would be reasonable. On the other hand, if the problem happened at 1 PM, then giving BellSouth an hour to fix the problem would be reasonable.
- (2) If the report is taken during the busy part of the day and a reasonable time has elapsed without success, then manually report your customer's trouble condition to the BRMC. Cancel your TAFI report to Other Trouble Reporting Center (see Section 10.1.9) since the BellSouth rep will process your report.

If TAFI doesn't need the data to process the report (i.e., you wanted to see a DLETH report) then let TAFI complete its analysis and send the report without delay.

9.13 ACCESS NUMBERS

The Customer Information Window (see Section 5.4.1) provides the MemoryCall access number along with the corresponding frame number applicable for the entered telephone number. The Access Number option (see

Figure 79) restates the MemoryCall access number along with providing the Flexible Call Forwarding (FCF), Remote Access Call Forwarding (RACF) access and BellSouth Voice Mail access numbers.

```

06-12-00 Trouble Analysis Facilitation Interface BRTAFIYM BST 00.3
TN 770 495 1313 NAME *R00*PIATKOWSKI, N SES
OOS N ADDRESS 8230 TURNBERRY WAY,
-
MemoryCall Access Number
MCAL B-7704194300
Flexible Call Forwarding Access Number
FCF - 7706625378
Remote Access Call Forward Access Number
RACF - Access Number Not Found In BOCRIS
BellSouth Voice Mail Access Number
BSVMAIL - Voice Mail Access # Not Found
RES NO MAINT CONTRACT
TROUBLE HISTORY
B-7704194300 FRAME 770 476 1021
ADDITIONAL DATA
| |SOCS PENDING ORDER |
| |OTHER SOCS ORDERS |
| |SOCS DENY/RESTORE ORDERS |
| |OSPCM BSMW |
| |UPDATE LMOS TR |
| |VIEW LINK'S |
| |HOST REQUEST ERRORS |
| |LNP GATEWAY DATA |
| |ACCESS NUMBERS |
| |CUSTOMER BILL MEMO |
| |VIEW CPNI DATA |
|LONG DISTANCE |PREDICTOR |
|PHYSICAL |BOCRIS PEND ORDER |
|DATA PROBLEMS |DATA TROUBLE HISTORY |
|ENHANCED SERV |DLETH TROUBLE HISTORY |
|NEW FLOW 1 |DLR (DLRL) LINE RECORD |
|NEW FLOW 2 |DLR (DLEX) EXTENDED REC |
    
```

Information Available for 7704951313 01:13 06:21:38

Figure 79 – Access Numbers

OVERRIDE FUNCTION

The last TAFI function to discuss is the Override function. As you have learned, TAFI makes a recommendation on how to resolve a customer's trouble report based upon the various inputs it receives. On occasion, you may have some additional information about the situation that TAFI doesn't know about which justifies a different approach to solving the problem.

Once TAFI has developed its recommendation, the final Trouble Report screen is presented to you. At this point, TAFI is finished doing its analysis and will only ensure that you populate all of the required fields with valid entries before sending the report to LMOS. To change the recommendation, you utilize one of the options on the Override window.

⇒ **Note:** Given that you have provided TAFI with accurate information, the TAFI recommendation will be the best choice in 98% of the reports. Therefore, before you elect to override TAFI, be very comfortable that you are doing the right thing. This will come with practice. If you are not sure what to do in a given situation, ask your Manager for guidance.

To access the **Override** Window, depress F12:

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN 999 949 5038	REPEAT N	EC 999	UNIT 47147200
		LOC TDG	
NAME DUNCAN, JACK M	SUB N	SO N	
ADDRESS 867 RENEE DR			
REACH# 8005551234			
REMARKS Skione Comm			
TRBL DESC NDT ****			
NARRATIVE -ndt-a/p-			
MTR: _ LINK: _			
NEW COMM OS			
CUS DT			
DT RECVD			
			OS 07-29-95 0600P
			AS 07-29-95 0600P
			BC
TEST RES OPN OUT	HANDLE PDO	MISC H3ap	
RECOMMEND DISP OUT			

OVERRIDE MENU

- CANCEL REPORT
- CLOSE REPORT
- DISPATCH IN
- DISPATCH OUT
- TECHNICAL ASSISTANCE
- OTHER

There is no CPNI data available BRTAFIYM
15:08 08:35:51

Figure 80 - Override Menu

Look at these options and you will see that you either Cancel the report, Close the report or re-direct the trouble report to any location for resolution. Each option on this Override menu will generate a sub-menu of options to further define why the report is being handled the way you want it to be handled.

When you select an item from one of the sub-menus and depress **Enter**, you will notice that the TAFI recommendation has been changed to the value you selected and TAFI automatically populates the Handle Code field with the appropriate value to match the new recommendation.

Some of the Override functions may not be appropriate for CLEC users (i.e., cancel option Reseller/Misdirected Call) but are discussed since they appear on the various menus.

Let's look at these Override options:

10.1 CANCEL

Remember that you cancel a report only when the customer is not calling to report a service related problem (i.e., the customer wants to discuss his bill and called you in error).

In order to maintain good records, you should always enter the customer's telephone number prior to canceling a transaction. In some situations it is obvious during the initial conversation that a report is not required in LMOS, i.e., the customer says "... can you transfer me to the Business Office". Use a phrase like "*may I have your area code and telephone number so I can transfer you to the correct location*". You should then input this information and then press PF12 for the cancel option. Following this procedure generates an accurate history of your activities.

The Cancel transaction is selected in two ways.

- 1 . In certain situations, TAFI automatically recommends that the report be canceled. If you agree with the recommendation and depress the **Enter** key, the system will automatically select the correct cancel reason and returns you to the Trouble Entry screen.
2. In other situations, you may determine that the report should be manually canceled and depress the F12 key for the Cancel Report option. When you do, TAFI displays a menu of the eleven (11) cancel reasons and you must choose the cancel reasons that best reflects the situation in order to complete the transaction.

Selecting the Cancel Report option from the Override menu generates the following options:

INITIAL TROUBLE REPORT - RO		OVERRIDE OPTIONS	
TN	999 949 5038	CANCEL-Transfer To Business Office	147200
NAME	DUNCAN, JACK M	CANCEL-Reseller/Misdirected Call	
ADDRESS	867 RENEE DR	CANCEL-Reseller/Insufficient Data	
REACH#	8005551234	CANCEL-Referred to Reseller	
REMARKS	Skione Comm	CANCEL-Independent Company Referral	
TRBL DESC	NDT ****	CANCEL-CCPE Coin Phone/Refer to Vendor	
NARRATIVE	-ndt-a/p-	CANCEL-User Entry Error	
MTR:	_ LINK: _	CANCEL-Information Call	
NEW COMM	OS	CANCEL-Other Trouble Reporting Center	
CUS DT		CANCEL-Reported Wrong Number	
DT RECVD		CANCEL-Other	
TEST RES	OPN OUT	Down Page = Pg-Dn	Up Page = Pg-Up
RECOMMEND	DISP OUT	OTHER	OS 07-29-95 0600P
			AS 07-29-95 0600P
			BC
			HANDLE PDO
			MISC H3ap
			BRTAFIYM
There is no CPNI data available			15:48 08:36:31

Figure 81 – Override – Cancel Menu

⇒ **Note:** The F6 function allows you to return to the trouble report if you have depressed F12 in error.

In order to track why reports are being canceled, eleven cancel reasons have been developed for your use. By understanding why customers call us in error, we may be able to develop procedures to minimize this activity and get the customer where he needs to be on the first call. Whenever you cancel a report, select the reason that best matches the situation;

Let's review these cancel reasons:

10.1.1 TRANSFER TO BUSINESS OFFICE

During your conversation with the customer you or TAFI determines that the customer needs to be transferred to your company's Business Office in order to resolve the problem. Depress F12 and select the Cancel Report option, then select the **Transfer to Business Office** cancel reason.

Let's see how this would look:

CANCEL INITIAL REPORT

TN	999 949 5038	REPEAT	N	EC	999	UNIT	47147200
				LOC	TDG		
NAME	DUNCAN, JACK M	SUB	N	SO	N		
ADDRESS	867 RENEE DR , HAUGH						
REACH#	8005551234	ACCESS#	8005551234	CALLED#			
REMARKS	Skione Comm	OK/		REP BY	Gene		
TRBL DESC	NDT ****			NOTE			
NARRATIVE	-ndt-a/p-						
MTR:	_ LINK:						
NEW COMM	OS	ACCESS:	A	B		OS	07-29-95 0600P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	_	NI	N	BC
TEST RES	OPN OUT	HANDLE		MISC	H3ap,0		
RECOMMEND	CANCEL-Transfer To Business Office						
						BRTAFIYM	16:49 08:37:32

Figure 82 – Cancel – Refer to Business Office

Notice that the TAFI **Recommend** field is now populated with the **Transfer to Business Office** cancel reason. Even though these canceled reports do not go to LMOS, it's recommended that you enter the name of the person you were talking to in the **Reported By** field and why the report was canceled in the narrative.

This identical format will hold true for all canceled reports.

10.1.2 RESELLER / MISDIRECTED CALL

When a customer signs up with a reseller, that reseller is responsible for maintaining that account and managing all trouble reports.

If a reseller's customer calls BellSouth to report a problem, and they thought they were calling their vendor, the BST representative would politely let them know that they have dialed the wrong number and they must call their vendor for help. They would cancel these reports to Reseller/Misdirected Call.

10.1.3 **RESELLER / INSUFFICIENT DATA**

Remember that the reseller (i.e., XY&Z phone company) is the BellSouth customer and when they report a problem on one of their lines, BellSouth handles it just like any other customer call. However, the reseller must be able to provide BellSouth with all of the required information before they can process the report (i.e., Reach #, Access #, etc. - see Attachment 1 in the CLEC TAFI Training manual). If the reseller does not have all of the required information, BST will tell the reseller *“I’m sorry but you haven’t provided me with all of the information I need to resolve this problem. Please contact your customer and obtain the missing data and then call us back ...”*. The BST user would then cancel this TAFI transaction to Reseller/Insufficient Data.

10.1.4 **REFERRED TO RESELLER**

In this situation, the end user calls to report a problem and TAFI identifies this user as being a reseller’s customer. BST will politely tell the customer *“I’m sorry but my records indicate that you are not a BellSouth customer. You must contact your vendor to have this trouble repaired”*. Once they have completed the contact with this customer, they will cancel the TAFI transaction to Referred to Reseller.

10.1.5 **INDEPENDENT COMPANY REFERRAL**

This situation is very much like the **Refer to Reseller** case discussed above. A customer served by a different telephone company calls BellSouth in error to have his telephone problem resolved. Once the BST representative explains that the caller must contact their vendor for repair, they will cancel the TAFI transaction to Independent Company Referral.

Let’s talk for a moment about **Independent Company Referrals**. These reports are not very common, but can usually be noticed right away because of the trouble reporting screen that is received from LMOS. On rare occasions, you may receive a referral (RAC or RX) screen. This screen displays when there is no line record in LMOS for the telephone number entered on the Trouble Entry screen.

CLEC users will always be entering a report in TAFI for a telephone number assigned to their customers and will never get the referral screen mentioned above. This section is provided to explain the utilization to the Independent Company Referral cancel option used by BST TAFI users.

10.1.6 **CCPE COIN PHONE / REFER TO VENDOR**

All coin telephone trouble reports are now handled by the Public Telephone group. However, if a customer calls BST to report a problem on a CPE Coin Phone (i.e., the telephone is owned by a vendor (other than BellSouth)) and the caller is not the vendor, BST will inform the caller that they must report their problem to their vendor. This TAFI transaction would be canceled to CCPE Coin Phone/Refer to Vendor.

10.1.7 **USER ENTRY ERROR**

If in taking the report, you input the wrong telephone number (and as a coincidence your company also owns this number) you need to cancel the transaction and regenerate the report with the correct information. Cancel the original transaction to User Entry Error.

10.1.8 **INFORMATION CALL (NON-TROUBLE)**

When the customer calls and requests information about something that is NOT RELATED to a trouble condition or other cancel reason, cancel the transaction to Information Call. Some specific examples would be:

“What time is it?”

“How do I contact the Public Relations department?”

If a customer calls and says for example: *“... I don't have a trouble. I just need to know how to recover my MemoryCall messages”*. You must generate a trouble report and close it once you have resolved the customer's problem. Why? The customer recognized that the network feature is OK and they forgot how to use it. We treat these cases as opportunities to help the customer -- you are providing assistance and resolving the customer's problem of not knowing how to use the feature. Therefore, you must enter the report in TAFI and perform the close out. TAFI will recommend that the closed report be excluded (since the problem was not with the product).

10.1.9 **OTHER TROUBLE REPORTING CENTER**

Figure 83 – Override Close Menu

Notice that more options exist below CX Another Common Carrier (see Figure 84).

CANCEL INITIAL REPORT	
TN <u>999 949 5038</u>	
NAME <u>DUNCAN, JACK M</u>	
ADDRESS <u>867 RENEE DR</u>	
REACH# <u>8005551234</u>	
REMARKS <u>Skione Comm</u>	
TRBL DESC <u>NDT xxxx</u>	
NARRATIVE <u>-ndt-a/p-</u>	
MTR: <u>_ LINK: _____</u>	
NEW COMM <u>OS</u>	
CUS DT _____	
DT RECVD _____	
TEST RES <u>OPN OUT</u>	
RECOMMEND <u>CANCEL-Transfer</u>	
^^^^^^^^^^^^^^ OVERRIDE OPTIONS ^^^^^^^^^^^^^^ CX CLG-CLD TOK/Busy/ROL/ROH Condition Close-Busy Network Cond Customer Declines Disp CX Not TELCO CX TOK Wiretap Investigation CX Request to Locate Buried Plant CX Non-Billed Feature Mailbox Corrected by CNMAC CX Customer Cancelling Original Report Recording Corrected by AIS Busy Network Condition CX Another Common Carrier CX Customer Dialing Error CX Not Related To BST Equipment/Service CX-Refd to Bus Ofc for SO correction Found Okay In No Trouble Found-CLEC ADV TOK per customer 147200 5 0600P 5 0600P Down Page = Pg-Dn Up Page = Pg-Up	
18:31 08:39:14	

Figure 84 – Override Close Menu (continued)

In most cases TAFI will recommend a close and automatically select the correct reason. However, there may be times when you recognize a close report opportunity (i.e., providing instructions) and will jump to these override/close options.

Cancel or Close ?

We mentioned earlier that if a customer was calling about a situation that was not related to a problem with the products or services, you would cancel the report. And that's almost true. Over time, situations that would have been canceled in the past are now entered into LMOS as a CX closed report. (i.e., A referral to another common carrier is now a CX report.) Remember that LMOS is the official corporate record and as our environment changes, different things must be tracked.

Rule of Thumb:

If you are not sure if the report should be Canceled or Closed, select the CLOSE option first and look at the various options. If there is an option that fits your situation, Close the report. If none of the Close options fit, then Cancel the report.

10.3 DISPATCH IN

Sometimes you will recognize that a report should be dispatched in. Select the appropriate option from the Dispatch In Override menu:

<p>CANCEL INITIAL REPORT</p> <p>TN <u>999 949 5038</u></p> <p>NAME <u>DUNCAN, JACK M</u></p> <p>ADDRESS <u>867 RENEE DR</u></p> <p>REACH# <u>8005551234</u></p> <p>REMARKS <u>Skione Comm</u></p> <p>TRBL DESC <u>NDT ****</u></p> <p>NARRATIVE <u>-ndt-a/p-</u></p> <p>MTR: <u> </u> LINK: <u> </u></p> <p>NEW COMM <u>OS</u></p> <p>CUS DT <u> </u></p> <p>DT RECVD <u> </u></p> <p>TEST RES <u>OPN OUT</u> HANDLE <u> </u> MISC <u>H3ap,0</u></p> <p>RECOMMEND <u>CANCEL-Transfer To Business Office</u></p>		<p>147200</p>
<p>OVERWRITE OPTIONS</p> <p>OEF-Central Office Failure</p> <p>DISP IN-RCMAG/Admin number RNA/Intercept</p> <p>MEMSERV-RRC MA add or delete feature</p> <p>Down Page = Pg-Dn Up Page = Pg-Up</p>		
<p>OVERWRITE MENU</p> <p> CANCEL REPORT </p> <p> CLOSE REPORT </p> <p> DISPATCH IN </p> <p> DISPATCH OUT </p> <p> TECHNICAL ASSISTANCE </p> <p> OTHER </p>		<p>CALLED# <u> </u></p> <p>REP BY <u>Gene</u></p> <p>NOTE <u> </u></p> <p>OS <u>07-29-95 0600P</u></p> <p>AS <u>07-29-95 0600P</u></p> <p>BC <u> </u></p>
<p>BRTAFIYM</p> <p>21:40 08:42:23</p>		

Figure 85 – Override Dispatch-In Menu

10.5 TECHNICAL ASSISTANCE

To illustrate the function of manually sending a trouble report to the BellSouth Technical Assistance group (pool of MA's manually screening trouble reports), let's pick a situation where TAFI can not process the trouble report (at this time).

The telephone number in the following example is a Centrex line to a business location (the author's BellSouth office in this case). You can identify this as being a Centrex line with the Class of Service indicator of CNTX (to the right of the Working Condition - WKG).

⇒ **Note:** This example is not in the Training Database so you will not be able to duplicate the following screens in class.

```

06-15-97 Trouble Analysis Facilitation Interface  BRTAFIZM      BST R97.3.1
TN 205 977 5583      NAME BBS; 5ES
                   OOS LIU ADDRESS 3535 COLONNADE PKWY,
                                WKG CNTX MAINT CONTRACT TDG
                                NO TROUBLE HISTORY
                                MCAL 0-2059677638 FRAME 205-967-9186
(BLDG SOUTH)
Dial tone
Outgoing call
Incoming call
Transmission
memory Service
MemoryCall
calling plans/billing (ANI)
Long distance
Physical
data pRblems
Enhanced Services
BOCRIS Data Available for 2059775583      01:18 02:18:52

```

Figure 87 – Technical Assistance Example 1

By selecting Features (F-7), you will get a list of features that TAFI has been taught to translate from the CSR record.

```

06-15-97 Trouble Analysis Facilitation Interface BRTAFIZM BST R97.3.1
TN 205 977 5583 NAME BBS; 5ES
OOS LIU ADDRESS 3535 COLONNADE PKWY,
WKG CNTX MAINT CONTRACT TDG

----- BOCRIS Features -----
Call Pick-Up
Message Waiting/Stutter Dialtone

----- PRED Features -----
Features not available yet.

calling plans/billing (ANI)
Long distance
Physical
data pRblems
Enhanced Services

BOCRIS Data Available for 2059775583 05:22 02:22:56

```

Figure 88 - Technical Assistance Example 2

Please note that since this is a sophisticated business line (not simple POTS), there may be more features on the line that TAFI does not translate. You can verify the presence of additional features by going to the Additional Data option (F-11) and selecting BOCRIS CSR.

```

06-15-97 Trouble Analysis Facilitation Interface BRTAFIZM BST R97.3.1
TN 205 977 5583 NAME BBS; 5ES
OOS LIU ADDRESS
ADDITIONAL DATA

205 977 1000 000 *CSR*
LN (SPNL) BELL*SOUTH;
LA 3535 COLONNADE PKWY
SA 3535 COLONNADE PKWY\, BIRMINGHAM
BLDG SOUTH
000000\NONE
COLUMBIA SC 29201-XXXX

---DIR

---BILL
BN1 BELLSOUTH
BN2 % IPC
BN3 1600 HAMPTON ST

BOCRIS Data Available for 2059775583 04:26 02:22:00

```

Figure 89 - Technical Assistance Example 3

Notice that TAFI recognized that the number input (205-977-5583) was not the master billing number (where CRIS stores feature data) and it automatically found the master number (205-987-1000) and then retrieved the data for the number in trouble.

```

06-15-97 Trouble Analysis Facilitation Interface BRTAFIZM BST R97.3.1
TN 205 977 5583 NAME BBS; 5ES
00S LIU ADDRESS
      ADDITIONAL DATA

---S&E
 1 XXXXX TAFI SPECIAL PIC/LPIC/PCA USOC
   /PIC 0222/PCA CM
 1 LTQ8X
   /TN 977-5583/PN 977-5583/ZBC 10044/DSNA 1F.IBSD.83381..SC/DPG BSSC
LOC FLR 2
 1 AAQ6X
   /TN 977-5583/DSNA 1F.IBSD.83381..SC/LCC DSI/DPG BSSCOLAL/ARS ARSBS
 1 D08
   /TN 977-5583/FNM PDN 977-5583, CA1,NUMCA2,MXLN, RNPNOB, CAPR/ZBC 1
 1 DS1FC
   /TN 977-5583/FNM LICNDP, LICLXP/ANR ALL/ZBC 10044-W4A0A000
 1 EATBR
   /TN 977-5583/ANR ALL/ZBC 10044

BOCRIS Data Available for 2059775583 04:50 02:22:24

```

Figure 90 - Technical Assistance Example 4

Scrolling down through this CSR data, the user can identify the various features on the line.

For our trouble situation, assume your customer is telling you that the Hunting feature does not work. If the customer is on the line and a second call comes in, the new call should be directed to 977-5899 (sometimes referred to as extension 5899).

However, when you look at the various Memory Service options on the TAFI menus, you find that Hunting is not currently supported. To resolve your customer's trouble situation, you have to manually send this trouble to the Technical Support group at BellSouth for manual intervention.

You do this by:

- (1) Depressing F-12 to obtain the Override menu
- (2) Select the **Technical Assistance** option
- (3) Select **MA - Needs Further Analysis**

```

CANCEL INITIAL REPORT
TN 999 949 5038
NAME DUNCAN, JACK M
ADDRESS 867 RENEE DR
REACH# 8005551234
REMARKS Skione Comm
TRBL DESC NDT ****
NARRATIVE -ndt-a/p-
MTR: _ LINK:
NEW COMM OS
CUS DT
DT RECVD
TEST RES OPN OUT HANDLE MISC H3ap,0
RECOMMEND CANCEL-Transfer To Business Office
BRTAFIYM
24:14 08:44:57
    
```

OVERRIDE OPTIONS

MEMSERV-add or delete feature

MEMSERV-Prestige Service

MA-needs further analysis

MA-RTE bld or excl disc

MA-build RTE

MTR-Multiple Trouble Report

PDT TECH-MA/WatchAlert

MEMSERV-Message Waiting Indications A/V

Down Page = Pg-Dn Up Page = Pg-Up

DISPATCH IN

DISPATCH OUT

TECHNICAL ASSISTANCE

OTHER

```

147200
OS 07-29-95 0600P
AS 07-29-95 0600P
BC
    
```

Figure 91 – Override Technical Assistance Menu

The TAFI final send to LMOS screen is displayed with your recommendation and the proper Handle code populated. Complete the remaining required fields (Reach, Access, Rep By) and indicate in the Narrative what’s wrong - in this case, Hunting to extension 5899 does not work. Depress enter to send this report.

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
TN 205 977 5583 REPEAT N EC 001 UNIT 71266700
LOC (BLDG SOUTH)
NAME BBS; SUB N SO N
ADDRESS 3535 COLONNADE PKWY.
REACH# 9176000 ACCESS# 0000000000 CALLED#
REMARKS pager OK/ REP BY Gene
TRBL DESC MISC **** NOTE
NARRATIVE Hntg to x5899 brkn
NEW COMM AS ACCESS: A B OS 06-15-97 0700P
CUS DT CAT CD IRATE N CC N AS 06-15-97 0700P
DT RECVD SUB: CLSALT NI N BC 06-15-97 0700P
TEST RES HANDLE TECH MISC NC,0
RECOMMEND MA-needs further analysis
BRTAFIZM
04:15 02:32:39
    
```

Figure 92 - Technical Assistance Example 5

ERROR MESSAGES / INFORMATIONAL STATUS

During the processing of a trouble report TAFI provides numerous informational status messages and possible error messages as discussed in Section 5.3.1.2. The following list identifies the most common messages provided:

- “ERROR”** This status indicates a host request failure. When this message is displayed you should bring up the Additional Information window (F1 1) and select Host Request Errors. This will display the system or systems with the error. Follow the recommendations given in Section 9.12 for proper handling of this condition.
- “WAIT 5”** This message indicates that a problem has been encountered and you should queue the report and wait 5 minutes before re-entering the trouble. That is, wait 5 minutes, take the report out of queue, and re-submit the trouble report from the closeout screen.
- “NO LMOS”** This message displays when LMOS is not available or an error has been encountered while updating the LMOS screen. (Note: This is a catch-all error condition for LMOS updates.)
- “READY”** This is the base status value; it indicates there are no errors or outstanding requests and that TAFI has completed its analysis and has developed a recommendation.
- “TESTn”** This indicates that a test is currently in progress. On a re-test, n indicates what test is executing, i.e., TEST2 for the first re-test, etc.
- “RETESTn”** This status is displayed during the wait time between re-tests.
- “SUB NOW”** LMOS will only accommodate one active trouble report on a given line. If a TAFI user queues a report and another user (on a different processor) generates a trouble report for the same number, LMOS will return this error message when the first user attempts to send an ‘initial report’ (because an initial report already exists). This user must cancel this TAFI transaction and then enter a subsequent report listing any new information that they have obtained.
- “NOT SUB”** Trouble was taken as a SUB, but became an initial before you could enter the sub. (i.e., While you were working on the subsequent report, someone else closed the pending report.) You should take the report out of queue and process it as an initial (new repeat) report.

“WAITING” This is a generic status indicating one or more outstanding host requests (i.e., TAFI is waiting for the data).

“Field must be entered” This error message appears when the end user attempts to close a window (i.e., Access and Commitment or the Trouble Report screen) and a required field is not populated with information. For example, if you attempt to hit the enter key and the Reach number field is not populated on the Access and Commitment window, you will get this error message and the TAFI cursor will be positioned on the missing field. (Note: TAFI just checks that data is present but does not check validity.)

“LMOS Update Error for XXXXXXXXXXXX” TAFI is sending information to LMOS and LMOS can not process the information. Typically this would occur upon entering a subsequent report. While you were working on obtaining additional information from the customer, someone else accessed the same LMOS record (i.e., a BellSouth MA or Technician). Since another party was actively working on the report when TAFI sent the information, LMOS rejected the TAFI transmission. TAFI then automatically queues the report. The user should wait a reasonable length of time (i.e., take another customer trouble report), take this report out of queue and resubmit it.

“Cannot Reset Host Request Type” During the process of obtaining data from a legacy system, TAFI failed to get the requested information. Either the legacy system was down or the communications path between TAFI and the legacy system experienced a problem. An information message alerts the user (i.e., Comm Failure ...) to attempt to reset the Host Request Error. This error message is presented when, after following the procedure given in Section 9.12, a second failure to retrieve the data is experienced. All it really means is that the initial (system) trouble still exists. If the missing data is required to process the report⁸, the user can either queue the report and wait some reasonable length of time to retry the transaction or call the BRMC to process this customer’s report.

“Our Records Indicate This Account Belongs To Another Company” This error message appears when the CLEC user enter a telephone number and TAFI fails to validate (see Section 4.2.4) that the CLEC is the ‘owner’ of this account. The error message will be displayed for approximately 5 seconds and then TAFI automatically returns the user to the initial trouble entry window.

⁸ For example, if the trouble history data is not available on a repeat report, TAFI will still process the new report. If the customer is reporting a feature problem and TAFI can not secure CSR data, the report can not be processed.

“ERROR etxt: DB Could Not Be Determined from NPA/NXX” This message appears when the DLEC enters a LS circuit_id value in the ITEW and no record for that circuit_id is found in LMOS.

SUBSEQUENT TROUBLE REPORTS

Once a trouble report is entered into LMOS and routed for someone to continue the resolution process, the report is called a Pending Report (because it is pending resolution). Sometimes the customer may call us back before the pending reported trouble is cleared for a number of reasons. Some typical reasons include:

- Ask for information about the status of the report.
- Provide some new information about the pending report
- Express dissatisfaction with the appointment given previously.
- Complain that the repair appointment was missed
- Ask about a no access notice left by a repair technician.
- Change access or appointment times.
- Advise that the reported trouble condition is now cleared

When this happens, we modify the existing (pending) report by submitting a Subsequent Report. Every time a customer calls about a trouble condition, a record of the call must be entered in LMOS.

The LMOS system will accommodate only one active trouble report for a given telephone number at a time. Therefore, all subsequent customer interactions are entered as Subsequent Reports appended to the existing (pending) reports. Every time someone performs a task on the pending report, there is a line of status information entered on the report. This status line indicates the date/time of the activity, who performed the activity, what was done and a line of narrative information. By viewing the LMOS Recent Status Transaction (RST), you can see the complete history of the pending report.

The status code that you see on your pending trouble will determine the action you will take with your customer. This section will help you learn how to process Subsequent reports and how to convey status information to your customer.

When you answer the phone and begin processing a customer trouble report, you may not realize that an existing (pending) trouble report already exists in LMOS. Sometimes the caller may not know that a report already exists. For example, one member of the household called and reported the problem; sometime later, another member of the household calls to report the same problem.

When a pending trouble exists, TAFI does not return the Main Menu after you complete the Initial Trouble Entry window. As soon as TAFI receives the initial data from LMOS, you will get an indication that a pending trouble report exists:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES
OOS Y ADDRESS 80474 CHENEL RD, FOL
PENDING TRBL TRAN OOSY STAT PDO WAITING FOR BOCRIS
TDG WKG RES
NO TROUBLE HISTORY
MCAL FRAME
Analyzing DownStream Systems
LMOS Data Available for 9995558667 00:05 08:50:22

```

Figure 94 – Subsequent Report 1

Look at the line just above the Analyzing DownStream Systems. This example tells you that a pending trouble is in LMOS (PEND); the original Trouble Description (TRBL) is Transmission (TRAN); it was an out of service condition (OOSY) and the current status of the report is Pending Dispatch Out (PDO).

The best way to digest the information you are about to read is to actually push the buttons and see what happens on your screen while something new is being discussed.

TAFI automatically pulls the RST transaction (so that data will be available to you) and then displays the Subsequent Trouble Report Screen:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
- RES MAINT CONTRACT TDG
Is this cancel report/okay closeout? ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
ORIGINAL REPORT INFO
PENDING TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 00:21 08:50:38

```

Figure 95 – Subsequent Report Screen

Notice that at the bottom of this screen is the Original Report Information window.

12.1 ORIGINAL REPORT INFORMATION WINDOW

This window will display automatically when a customer reports a number that has already been reported. As you can see, this window displays the pending trouble (initial trouble) description, followed by the current narrative field (the text between the single quotes) on the first line. The initial Handle Code, Access time limitations (A and B fields), the information entered in the Remarks field (i.e., wl b hme) and Reach number information is shown on the second line. The category of the report, the current status of the report (TAFI translates PDO) and the date and time that this report was given this status (Note: DT Recvd is misleading, the label should say DT Stused) is displayed on the third line. The number of times the customer has called and the current commitment information is presented on the last line.

⇒ **Note:** When you provide the customer a commitment on an initial trouble report, we call it the **New Commitment**. When processing a Subsequent report, that original commitment is called the **Old Commitment** ... because you have the opportunity to change it with another **New Commitment**.

To unclutter your screen, you may remove the Original Report Information window after you have provided the status information to your customer. Notice that the active window on this screen is the query window (*Is this cancel report/Okay close-out*) ... because that's where the red TAFI cursor is located.

To remove the Original Report Information (bottom portion of Figure 95) depress F2 to move the cursor to this section of the window. Follow this by depressing F6. This action will return the cursor to the query window and will hide the Original Report section.

To redisplay the Original Report Information, depress F2 followed by F6. (This F2 – F6 combination toggles the Original Report Information window on and off.)

12.2 PENDING TROUBLE REPORT PROCEDURES

When you receive a trouble call and the telephone number reported by the customer has been reported, you will receive the Subsequent Report screen with the Original Report Info window. This window displays with all the pertinent information relative to the initial report. **Remember to check the Customer Information window on the screen to verify that you do have the correct area code and telephone number.**

If you have entered the wrong telephone number (or the customer gave you the wrong number and corrects it when you verify the customer's name and address) cancel this TAFI report and initiate a new one with the correct information.

```

02-26-00 Trouble Analysis 0.1 SIM
TN 999 555 8667
-
Is this cancel report/ok
Analyzing DownStream Sy
Subsequent Report
B-9995559141 FRAME 999-555-4948

OVERVERRIDE OPTIONS
CANCEL-User Initiated
CANCEL-Customer Initiated
Down Page = Pg-Dn   Up Page = Pg-Up

SUB OVERRIDE MENU
CANCEL REPORT
CLOSE REPORT
REROUTE
INFORMATION UPDATE
OTHER
ESCALATE

PEND TRBL TRAN OOSY 'NOAC' T DISPATCH ON-R/B SOME ONE--
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 01:22 08:51:39

```

Figure 96 – Subsequent Cancel Report Menu

⇒ **Note:** Notice that on subsequent reports the Override Menu is now called the Sub Override Menu and your options have changed. If you have progressed through the subsequent report flow and arrived at the Trouble Report Screen (the final view prior to sending the report to LMOS), the Override Menu becomes the Limited Sub Override Menu. You lose the option of Escalating the report (having TAFI select the correct routing codes) because the disposition of this report has been determined when you get to the Trouble Report Screen.

After you have determined that you have the correct customer account, tell the customer:

“We have your original report.”

Next, provide your customer with a status report using the information provided in the Original Report Info window:

- Confirm the existing commitment time
- Tell the customer the current status
- Verify that we have a Reach and Access number (ACN=XXXXXXXX)

Using our example, you might say (and let’s assume today is July 27)

⇒ *“Mr. Coxe, according to my records, we have identified the cause of your problem and your report will be assigned to the next available technician. That determination was made at 8:02 this morning and I’m confident that we will have your trouble resolved by 7 PM.”*

At this point, the customer will identify one of the reasons mentioned earlier and you follow TAFI’s flow to process the report.

12.3 **TAFI SUBSEQUENT REPORT FLOW**

As with your trouble report handling for initial trouble reports, TAFI will prompt you to obtain certain information from the customer. TAFI prompts you to determine if the call is to

CANCEL REPORT/OK CLOSEOUT?,

IS CUSTOMER REPORTING A DIFFERENT TRBL CODE?,

CUSTOMER IRATE?,

IS THIS AN INFORMATION CALL ONLY?,

etc.

You will make a decision as to whether the customer is requesting information, adding new information, or if the customer is satisfied with our service or commitment. When the customer is not satisfied with our service or commitment, you must answer yes to the customer irate prompt. However, when the customer is satisfied or becomes satisfied by the end of your contact, you must make the indication by entering an N in the irate field prior to sending the report.

⇒ Remember to just FOLLOW THE FLOW of TAFI

12.3.1 MISSED APPOINTMENT

If the customer calls about a pending trouble report and the current commitment time is missed (i.e., it's now later than when we promised the customer that the trouble would be repaired), we institute the Missed Appointment procedures. TAFI will automatically recognize this condition and follow the procedure. If the status code (IST or Intermediate Status Transaction) is one of the following, we have effectively stopped the clock and have not missed the commitment. (This is because something prevented the technician from completing the work on time.)

BKO, HLD, HSO, NAS, ROP, NAO

TAFI translates the IST values to English terms for you when the pending report information is presented. See the sample screen in Section 12.2. The Status field, located in the Original Report Info section, translated the IST value of PDO to *Pending Dispatch Out*.

All other IST values are considered MISSED COMMITMENTS and we must follow the procedures listed below:

- 1) Tell the customer: *"I'm sorry that we missed the established appointment to correct your problem. We will have your trouble cleared As Soon As Possible."*
- 2) TAFI will enter a **commitment time of 5 minutes (+5)** from the time trouble is received in the New Commitment field.

⇒ **Note:** Since trouble reports are sequenced by commitment time in the WMC, entering a commitment time of 5 minutes from now will place this report on the top of the stack. **DO NOT TELL** the customer the new commitment time you entered since you know that there is no way of meeting it. It just gets the report on top of the WMC queue. Tell the customer the ASAP commitment.
- 3) The system will enter ASAP MA (missed appointment) in the Narrative field.
- 4) If the customer does not accept the ASAP commitment, offer the following commitments.

Received before 12 Noon - Offer 7 P.M. Same Day
Received after 12 Noon - Offer 12 Noon Next Day
- 5) Type *customer refused ASAP commitment* in the Narrative field .

- 6) TAFI enters Y in New Info field and CX for the category value.

Let's explore your options with several examples:

⇒ **Note:** The training database only has one subsequent report and the commitment is July 27, 1994. We obviously missed that commitment by more than 5 years so TAFI will automatically enter the +5 (missed commitment) value in the new commitment field. For our examples, we will pretend that today is July 27, 1999.

12.3.2 CUSTOMER CALLS TO CANCEL REPORT

In this example, the customer reported a problem in the morning and then discovered the cause of the problem was due to having a defective mounting cord on the set. The customer calls you back to tell you that everything is OK now with their service and wants you to cancel their report.

⇒ **Note:** In this context, when the customer says cancel the report, what they are telling you is that no further action is required to resolve their problem. When they initially called, they did have a problem and a report was entered into LMOS. Now that they are calling back, a subsequent report must be entered (documenting the second customer call) and then TAFI will take the appropriate steps to CLOSE the existing LMOS report.

Using a previous example (see Figure 95 – Subsequent Report Screen), assume you answered Yes to the question *“Is this Cancel Report / OK Closeout”*.

⇒ **Note:** This question is really asking you *“is the customer calling to cancel (close) the existing report?”*

TAFI responds to your answer and produces the following screen:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Is this an equipment trouble close out? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
Cancel rpt/okay close
ORIGINAL REPORT INFO
PENDING TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
No items are available 04:47 08:55:04

```

Figure 97 – Closing a Subsequent Report

The answer to the next question “*Is this an equipment trouble close out?*” tells TAFI the appropriate codes to use when closing this report. When customers call and say everything is OK now, one of two things happened:

1. The customer found some defective hardware and fixed it, or
2. The trouble condition just went away all by itself (i.e. TOK now)

Let’s assume you answered this question with a Y (since the example says that the customer found a defective mounting cord).

TAFI responds by bringing up the Trouble Report screen as shown in Figure 98.

PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
 HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
 CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
 [SUB CLOSE] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

TN	999 555 8667	REPEAT	N	EC	999	UNIT	38538602
						LOC	TDG
NAME	COXE, DEES	SUB	Y	SO	N		
ADDRESS	80474 CHENEL RD, FOL						
REACH#	9990000000	ACCESS#		CALLED#			
REMARKS	WL B HME	OK/		REP BY			
TRBL DESC	TRAN OOSY			NOTE			
NARRATIVE	NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-CRIS N-						
MTR:	LINK:						
NEW COMM	+5	ACCESS:	A	B		OS	07-28-95 0700P
CUS DT		CAT	CX	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	
TEST RES		HANDLE		MISC	SCC2		
RECOMMEND	CUST ISOLATED TO CPE						
						BRTAFIYM	

No items are available

05:16 08:55:33

Figure 98 – Closing Subsequent Report (2)

Notice that just above the top heavy boarder, the title of this trouble report screen is SUB CLOSE which indicates that TAFI will close this trouble report in LMOS as soon as you enter this subsequent report.

TAFI will close a subsequent trouble report only if it is in a pending status (see the “STATUS” of this pending report is “Pending Dispatch Out” in the Original Report info area.).

If the report has been dispatched, a technician is either working on the trouble or he is traveling to the customer’s location. In this case, TAFI will perform a SUB INFO UPDATE transaction (similar to Figure 108) and update the narrative information so the technician will see that the end user has provided information.

Notice that the **Original Report Info** data is now displayed at the top of your TAFI screen. This occurs for all subsequent reports. Even though you are at the last stage of completing the subsequent report, there may be a need to see something from the original report.

Lets look at some of the fields on the Trouble Report screen:

12.3.2.1 **New Commitment**

Since TAFI recognized this report is a missed appointment, it entered the +5 New Commitment value. If this was a current report, the New Commitment field would be blank (since the existing report would have a valid commitment) and provides a place for you to change the existing commitment to a re-negotiated value (if appropriate).

12.3.2.2 **Reported By**

This field is always BLANK on a subsequent report. Since LMOS doesn't have a **reported by** field, this information is not recovered. (TAFI enters the reported by data at the end of the narrative line on an initial report.) If you enter a value in this field and try to send the report, TAFI will yell at you and indicate that this field must be blank.

12.3.2.3 **OK/**

If you are closing a subsequent report you must enter the unique name of the person who told you that it was OK to close this report.

⇒ **Note:** Do NOT use the equal sign (=) in this field on a subsequent report. This is not appropriate since you do not have a reported by field with data in it. Also you MUST use an identifiable name - not just the title Mr. or Mrs.

12.3.2.4 **Reach #**

If this were not an OK to close report, and the pending report did not have a current reach number, you should ask the customer for the number and enter it in this field.

12.3.2.5 **Access #**

The access # field on a subsequent report is always BLANK (for the same reason given for the reported by field). You should always verify the access number stated on the narrative line of the pending report (ACN= ___) with the customer during your contact. If the narrative indicates NOACN, then always try to obtain one. Place the new access number in the narrative (i.e., ACN=9995555555).

12.3.2.6 **Category**

TAFI automatically entered the correct (CX) trouble category for the report

12.3.2.7 **New Info (NI)**

Since there were changes on this report, TAFI automatically entered a Y.

12.3.2.8 **Narrative**

If the customer offers any information related to this subsequent report, you **MUST** enter the **NEW** information **IN FRONT** of the **OLD** information, separated by a slash (/).

To efficiently do this, you want to insert the new information (so you don't wind up re-typing the old information). To accomplish this you must switch your keyboard to the insert mode.

Turn Insert "ON" –

- Position the cursor one space to the right of the dollar sign (if present) otherwise at the beginning of the narrative line.
- With **ONE FINGER**, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter **i**.

As you begin typing, notice that all of the existing narrative characters move to the right one letter at a time. At the end of your new information, type the slash character (i.e., fnd def mtg crd /). As soon as you finish inserting new information, you want to turn off the insert mode. (If you don't, you may experience problems later when you try to change a value in a full field.)

⇒ **Note:** If you have your keyboard set with CAPS Lock ON, switching to the insert mode may not work! Be sure that caps lock is off before switching modes.

Turn Insert Mode OFF

To turn off the insert mode, repeat the same steps as you did to turn it on:

- With **ONE FINGER**, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter **i**.

12.3.2.9 Recommend

This read only field displays what TAFI will do with this report. In this example, TAFI will enter the subsequent report and then immediately go into LMOS and close it. The close out narrative will indicate *Cust Isolated to CPE/Sub Report* and TAFI will select the correct disposition and cause codes to match a found CPE problem.

12.3.3 CUSTOMER CALLING FOR STATUS

In this example, the customer called in a trouble report and just wants to confirm that the problem will be resolved by the commitment time. (Remember that today is 7/27/99.)

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Is this cancel report/okay closeout? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 00:16 09:07:15

```

Figure 99 – Sub: Example 2A

For this query window, the user entered N (the customer is NOT calling to close the report) and TAFI replies with Figure 100.

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Is customer reporting a different
TRBL code?
(See PEND TRBL code on ORIGINAL REPORT
INFO below.)
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948

----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

BOCRIS Data Available for 9995558667 00:50 09:07:49
    
```

Figure 100 – Sub: Example 2B

In this case (since the customer is just asking for a status report) the user answered this question with an N. Next, TAFI wants to know if the customer is irate (because of the missed appointment) and brings you the screen below:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Is cust irate?
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report

----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

BOCRIS Data Available for 9995558667 03:26 09:10:25
    
```

Figure 101 - Sub: Example 2C

Since this commitment time is missed, the customer is irate and the user answers Y:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Is customer calling for status and/or
to add narrative information only?
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Subsequent Report
----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 04:25 09:11:24
    
```

Figure 102 - Sub: Example 2D

Since our customer is looking for a status report, the user answers Y and TAFI provides:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Do you want to route this ticket
for dispatch?
RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Subsequent Report
----- ORIGINAL REPORT INFO -----
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 04:50 09:11:49
    
```

Figure 103 - Sub: Example 2E

Since this report is past due, sending it to dispatch would be the correct action to take. TAFI will put up a Message Window telling you to advise the customer of the trouble report status. If you haven't done so, TAFI reminds you.

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Advise customer of status. RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report

ORIGINAL REPORT INFO
PENDING TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

BOCRIS Data Available for 9995558667 05:31 09:12:30
    
```

Figure 104 - Sub: Example 2F

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Advise cust will expedite. RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report

ORIGINAL REPORT INFO
PENDING TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

BOCRIS Data Available for 9995558667 05:49 09:12:48
    
```

Figure 105 - Sub: Example 2G

In our example (because it is a missed appointment), TAFI puts up another Message Window telling you to advise the customer that you will expedite the resolution of his trouble. (This is done by TAFI

entering the +5 New Commitment and, depending upon the nature of the problem and customer, you may also call the BST and alert them of the situation.) TAFI then asks:

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
Did cust volunteer special access info? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 06:11 09:13:10
    
```

Figure 106 - Sub: Example 2H

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
REP: Is customer satisfied? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report
No special access info
No existing access info
ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 06:45 09:13:44
    
```

Figure 107 - Sub: Example 2I

In Figure 106, the customer did not have any special (new) access information. Notice that TAFI Trouble Entry Summary in Figure 107 also indicates that no existing access information was available. Answering the question in Figure 107 (Y, the customer was satisfied) brings us to the conclusion of this report:

```

PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB REROUTE ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P

```

TN	999 555 8667	REPEAT	N	EC	999	UNIT	38538602
						LOC	IDG
NAME	COXE, DEES	SUB	Y	SO	N		
ADDRESS	80474 CHENEL RD, FOL						
REACH#	9990000000	ACCESS#		CALLED#			
REMARKS	CLECH1234567890	OK/		REP BY			
TRBL DESC	TRAN OOSY			NOTE			
NARRATIVE	NOACN-MISSED APPMT - NEED ASAP						
MTR:	LINK:						
NEW COMM	+5	ACCESS:	A	B		OS	07-28-95 0700P
CUS DT		CAT	CX	IRATE	Y	CC	N
DT RECVD		SUB:	CLSALT		NI	N	BC
TEST RES		HANDLE		MISC	SR4		
RECOMMEND							

BOCRIS Data Available for 9995558667 BRTAFIYM
02:43 06:25:59

Figure 108 - Sub: Example 2J

Notice that TAFI's recommendation is to Update Narrative/Status Information. Since this training database example is always a missed appointment, TAFI entered Y in the NI field (because the commitment changed to +5).

12.3.4 CUSTOMER CALLS TO CHANGE TROUBLE DESCRIPTION

In this example, the customer originally called to report noise on the line (TRAN) and after a while they call back to let us know that now they don't have any Dial Tone!

This subsequent report begins the same as Figure 99 and the user answers the question in Figure 100 with Y (the customer is reporting a different TRBL (trouble) code). This produces the following menu of options:

Once the new Trouble Description Code (TDC) is selected, TAFI steps through its analysis flow to obtain pertinent information from the customer. Using our example, since this is a missed appointment situation, TAFI repeats the steps depicted in Figure 101 through Figure 108 finishing with:

```
PEND TRBL TRAN OOSY 'NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB INFO UPDATE ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
```

TN	999 555 8667	REPEAT	N	EC	999	UNIT	38538602
						LOC	TDG
NAME	COXE, DEES	SUB	Y	SO	N		
ADDRESS	80474 CHENEL RD, FOL						
REACH#	9990000000	ACCESS#		CALLED#			
REMARKS	CLEC#1234567890	OK/		REP BY			
TRBL DESC	NDT OOSY			NOTE			
NARRATIVE	NOACN-TAFI TEST TROUBLE - DO NOT DISPATCH ON-R/B SOME ONE-						
MTR:	LINK:						
NEW COMM	+5	ACCESS:	A	B		OS	07-28-95 0700P
CUS DT		CAT	CX	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	
TEST RES		HANDLE		MISC	SL1		
RECOMMEND	Updating Narrative/Status Information						
						BRTAFIYM	

BOCRIS Data Available for 9995558667

11:30 06:16:43

Figure 111 - Sub: Example 3C

If the new trouble description required additional downstream testing (i.e., MLT, Predictor check, etc.), TAFI will route the report to the Maintenance Administrator for manual intervention. If the new trouble description does not alter the current status of the report, TAFI will just change the trouble description code and update the LMOS narrative information as you provided.

If the original problem no longer exists the old narrative may no longer be valid. You can over-type the new information in the narrative field. If the original problem still exists and a new trouble description is selected, add the new narrative to the existing narrative.

12.4 OTHER SUBSEQUENT REPORT CONSIDERATIONS

12.4.1 NO ACCESS

When the customer calls to generate a subsequent report and the original (pending) report has been No Accessed, TAFI will prompt for an answer to the question “*Is Access Available?*”. This will prompt you to establish a specific appointment window for the technician to return and clear the trouble. (We want to avoid another no access situation.) The No Access reason, provided by the repairman, will be displayed so that you can inform the customer of the reason for the delay, when appropriate.

12.4.2 OVERRIDE

If you determine that a special update is necessary, you should depress the F12 key to access the Sub Override or Limited Sub Override Menu (F12). TAFI determines automatically which is the appropriate override menu to display when you depress F12. (The Limited Sub Override appears if you are on the Trouble Report screen and the disposition of the report has been determined.) The only difference between the two is the Limited Sub Override does not allow you to use the Escalation flow. The reason for the escalation will be entered in the narrative and TAFI will automatically select the correct routing when you use this escalation override option.

```

02-26-00 Trouble Analysis Facilitation Interface BRTAFIYM BST R2000.1 SIM
TN 999 555 8667 NAME COXE, DEES 1AES
OOS Y ADDRESS 80474 CHENEL RD, FOL
-
REP: Is customer satisfied? RES MAINT CONTRACT TDG
ROUBLE HISTORY
B-9995559141 FRAME 999-555-4948
Analyzing DownStream Sy
Subsequent Report
Cust irate
SUB OVERRI
| CANCEL REPOR
| CLOSE REPORT
| REROUTE
| INFORMATION
| OTHER
| ESCALATE
SUB ESCALATION MENU
| EXTREME SAFETY HAZARD
| MEDICAL EMERGENCY
| PSC/HIGHER MANAGEMENT
| CCC - CALL OUT (5pm-6am)
| OTHER
PEND TRBL TRAN OOSY 'NOAC' DISPATCH ON-R/B SOME ONE-'
HANDLE ACCESS: A B 'WL B HME ' REACH# 9990000000
CAT CD STATUS Pending Dispatch Out DT RECVD 07-27-94 0802A
[ SUB ] CUST CALLED 3 IN 2 DAYS OLD COMM 07-27-94 0700P
BOCRIS Data Available for 9995558667 01:02 09:37:58

```

Figure 112 – Sub Escalation Menu

Selecting the ESCALATE option on the SUB OVERRIDE menu will display the SUB ESCALATION menu.

Selection of any one of these options will take you through an escalation flow. It also adds a message to the narrative on the final trouble report screen.

12.4.3 **IRATE**

In customer irate and emergency situations, handle the contact as you have been trained and then notify your Assistant Manager so he/she is aware of the situation. Remember your customer contact skills training and pay particular attention to irate customers.

12.4.4 **CATEGORY OF REPORT**

On a subsequent report, the category of report is coded CX with one exception. If the pending report is coded EO and the customer is now reporting the trouble, the report must be coded CD. (The first customer report is always categorized CD.)

In a case where the initial report was a BST employee originated report (i.e., proactive maintenance on the line), TAFI will process the subsequent as though it was an original and should be discussed with the customer likewise. (i.e., The customer most likely does not know that an employee has already reported the problem for him.)

12.4.5 **OTHER SUBSEQUENT TIPS**

- TAFI will recognize cable and central office failures for special handling. If the subsequent is not related to the cable failure, you will be requested to refer the trouble to the local WMC.
- Denials and suspension of service occurring after the original report has been routed, depending on the status of the report, must be on-line transferred to the Business Office. You may either leave the report in its original status or exclude the report.

SUPERVISOR FUNCTIONS

Individuals with Supervisor authority in their TAFI profile are given certain tools to help them manage the business.

13.1 MANAGING TAFI QUEUES

A key to successfully managing a call receipt environment is knowing (and reacting to) the status of the work being performed. One of the TAFI advantages is the ability to perform work (MLT testing, MARCH transactions, etc.) on one or more customer's trouble(s) while the user is attending to another customer's needs. Reports that require this background activity are placed in the user's work queue thereby freeing the screen for handling the next opportunity.

As the user completes a trouble report (i.e., sends the close out window information to LMOS), the system displays the contents of the user's queue prior to presenting the initial trouble entry window. Supervisors can also monitor these user queues and perform certain functions to redistribute the work if necessary.

Failing to MANAGE the TAFI queued reports will result in inefficient operation

To monitor the TAFI work queue, the supervisor logs into the system and, at the initial trouble entry window, depresses function key F-4⁹.

⁹ Note: each CLEC will get one training ID that has supervisor privilege and seven 'user' ID's. In the current arrangement, the Supervisor ID is 'simuser'; password = train1.

TAFI ID ██████████		GROUP ID ██████████				
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT	
uditrn0	5022446666		Ready	07-23-99 1108A	NONE	
nettrn1	8509947174		Ready	10-05-99 1051A	NONE	
suptrn1	3057408123		Ready	05-31-00 0317P	NONE	
suptrn2	3059495583		Ready	06-08-00 0219P	NONE	
suptrn1	9995551111		Ready	05-24-00 0950A	NONE	
hpctrn3	9995559898		TEST	04-04-00 0834A	06-10-94 0500P	
hpctrn7	9995556060		Ready	05-01-00 0203P	NONE	
suptrn2	3057526239		Ready	06-08-00 0232P	NONE	
suptrn3	9995551113		Ready	05-19-00 0936A	NONE	
suptrn4	9995551144		Ready	05-18-00 1136A	06-10-94 0500P	
suptrn7	9995551117		Ready	05-19-00 0938A	06-10-94 0500P	

.....

F2up F3down F4lookup F5reassign F6exit F7reassign all
 F8find orphans F9reset user F10sort(cuid) F11sort(comm.)

07:13:37

Figure 113 – Queue Management Window

The display will show all of the queued reports for users in this CLEC's group (i.e., in this example, the system administrator was able to display all queued reports on the training system to illustrate the new options of Sort CUID and Sort Comm).

The CLEC TAFI system limits the CLEC Supervisor to just viewing users in his company (i.e., he/she can not alter the value in the Group-ID field which contains the CLEC's OCN value).

13.2 THINGS TO LOOK FOR WHEN REVIEWING QUEUED REPORTS:

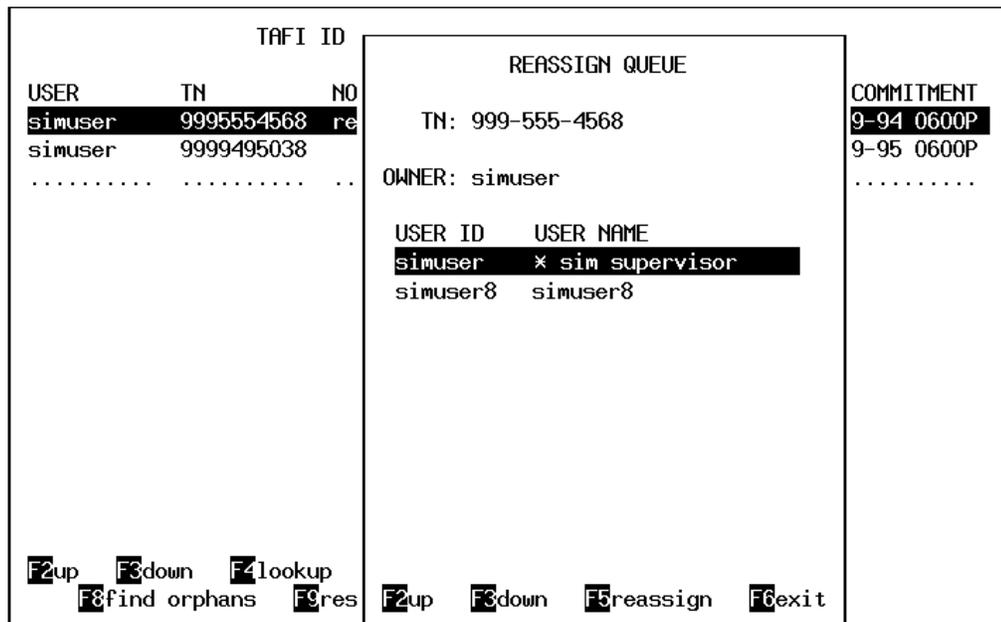
1. The length of time that a report has been in the work queue. Depending upon the volume of incoming calls, and assuming access to legacy systems are working as expected, some reports may be in queue for 30 to 45 minutes. (If a legacy system is down, queue time would be longer ... and that would be expected.)
2. The supervisor must compare the new commitment time to the current time and take appropriate action to ensure that commitments to the customer will be met.

3. Does a specific user have an inordinate number of reports in the queue compared to other users. The supervisor should review the situation with the user and make arrangements to work the queued reports in a timely manner.
4. Are all of the users with queued reports still on duty? (i.e., Did someone log off and go home with reports still in queue?) The user's are responsible for managing their individual queued reports and must notify their supervisor to reassign reports to other users if they can not complete the work during their tour.

13.3 REASSIGNING QUEUED REPORTS

To reassign a specific report to another user:

1. The supervisor places the selection bar on the target report (using the F-2 / F-3 function keys) and then depresses function key F-5 (reassign).
2. The system responds by displaying a list of active users on the processor (for his/her company).



11:20:28

Figure 114 – Reassigning Queued Reports

3. The supervisor identifies the user to receive the queued report by highlighting their name with the selection bar (F-2 / F-3).

4. Depressing function key F-5 (reassign) will transfer the target report to the new user's work queue. (The next time the new user completes a TAFI report, the system will display the contents of their work queue and they will see the new report.) The system will close the active users display window and return the supervisor to the queued reports display window.

TAFI ID		GROUP ID		999999	
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT
simuser8	9995554568	recontact	RETEST1	05-30-97 1112P	07-29-94 0600P
simuser	9999495038		Ready	05-30-97 1117P	07-29-95 0600P
.....

F2up F3down F4lookup F5reassign F6exit F7reassign all
 F8find orphans F9reset user

TEST Results Requested For 9995554568

11:20:53

Figure 115 – Reassigned Queued Report

In specific circumstances, the supervisor may wish to reassign all of the reports displayed on the queued reports window to another user. Typically this would be done when a given user has to leave for the day and they have several reports in their work queue.

To reassign a group of reports to another user:

1. Display the target group of reports to be reassigned to another user.
 - If the target group is for a specific user, enter the user's CUID in the TAFI ID field (blank out the GROUP ID field) and depress function key F-4.
2. Depress function key F-7 (reassign all).
3. Follow steps 2 through 4 listed above.

13.3.1 SORTING QUEUED REPORTS

In reassigning queued reports, two criteria may be considered: (1) how much time is available before missing the commitment time to the customer and (2) which user has placed reports in the TAFI queue. To assist the supervisor in making some determinations about the reports queued for his company, TAFI now provides the ability to sort the queued reports list by either Commitment Time (comm) or User ID (cuid).

Once the supervisor has obtained the Queued Reports screen (see Figure 113) he can sort the report by commitment time by depressing F11.

TAFI ID [REDACTED]		GROUP ID [REDACTED]					
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT		
hpctrn3	9995559898		TEST	04-04-00 0834A	06-10-94 0500P		
suptrn4	9995551144		Ready	05-18-00 1136A	06-10-94 0500P		
suptrn7	9995551117		Ready	05-19-00 0938A	06-10-94 0500P		
suptrn2	3059495583		Ready	06-08-00 0219P	NONE		
uditrn0	5022446666		Ready	07-23-99 1108A	NONE		
suptrn2	3057526239		Ready	06-08-00 0232P	NONE		
suptrn1	3057408123		Ready	05-31-00 0317P	NONE		
suptrn1	9995551111		Ready	05-24-00 0950A	NONE		
suptrn3	9995551113		Ready	05-19-00 0936A	NONE		
nettrn1	8509947174		Ready	10-05-99 1051A	NONE		
hpctrn7	9995556060		Ready	05-01-00 0203P	NONE		

.....

F2up F3down F4lookup F5reassign F6exit F7reassign all
 F8find orphans F9reset user F10sort(cuid) F11sort(comm.)

07:15:19

Figure 116 – Queued Reports Sorted by Commitment

Perhaps a given user has left for the day and the supervisor wishes to reassign all of the queued report for that individual to someone else. To quickly see which reports belong to an individual user, the Supervisor depresses F10 (once he has the initial report) as shown in Figure 117.

TAFI ID ██████████		GROUP ID ██████████					
USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT		
hpctrn3	9995559898		TEST	04-04-00 0834A	06-10-94 0500P		
hpctrn7	9995556060		Ready	05-01-00 0203P	NONE		
nettrn1	8509947174		Ready	10-05-99 1051A	NONE		
suptrn1	9995551111		Ready	05-24-00 0950A	NONE		
suptrn1	3057408123		Ready	05-31-00 0317P	NONE		
suptrn2	3059495583		Ready	06-08-00 0219P	NONE		
suptrn2	3057526239		Ready	06-08-00 0232P	NONE		
suptrn3	9995551113		Ready	05-19-00 0936A	NONE		
suptrn4	9995551144		Ready	05-18-00 1136A	06-10-94 0500P		
suptrn7	9995551117		Ready	05-19-00 0938A	06-10-94 0500P		
uditrn0	5022446666		Ready	07-23-99 1108A	NONE		
.....							
F2up F3down F4lookup F5reassign F6exit F7reassign all F8find orphans F9reset user F10sort(cuid) F11sort(comm.)							

07:14:36

Figure 117 - Queued Reports Sorted by User

13.4 OTHER OPTIONS

The earlier TAFI versions did not permit users to log off with reports in their queue and ungraceful disconnects generated orphaned reports (the association with a given user was lost). This has been corrected over time and the **Find Orphans** option no longer has meaning.

In a similar evolution, the **Reset Users** option has been replaced with an automatic process to kill off old sessions.

DLEC TAFI

For this discussion and TAFI utilization a DLEC (Data Local Exchange Carrier) is defined as a special case CLEC that provides High Speed data communications to a BellSouth end-user over that end-user's telephone line via the Line Sharing (LS) technique. The distinction is that BellSouth 'owns' the voice customer and the DLEC shares the voice facility to deliver High Speed data communications.

Since, by definition, the DLEC is only providing Line Share Data (LSD) communications to a BellSouth end-user their capabilities in TAFI are limited to:

1. Entering a Line Share Data trouble report
2. Modifying an existing Line Share Data report
3. Obtaining a MLT test
4. Viewing Trouble History data
5. Requesting a Vendor Meet

TAFI was modified to provide this specific use (i.e., DLECs can only process Line Share Data trouble reports) functionality via a series of questions in a single flow as opposed to providing options via the main menu approach.

14.1 ASSUMPTIONS

The successful use of DLEC TAFI is based upon the following assumptions:

1. The DLEC user will have and maintain a unique TAFI user_id for processing Line Sharing Data trouble reports. Specifically, should a traditional CLEC expand their offerings to include LSD (or visa-versa), then the CLEC's TAFI users would have two unique user_ids: (1) one to process non-designed voice trouble reports (as described in previous sections of this document) and (2) one to process LSD reports.
2. LSD trouble reports are entered into LMOS on the end-users telephone number. Many DLECs track their activity by circuit_id (as opposed to telephone number). The DLEC must know and enter the end-user's area code along with the circuit_id in order for TAFI to find the corresponding telephone number. (**Note:** the DLEC could enter the LSD report by entering the end-user's telephone number directly.)

- Per the agreed to maintenance process a problem with the end-user's voice service may negatively impact his LSD communications and resolving the voice trouble condition is the priority of the overall repair process. The DLEC will instruct his LSD customer to report any problems with the voice service to his local service provider (BellSouth) and then, once repaired, determine if the LSD is still in trouble or not.

14.2 GETTING STARTED

As indicated above, DLECs have limited capabilities in TAFI and much of the information provided earlier in this document does not apply.

The information provided in Section 4.2 (Accessing TAFI) applies to DLEC users with the exception of Section 4.2.4 (User Validation). The DLEC OCN value is found in the Customer Service Record (CSR) behind the UNN1 FID. As described in Section 4.3, DLECs also have access to the Back-Up CLEC TAFI processor.

How to log into and out of the CLEC TAFI processor, along with screen layout information provided in Sections 5 through Section 5.3 also apply to the DLEC user.

14.3 DLEC TROUBLE ENTRY SCREEN

```

09-07-00 Trouble Analysis Facilitation Interface  BDTAFS2M  BST 00.4
TN [REDACTED] NAME [REDACTED]
OOS [REDACTED] ADDRESS [REDACTED]

TN 504 [REDACTED] 38SMXX500014
Queue Management? [REDACTED]
F2profile  F3queued  F4supervise  F6exit

*****
* May contain fragmented CPNI, to be used only *
* consistent with your CPNI training. Not to *
* be used for sales and marketing purposes. *
*****

|DIAL T
|OUTGOI
|INCOMI
|TRANSM
|MEMORY
|MEMORY
|CALLIN
|LONG D
|PHYSIC
|DATA P
|ENHANC
|NEW FL
|NEW FL

No troubles in queue                                08:08:42

```

Figure 118 – Initial Report Using the Line Sharing Circuit_ID

To enter an LSD trouble report, the DLEC must enter the end-user's area code, tab past the NNX field, enter the associated circuit_id value as shown in the figure above, and then depress the Enter key.

DLEC TAFI examines the end-user's CSR to determine if Line Sharing is present and, if it is, does the DLEC using TAFI own the Line Sharing service. If DLEC TAFI does not find LS on the CSR, the following message is returned:

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN [redacted] NAME [redacted]
OOS [redacted] ADDRESS [redacted]

TN 770 [redacted] 40SMXX500198

[DIAL T Queue Ma[=] CID ERROR
|OUTGOI
|INCOMI F2profil
|TRANSM
|MEMORY *****
|MEMORY * May c
|CALLIN * consi
|LONG D * be used for sales and marketing purposes.
|PHYSIC *****
|DATA P
|ENHANC
|NEW FL
|NEW FL

Visit The TAFI Intranet Web Site:
http://user1.home.bst.bls.com/~tafi

ERROR ETXT: DB COULD NOT BE DETERMINED FROM NPA/NNX 08:25:31

```

Figure 119 – No Record of LS Found Message

⇒ **Note:** TAFI provides information to the user in several places on the screen. In addition to the Status Line message (Error ...) DLEC TAFI displays a message in what's called a "Message Window" (a heavy line surrounding text). When a message window is displayed, all processing is halted until the user acknowledges the message by depressing the Enter key (see Section 5.4.3). Depressing the Enter key here will return the user to the Initial Trouble Entry Window (ITEW) to process the next report (or log off).

This message could occur for several reasons:

1. The circuit_id entered was entered incorrectly or was not for LS
2. The LS order just completed and the down stream systems (LMOS and CRIS) have not been updated with the new information.

The DLEC would verify that the circuit_id entered was correct. If not, re-enter. If it was correct, the DLEC can continue processing the report by entering the end-user's telephone number.

⇒ **Note:** DLEC TAFI generates an LSD trouble report on the end-user's telephone number. In LMOS, the LS circuit_id is stored as a SLID (Secondary Line ID) for the associated telephone number. By entering the telephone number directly, DLEC TAFI can see if there are any pending Service Orders (SO) which may include LS. If DLEC TAFI finds a SO that was due today (or past due) **and** the order is not in a jeopardy status **and** LS was on the order **and** the DLEC using TAFI is the owner ... the DLEC can continue to enter the report. For this reason, DLECs may choose to enter all LSD trouble reports using the end-user's telephone number initially.

If the DLEC attempts to process a report and he is not the 'owner' of the LS service, DLEC TAFI will return the following message:

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 9509 NAME UNAS IN LMOS
OOS N ADDRESS UNAS IN LMOS
-
CPNI DATA IS NOT AVAILABLE MAINT CONTR INFO NOT AVAIL
TROUBLE HISTORY
FRAME
Analyzing DownStream Sys[=] NOTICE
CRIS-LSD=N
SO-LSD=Y
Owner=N
This Account Belongs to
Another Company.
OK

```

Information Available for 4044179509

Figure 120 – Line Sharing Belongs to Another DLEC Message

Depressing the Enter key here will return the DLEC to the ITEW so he can enter the next report (or log off). If no LS indication was found when the DLEC entered the telephone number a message similar to Figure 119 – No Record of LS Found Message would be displayed without the circuit_id reference.

⇒ **Note:** If the DLEC is sure of the end-user's telephone number and DLEC TAFI continues to return an error message, the DLEC must call the UNE Center for resolution.

When DLEC TAFI finds a match (DLEC owns the LS service on the record), the processing flow continues. DLEC TAFI will provide a message window indicating the CPNI status for the end user (as shown below). The DLEC user must follow his company's rules in dealing with CPNI data ... and this message merely reminds the DLEC. After reading this message, the DLEC depresses the Enter key to continue.

```

09-07-00 Trouble Analysis Facilitation Interface  BDTAFS2M  BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS N ADDRESS 7 EXECUTIVE PARK DR
-
CPNI DATA:
PCL MCH F
[MECHANIZED CONVERSION]
[FULL RESTRICTION (BILL & CSR)
customer has not yet given CPNI release
BUS *NO MAINT CONTRACT
TROUBLE HISTORY
FRAME
DLR DLEX Data Available for 4044170205 00:16 09:30:54

```

Figure 121 – CPNI Message Window

14.4 DLEC PROCESSING FLOW

The DLEC is a ‘captive user’ in TAFI and can only process transactions associated with LSD. Therefore, instead of multiple menu options, the DLEC is guided through a series of flow questions in order to generate the expected outcome. These questions are presented in a Query Window (see Section 5.4.2) that requires a Y/N response from the DLEC.

14.4.1 VENDOR MEET

The first question in the flow (see the figure below) allows the DLEC to request a vendor meet (i.e., arrange for a BellSouth technician to meet with the DLEC’s technician to resolve a specific problem). If the DLEC does not require a Vendor Meet, depress ‘N’ and DLEC TAFI will display the next question in the flow.

⇒ **Note:** In most cases the answer to this question will be “N”.

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS ADDRESS 7 EXECUTIVE PARK DR
-
Do you wish to enter a Vendor Meet request?
BUS *NO MAINT CONTRACT
TROUBLE HISTORY
FRAME
CRIS-LSD=Y
Owner=Y
DLR DLEX Data Available for 4044170205 00:45 09:31:23
    
```

Figure 122 – Vendor Meet Question

Should the DLEC require a Vendor Meet, answering “Y” to the question above will automatically generate the Trouble Report Screen shown below.

```

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
-
Input requested meet location
in narrative.
REPEAT N EC 999 UNIT 33128309
LOC RM 227
SO Y
REACH# 8884626823 ACCESS# _____ CALLED# _____
REMARKS _____ OK/ _____ REP BY Covad
TRBL DESC LSD **** _____ NOTE _____
NARRATIVE -%[] req vend mt [38.SWXX.500007]
MTR: _ LINK: _____
NEW COMM AS _____ ACCESS: A _____ B _____ OS 09-07-00 0600P
CUS DT _____ CAT CD IRATE N CC N AS 09-07-00 0600P
DT RECVD _____ SUB: CLSALT _ NI N BC 09-08-00 0700P
TEST RES _____ HANDLE VENDOR MISC H54A
RECOMMEND req vend mt
DLR DLEX Data Available for 4044170205 00:20 09:58:13
    
```

Figure 123 – Vendor Meet Requested Trouble Report Screen

Notice that DLEC TAFI provides a Message Window in the upper left-hand corner of the screen advising the user to enter meet location in the Narrative line. Depress the Enter key to clear the

message window and then use the cursor positioning keys to place the cursor at the end of the narrative information and then begin typing. Before sending this report the DLEC must:

1. Move the cursor to the NEW COMM field and enter the date and time of the desired meeting (over typing the default entry). For example, the OS (Out of Service) commitment time in the sample above is September 7, 2000 at 6 PM. Assume that the vendor meet was requested for 3 PM on September 7, the user would enter

09-07-00 0300P

2. Next move the cursor to the “B” field and enter the desired time again – i.e., 0300P
3. Depress the Enter key to send the report. DLEC TAFI will then return the user to the ITEW for the next report.

14.4.2 TROUBLE HISTORY

In some cases the DLEC may wish to view the trouble history data for the end-user’s line. Answering “Y” to the following query window will retrieve the LMOS DLETH (extended trouble history) for viewing.

```

09-07-00 Trouble Analysis Facilitation Interface  BDTAFS2M  BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS ADDRESS 7 EXECUTIVE PARK DR
-
Would you like to see the
customer's trouble history?
BUS *NO MAINT CONTRACT
ROUBLE HISTORY
FRAME
CRIS-LSD=Y
Owner=Y
Meet=N
DLR DLEX Data Available for 4044170205 01:23 09:32:01

```

Figure 124 – Trouble History Request Question

In most cases the DLEC would answer “N” which generates the next question in the trouble report flow. However, should the DLEC answer this question with a “Y”, TAFI will retrieve the DLETH trouble history for the line and display it as shown below:

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME XCA0XLINE; SHARE TES
OOS N ADDRESS 7 EXECUTIVE PARK DR
-
The Trouble History will
now be displayed. Press F6 to exit
and continue.
Owner=Y
Meet=N
ING FOR DLETH
BUS XNO MAINT CONTRACT
ROUBLE HISTORY
FRAME
DLR DLEX Data Available for 4044170205 02:40 09:33:18

```

Figure 125 – DLETH Trouble History Data now Available

After a short period of time, DLEC TAFI will display the status line message “DLR DLEX Data Available for ...”. The message window appears informing the user that the Trouble History will be displayed (as soon as the DLEC hits enter to clear the message window).

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS N ADDRESS 7 EXECUTIVE PARK DR
- BUS *NO MAINT CONTRACT
DLETH EC 999 TN 404 417 0205 PRTR
LN *CAO*LINE; SHARE TEST ACCOUNTCOVAD
SA 7 EXECUTIVE PARK DR
LOC
---HIST---
NO REPORT S CLEARED CLOSED TST RPM SWK RSL T D
C

```

Trouble History (DLETH) Data Available for 4044170205 03:00 09:33:38

Figure 126 – Displaying the DLETH (Trouble History)

Once the DLEC has viewed the trouble history data, the user will depress the F6 function key to return to the next step in the maintenance flow.

⇒ **Note:** depressing the page up/down keys while the trouble history is displayed, will allow the user to scroll through the report.

14.4.3 VOICE TROUBLE POSSIBILITY

At this point in the DLEC maintenance flow the system asks if the end-user is experiencing problems with his voice service:

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS ADDRESS 7 EXECUTIVE PARK DR
-
Does the end-user have trouble
with his voice services - Y/N?
BUS *NO MAINT CONTRACT
TROUBLE HISTORY
FRAME
CRIS-LSD=Y
Owner=Y
Meet=N

```

Trouble History (DLETH) Data Available for 4044170205 03:35 09:34:13

Figure 127 – Verifying the Absents of a Voice Trouble

Since the DLEC is sharing the line with the end-user’s voice service, any problems with the voice service could impact the LSD. Should the end-user indicate to the DLEC that they do have a voice problem, TAFI provides the following information:

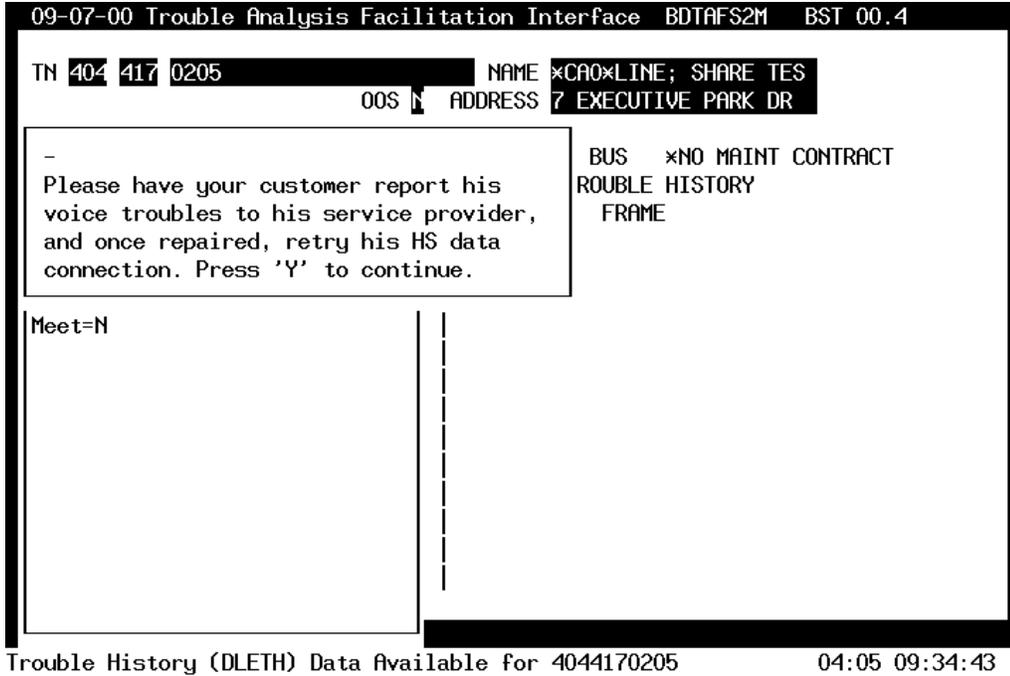


Figure 128 – Customer Routed to his Voice Vendor to Report the Problems

Acknowledging this query window (by depressing Y), TAFI will cancel the report and then bring the user to the ITEW.

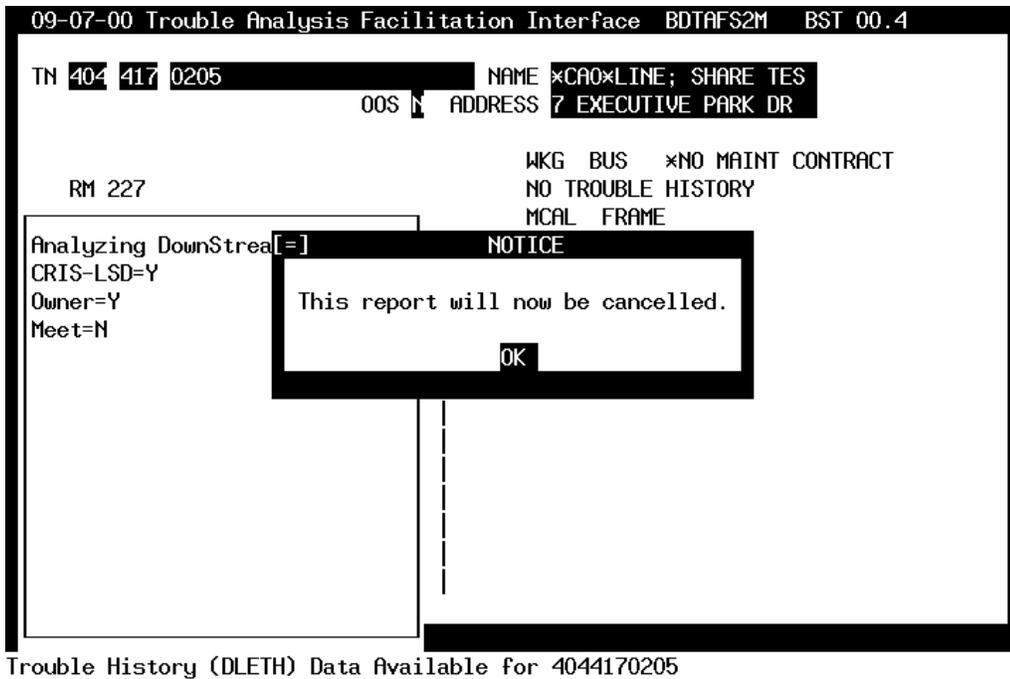


Figure 129 – Automatic Report Cancellation

14.4.4 RUNNING AN MLT TEST

If the end-user tells the DLEC that they are not experiencing voice troubles (answered the question in Figure 127 with a “N”) then TAFI will automatically run a MLT test on the line.

⇒ **Note:** Since the end-user is reporting problems with his LSD to the DLEC, running the MLT test will not hurt his data transmission.

```

09-07-00 Trouble Analysis Facilitation Interface  BDTAFS2M  BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS N ADDRESS 7 EXECUTIVE PARK DR
-
Performing Test.....
Analyzing DownStream Systems
CRIS-LSD=Y
Owner=Y
Meet=N
ING FOR TEST
BUS *NO MAINT CONTRACT
ROUBLE HISTORY
FRAME
TEST Results Requested for 4044170205 00:30 09:50:25

```

Figure 130 – DLEC TAFI Initiating a MLT Test

Notice that the status line indicates that the MLT test has been initiated. Also, depending upon a number of variables, it could take several minutes before the results are complete. The status line in the figure below indicates that the test results are now available.

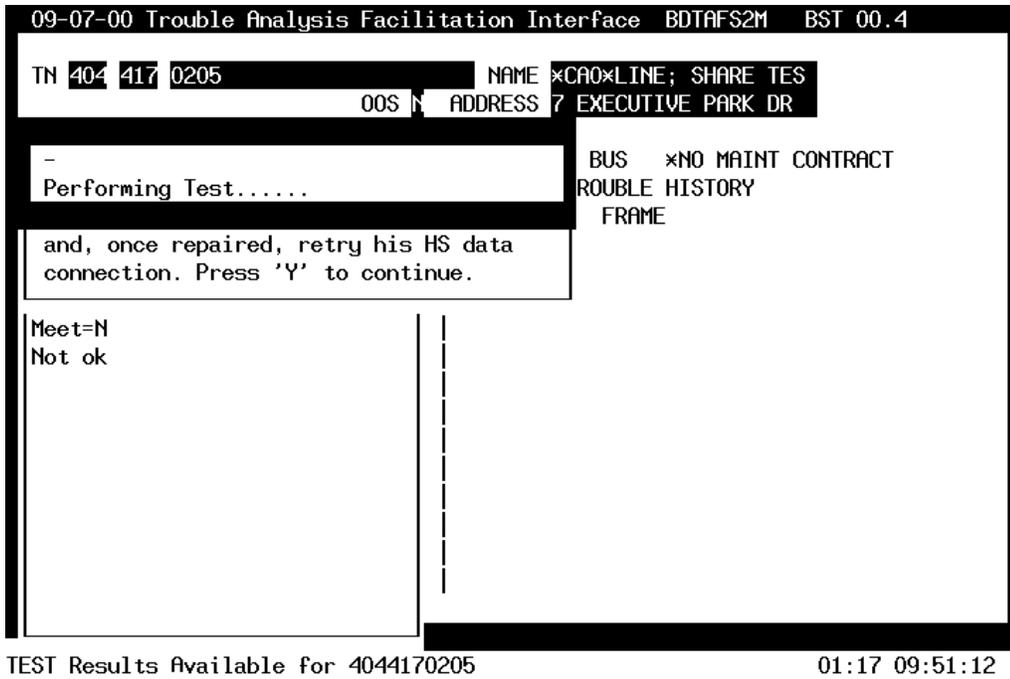


Figure 131 - MLT Results Returned

Although the end-user indicated that his voice service was working fine, the MLT test results found a voice-related problem.

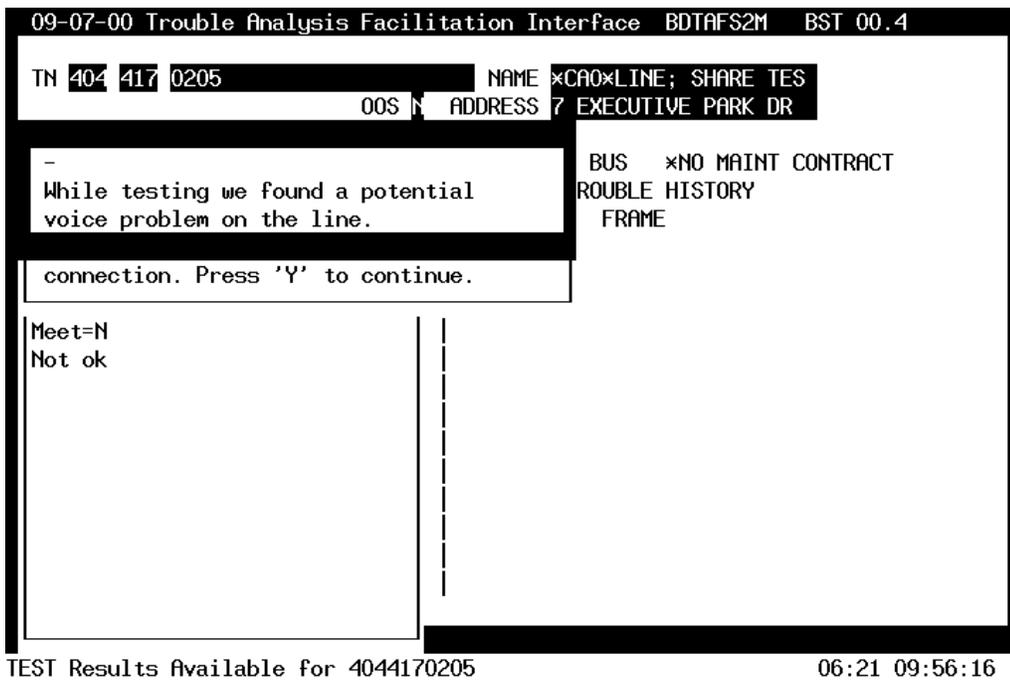


Figure 132 - TAFI Found Voice Level Trouble

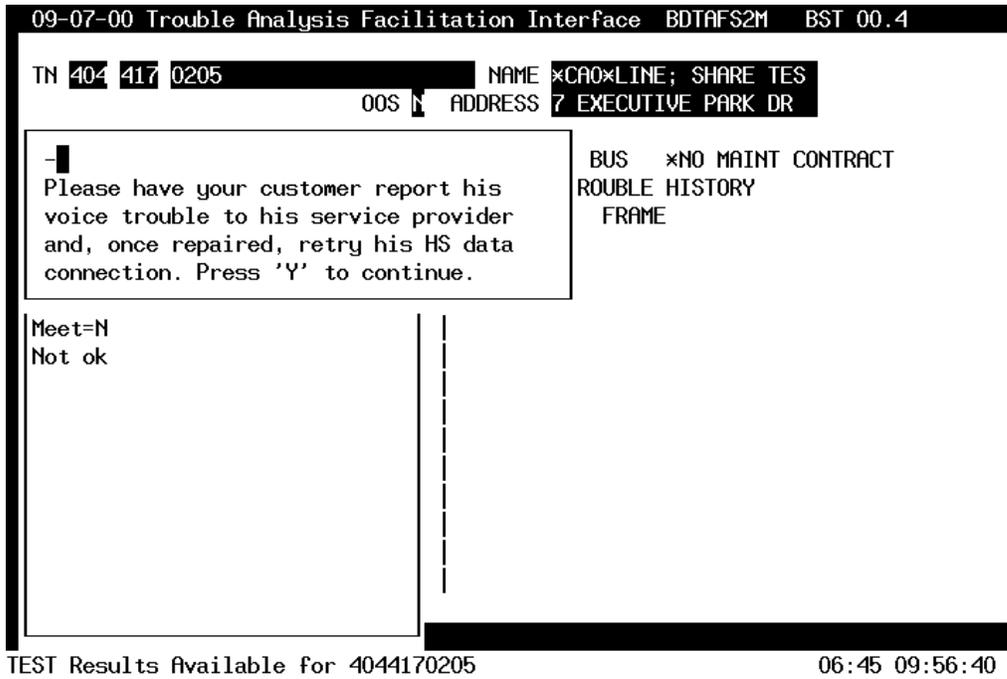


Figure 133 – Refer Customer to his Service Provider

In this situation, the DLEC can not enter an LSD trouble report because a voice level trouble condition was detected. TAFI prompts the DLEC to tell his customer to report his voice level trouble to his voice provider. TAFI will cancel this report as shown below:

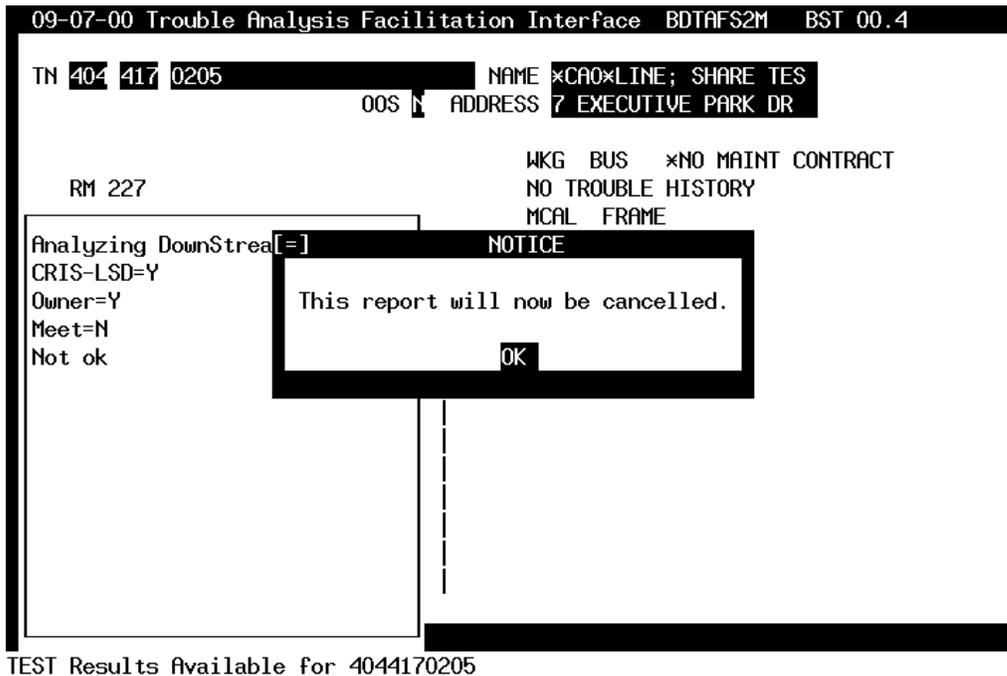


Figure 134 – DLEC TAFI Cancels Report Due to Finding a Problem

14.4.5 OBTAINING TEST RESULTS

When the end-user does not have a testable trouble condition, TAFI will allow the DLEC user access to the MLT test results. In the following example the MLT tested OK:

```

09-16-00 Trouble Analysis Facilitation Interface BRTAFIYM BST 00.4
TN 504 831 7897 NAME PANSANO, EARL M + JR
OOS ADDRESS 227 GLENDALE DR, MET
-
Do you wish to view the test results?
RES MAINT CONTRACT
DAYS SINCE LAST TROUBLE
FRAME
CRIS-LSD=Y
Owner=Y
Meet=N
TOK
TEST Results Available for 5048317897 01:53 06:58:23

```

Figure 135 – Allowing DLEC to View Test Results

At this point the DLEC could answer “N” and TAFI will generate a trouble report, etc. However, by answering “Y” to this question the DLEC can view the actual MLT results. The first screen shows the summary data (i.e., VER 0). By depressing the page down key, the user can see the raw test result values.

```

09-16-00 Trouble Analysis Facilitation Interface BRTAFIYM BST 00.4
TN 504 831 7897 NAME PANSANO, EARL M + JR
OOS N ADDRESS 227 GLENDALE DR, MET
- RES MAINT CONTRACT

```

504 831 7897

0 TEST OK

TEST Results Available for 5048317897

02:12 06:58:42

Figure 136 – Summary Test Results

```

09-16-00 Trouble Analysis Facilitation Interface BRTAFIYM BST 00.4
TN 504 831 7897 NAME PANSANO, EARL M + JR
OOS N ADDRESS 227 GLENDALE DR, MET
- RES MAINT CONTRACT

```

0 TEST OK

1341	1350	8	YES
3500 0	3500 0	1457	
3500 0	3500 0	1080	
	99		5900
	65		

X

TEST Results Available for 5048317897

02:29 06:58:59

Figure 137 – Raw MLT Test Data

After viewing the test results, the DLEC will depress F6 to complete the trouble report.

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

TN	404 417 0205	REPEAT	N	EC	999	UNIT	33128309
						LOC	RM 227
NAME	×CA0×LINE; SHARE TES	SUB	N	SO	Y		
ADDRESS	7 EXECUTIVE PARK DR						
REACH#	7706226000	ACCESS#		CALLED#			
REMARKS		OK/		REP BY	Covad		
TRBL DESC	LSD ***			NOTE			
NARRATIVE	-%[] req vend mt [38.SWXX.500007] - This is a test only - take no action - Gene Piatkowski						
MTR:	LINK:						
NEW COMM	AS	ACCESS:	A	B		OS	09-07-00 0600P
CUS DT		CAT	CD	IRATE	N	CC	N
DT RECVD		SUB:	CLSALT	NI	N	BC	09-08-00 0700P
TEST RES		HANDLE	VENDOR	MISC	H54A		
RECOMMEND	req vend mt						
						BDTAFS2M	
							03:08 10:01:01

Figure 138 – Trouble Entry Screen

This screen provides a last chance to review information before it is sent to LMOS.

The REACH# field must contain the DLEC's maintenance telephone number (where BellSouth technicians call to close the report with the customer. This value is automatically populated from TAFI's internal table for the given DLEC. If this number is not correct (i.e., the DLEC may have multiple centers, etc.) the user can move the cursor to this field and type in the correct value.

The name of the DLEC user (i.e., Bob Smith, Mary Jones, etc.) must be entered in the REP BY field (and not the company name as shown above).

The Commitment Time (or appointment time) is found in the NEW COMM field. In this example, the problem will be resolved by 6PM on 9/7/00.

Depressing the Enter key at this point will generate an LMOS trouble report.

14.4.6 SUBSEQUENT REPORT PROCESSING

Once the DLEC has entered an LSD report, he may wish to (a) check the status of the report, (b) add information to the report or (c) close the report because the root of the problem was identified outside of BellSouth's domain.

The DLEC will enter the circuit_id or end-users telephone number. When TAFI goes to LMOS as part of the report generation process, TAFI sees that a trouble report already exists for the number. TAFI will then check to see if the trouble type is equal to LSD. If it isn't, then TAFI will return a message indicating ***“A voice report exists for this line. Please have your customer check his High Speed (HS) data connections after the voice problem is corrected.”***

After displaying this message for ten seconds, TAFI will then cancel the DLECs TAFI entry and return to the ITEW.

If the trouble type on the pending report is LSD, TAFI will then confirm 'ownership'. If the user is not the owner, TAFI will display a message stating the ***“This account belongs to another company”*** for ten seconds and they will automatically cancel the TAFI transaction.

If the DLEC is the owner of the LSD report, TAFI will then display:

```

09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME XCAOXLIN; SHARE TES
OOS N ADDRESS 7 EXECUTIVE PARK DR
-
Do you wish to CLOSE the existing LMOS report - Y/N?
BUS XNO MAINT CONTRACT
ROUBLE HISTORY
FRAME
DLR DLEX Data Available for 4044170205 02:54 10:12:43

```

Figure 139 – DLEC Subsequent Report

If the DLEC answers “Y”, TAFI will prompt for more information in order to close the report to the correct value.

```

09-07-00 Trouble Analysis Facilitation Interface  BDTAFS2M  BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS ADDRESS 7 EXECUTIVE PARK DR
-
Was the trouble hardware related          BUS *NO MAINT CONTRACT
- Y/N? ROUBLE HISTORY
                                     FRAME
|OUTGOING CALL
|INCOMING CALL
|TRANSMISSION
|MEMORY SERVICE
|MEMORYCALL
|CALLING PLANS/BILLING (ANI)
|LONG DISTANCE
|PHYSICAL
|DATA PROBLEMS
|ENHANCED SERVICES
|NEW FLOW 1
|NEW FLOW 2

```

00:21 10:23:13

Figure 140 – Hardware Closeout Question

If the DLEC answers “Y”, then TAFI will close the report to “DLEC cleared Hardware Trouble” and if the answer is “N” TAFI will close the report to “DLEC reported Trouble Came Clear”.

⇒ **Note:** If the pending trouble report is in a ‘Dispatched’ status, TAFI can not close the report but can only make a narrative update to communicate with the dispatched technician that the problem is resolved.

If the DLEC answered “N” to the question in Figure 139 (the user does not wish to close the existing report), TAFI then provides the opportunity for the user to update the ticket.

```
09-07-00 Trouble Analysis Facilitation Interface BDTAFS2M BST 00.4
TN 404 417 0205 NAME *CAO*LINE; SHARE TES
OOS ADDRESS 7 EXECUTIVE PARK DR
-
Do you wish to Update the existing LMOS Report - Y/N?
BUS *NO MAINT CONTRACT
ROUBLE HISTORY
FRAME
DLR DLEX Data Available for 4044170205 04:40 10:14:29
```

Figure 141 – Update Subsequent Report Question

If the DLEC answers “Y”, TAFI will display the trouble report screen and the user can provide additional narrative information. If the DLEC answers “N”, TAFI will cancel the transaction and return the user to the ITEW.

ATTACHMENTS

- Attachment I Section 15.1 - Pre-Screening Script for Resellers provides a list of required information needed to manually report a customer's trouble condition to the BellSouth Resale maintenance Center.
- Attachment II Section 15.2- Function Key Map
Provides a cross reference between the 12 VT220 Function keys and the TAFI Functions executed as a function of CLEC TAFI window.
- Attachment III Section 0 - Process For Establishing CLEC TAFI Access
A flow chart outlining the process of a CLEC obtaining CLEC TAFI access.
- Attachment IV Section 15.4 - Process For Testing CLEC TAFI Access
A flow chart for testing the CLEC's ability to access the CLEC TAFI.
- Attachment V Section 0 - Process For CLEC TAFI User To Report System Troubles
A flow chart for handling problems with the CLEC TAFI system.
- Attachment VI Section 15.6 - Standard Trouble Reporting Abbreviations
A table of commonly used short hand used in reporting customer troubles.
- Attachment VII Section 15.7 - Job Aid - Trouble Shooting CPE Problems
A job aid to assist in isolating residential CPE problems.
- Attachment VIII Section 15.8 - CLEC Lookup Table
A listing of all CLECs registered with BellSouth with their maintenance contact number.
- Attachment IX Section 15.9 – LMOS Intermediate Status Codes
Detailed listing translating IST values to English text.

15.1 **PRE-SCREENING SCRIPT FOR RESELLERS**

(Reproduce locally as needed)

- 1. Telephone # being reported (10 digit # or circuit #): _____
- 2. Name (End-User): _____
- 3. Address (Street or Road): _____
- 4. City & State: _____
- 5. Trouble Reported By (End-User Customer): _____
- 6. Report Received By (Reseller's Name & Co.): _____
- 7. Reach Number (Reseller's Telephone #): _____
- 8. Access Number (If Access to Premises Required): _____
- 9. Is this a Calling-Called Report?
 - a. Was End-User Called by Someone Else? ____ Telephone Number: _____
 - b. Was the End-User Calling a Telephone Number? _____
- 10. Is the trouble on All End-User Phones? Yes / No ____
If NO, which phone has trouble? _____
- 11. Trouble Description: _____

- 12. Date / Time Report Received: ____ / ____ / ____ ____ : ____ AM / PM
- 13. Remarks: _____

15.2 **FUNCTION KEY MAP**

Function Keys -->	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
-------------------	----	----	----	----	----	----	----	----	----	-----	-----	-----

Screen / Window: User Functions:

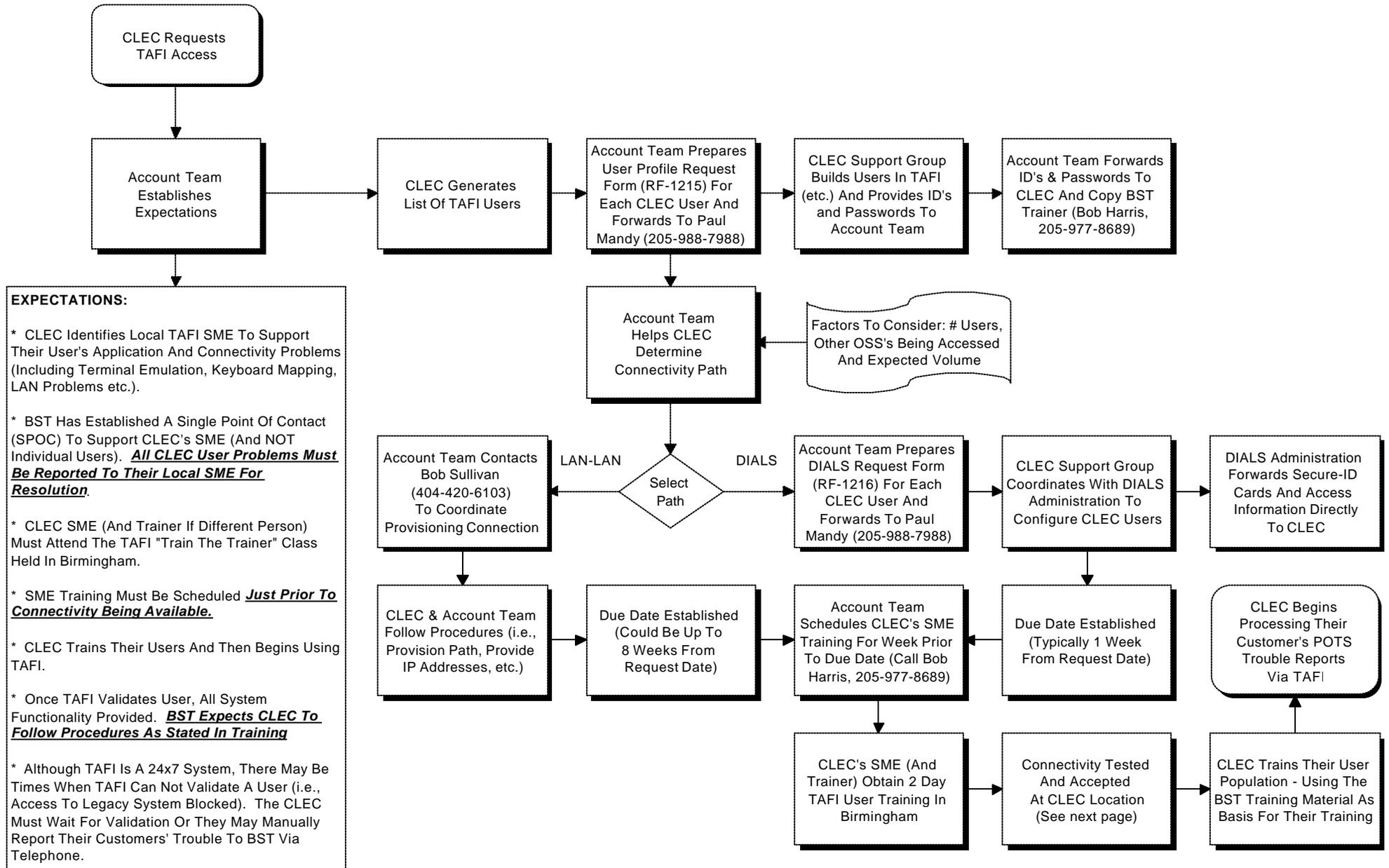
Initial	Help	Profile	Queued Troubles	Supv Function		Exit (backup)						
Main	Help		Queued Troubles			Exit (backup)	Feature List	Queue Report	Access / Commit	Refresh	Add'l Data	OverRide
Trouble Report (Close-out)	Help		Unit #'s MR Only			Exit (backup)	Feature List	Queue Report		Refresh	Add'l Data	OverRide
Queued Troubles	Help	Up	Down			Exit (backup)						
Look-Up (Help, Unit#)	Help	Up	Down	Look-Up		Exit (backup)						

Supervisor Features:

Queued Troubles	Help	Up	Down	Look-Up	Reassign	Exit (backup)						
-----------------	------	----	------	---------	----------	---------------	--	--	--	--	--	--

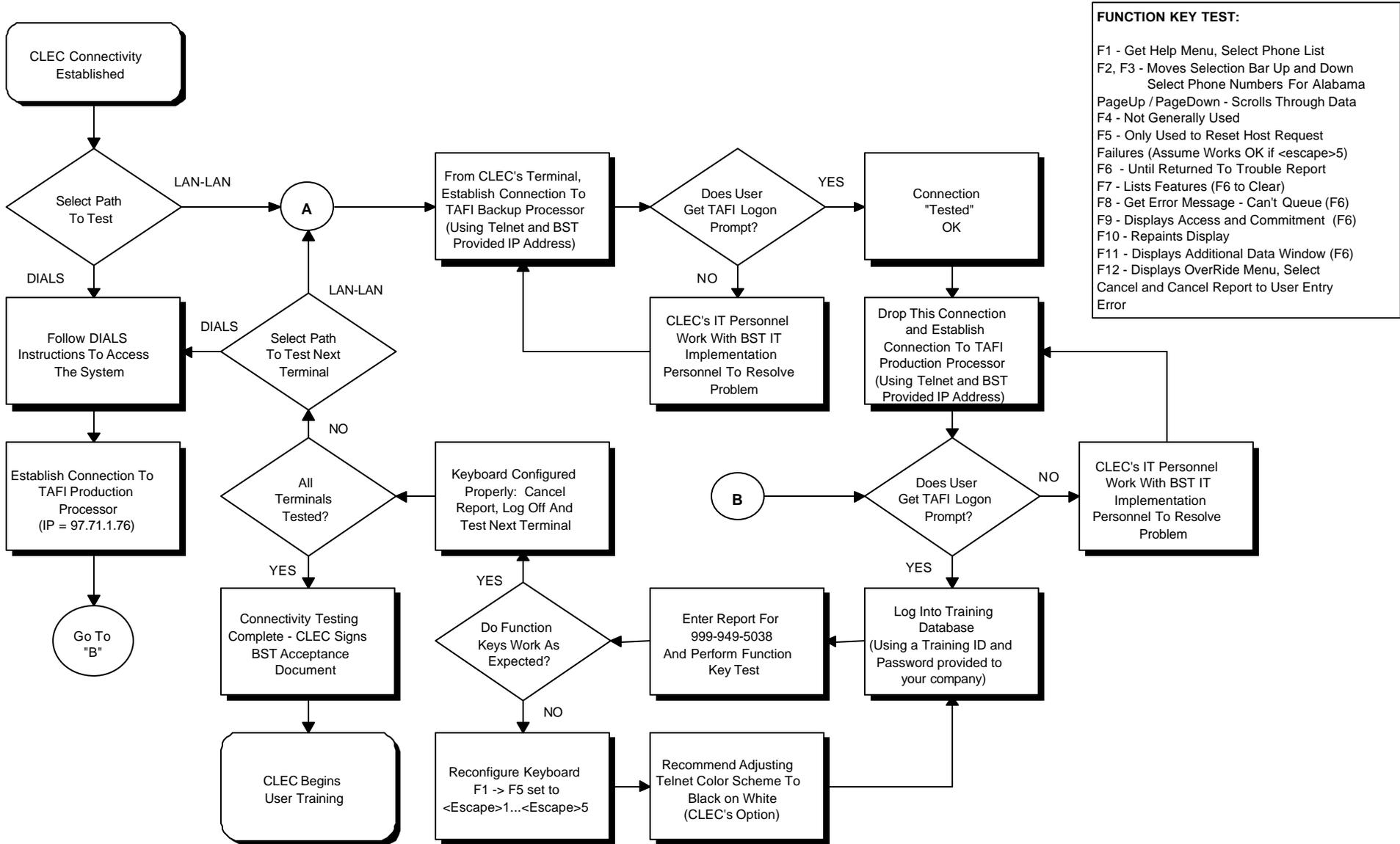
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15.3 **PROCESS FOR ESTABLISHING CLEC TAFI ACCESS**



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15.4 PROCESS FOR TESTING CLEC TAFI ACCESS



FUNCTION KEY TEST:

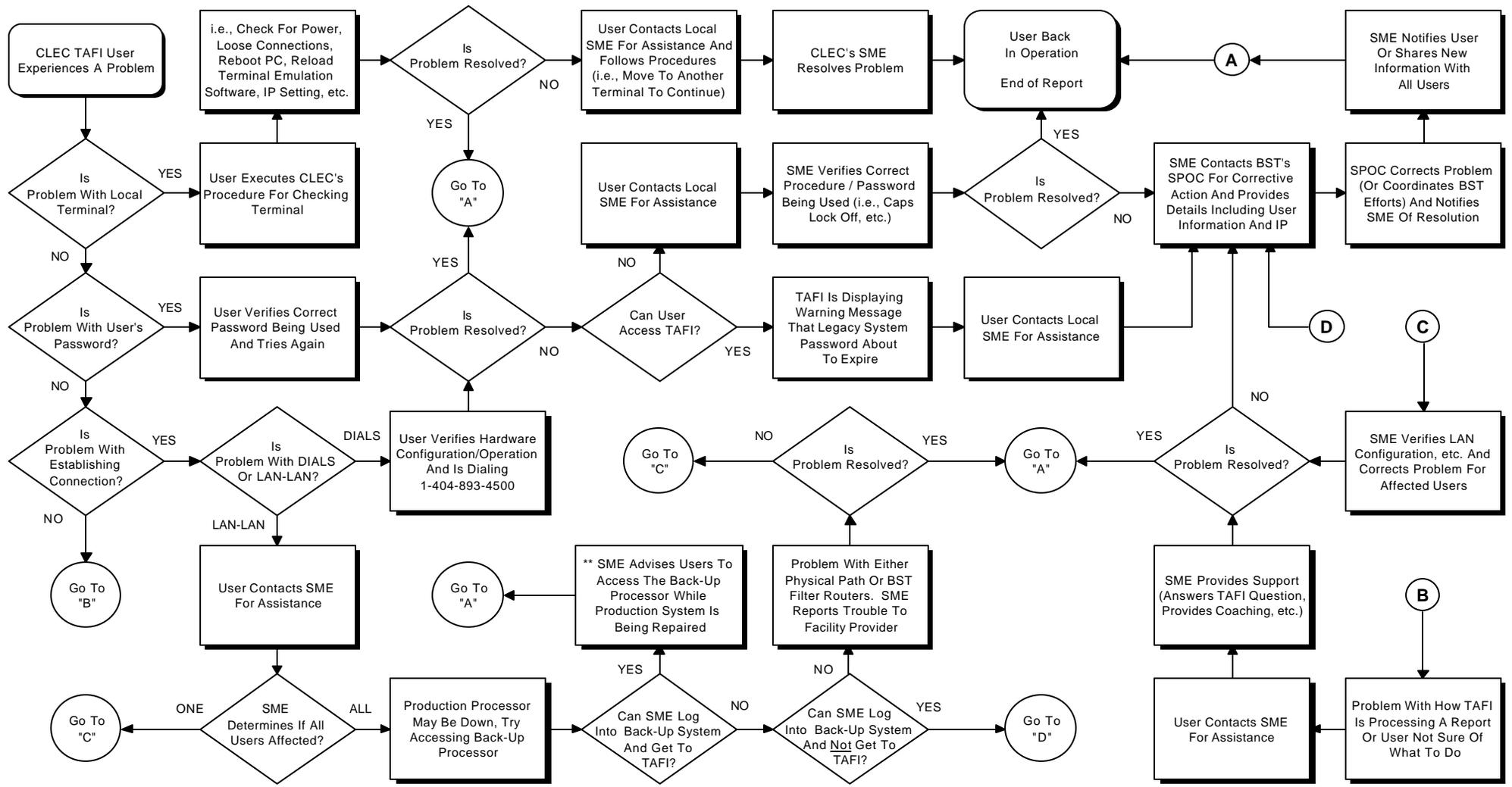
- F1 - Get Help Menu, Select Phone List
- F2, F3 - Moves Selection Bar Up and Down
- PageUp / PageDown - Scrolls Through Data
- F4 - Not Generally Used
- F5 - Only Used to Reset Host Request Failures (Assume Works OK if <escape>5)
- F6 - Until Returned To Trouble Report
- F7 - Lists Features (F6 to Clear)
- F8 - Get Error Message - Can't Queue (F6)
- F9 - Displays Access and Commitment (F6)
- F10 - Repaints Display
- F11 - Displays Additional Data Window (F6)
- F12 - Displays OverRide Menu, Select Cancel and Cancel Report to User Entry Error

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15.5 PROCESS FOR CLEC TAFI USER TO REPORT SYSTEM TROUBLES

This Process Assumes Connectivity At CLEC Location Worked Initially And User Properly Configured In TAFI

** During normal operations, a user may log into the back-up TAFI processor but access to the application will be denied. When a failure is detected in the production processor, the TAFI application on the back-up processor will be turned on. Therefore, if a CLEC user can access the back-up TAFI application, he knows that BST is working on the production system trouble. When the production system is restored, a broadcast message will alert users to switch back to the production system in "X" minutes.



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15.6 **STANDARD TROUBLE REPORT ABBREVIATIONS****General Rules:**

1. Write the consonants and drop the vowels.
2. Write the vowels that come at the beginning of a word.
3. When a word has a double consonant, write only one.
4. Common suffixes are abbreviated.
5. Other frequently used abbreviations are also acceptable.

Table 4 – Standard Trouble Report Abbreviations

Abandoned	ABN	Afternoon	PM
Able	ABL	Again	AGN
About	ABT	Agency	AGCY
Access	ACC	Agree	AGR
Account	ACCT	Agreed	AGRD
Account Classification	AC	All Calls	ALL CLS
Account Group	AG	Add Day	AD
Accurate	ACRT	All Phones	A/P
Across	X	All Right	OK
Acknowledge	ACK	Already	ALRDY
Additional	ADL	Amount	AMT
Additional Listing	ADLST	And	&
Address	ADDR	Annoying/Anonymous	A/A
Adjust	ADJ	Another	ANO
Advance Payment	AP	Answer	ANSWR
Advertising	ADVT	Answering Service	TAS
Advise/Advised	ADV	Apartment	APT

After	AFT	Application	APPL
Apply	APLY	Both	BTH
Appointment	APPT	Broken	BKN
Are/Or/Our	R	Button	BTN
Around	ARND	Building	BLDG
Arrangements	ARR	Business Office	BO
As Soon As Possible	ASAP	Business Office Suprvsr	BOS
Ask For	ASK4	Business Service Center	BSC
Assign	ASGN	Busy	BY
Assignment	ASGNMT	Cable	CA
Assistant Manager	AM	Call	CL
At	@	Call Back	CLBK
Attention	ATTN	Call Forwarding	CF
Available	AVL	Call Waiting	CW
Automatic Telephone	AUTO-TEL	Called	CLD
Balance	BAL	Called In	CI
Baseboard	BSBD	Calling	CLG
Basement	BSMT	Can Be Reached	CBR
Be	B	Cancel	CANC
Because	BEC	Can Not	CN'T
Bedroom	BR	Cent	¢
Been	BN	Central Office	CO
Before	B4	Centrex	CNTX
Bell Rings While Dialing	BRWD	Change	CHN
Bell System Credit Card	BSCC	Changed	CHGD
Better	BTR	Charge	CHG
Between	BET / BTWN	Check	CHK
Bill	BL	Checked	CKD

Bill Date	BD	Circuit	CKT / CRT
Billed	BLD	City	CY
Billing Address	BA	Claim	CLM
Cleared	CLRD	Deduct	DED
Coin Phone	C PH	Delay	DLY
Collect	COL	Deliver	DEL
Color	CLR	Denies All Knowledge	DAK
Commitment	CMT	Deny	DY
Company	CO	Department	DEPT
Complete	COMPT	Deposit	DEP
Comptrollers	CMPT	Desk	DSK
Condition	COND	Dialed Directed	DDD
Concession	CSN	Different	DIFF
Confirming Notice	CN	Difficult	DFCLT
Connect	CONN	Dinning Room	DR
Connected	CONN	Directory	DA
Console	CNSL	Directory Asst. Charge	DAC
Contact	CT	Disconnect	DISC
Cord	CD	Does	DZ
Correct	CORR	Doesn't Answer	DA
Cost	CST	Dollar	\$
Could	CD	Don't	DNT
County	CTY	Down	DWN
Credit	CR	Downstairs	DWNSTRS
Credit Card Holder	CCR	Drop Wire	DW
Credit Class	CC	Due	DU
Credit Information	CI	Due Date	DD
Customer	CUS	Duke Power	D.PWR

Customer Will Advise	CWA	Duplicate	DUP
Customer Will Call	CWC	Each	EA
Cut Off	CTO	Effective	EFF
Day	DA	Else	ELS
Debit	DBT	Emergency	EMRG
Equal	=	Half	1/2
Equipment	EQPT	Happen	HPN
Error	ERR	Have	HV
Ever	EVR	High	HI
Exchange	EXC	Highway	HWY
Explained	EXP	Held / Hold	HLD
Exposed	EXPSD	Home	HM
Extension	EXT	Husband	MR
Face Plate	F-PLT	In	N
Facilities/Facility	FAC	In Care Of	%
Final Account	FA	In Full	IF
Final Acc. Collection Ctr	FACC	Including	INC
Final Bill	FB	Information	INFO
First	1ST	Initial	INIT
Fix	FX	In Regards To	RE
Fixed	FXD	Inside	INS
Floor	FLR	Install	INSTL
Follow-Up	FU	Installation Charge	INSTL CHG
For	4	Installment Billing	IB
Foreman	FRMN	Intercom Lines	COM-LN
Forward	FWD	Investigate	INV
From	FR / FM	Issue	IS
Full Amount	FA	Itemized Call	IC

Gave Information	GV INFO	Jack	JK
Georgia Power	GA.PWR	Junction	JCT
Get	GT	Just	JST
Give / Gave	GV	Kitchen	KIT
Given	GVN	Knew	NU
Ground	GRD	Leave	LV
Guarantee	GUAR	Leave City	LC
Leave Word	LW	Missed Appointment	MA
Leave/Left Word To Call	LWTC	Mileage	MI
Leaving	LVG	Minute	MIN
Left In	LI	Mistake	MSTK
Letter	LTR	Money	\$
Light	LITE	Money Order	MO
Like	LK	Month / Monthly	MO
Line	LN	Monthly Charge	MO CHG
Line In Use	LIU	More	MR
List	LST	Morning	AM
Listed	LSTD	Move	MV
Listing	LSTG	Moved	MVD
Live	LV	Moving	MVG
Living Room	LR	Much	MCH
Local Service	LS	Name	NA
Local Usage	LU	Necessary	NEC
Located / Location	LOC	Need / Needs	ND / NDS
Long	LNG	Neighbor	NBR
Long Distance	LD	Neighborhood	NBRHD
Made	MD	Never	NVR
Mail	ML	Next	NXT

Mailing	MLG	New	NW
Major Credit Card	MCC	New Connect	NC
Major Oil Credit Card	MOCC	No Access Required	NAR
Make	MK	No Charge	NC
Making	MKG	No Further Use	NFU
Manager	MGR	Non Hazardous	NHAZ
Message	MSG	Non-Listed	NLST
MSG Investigation Ctr.	MIC	Non-Payment	NP
Message Units	MU	Non-Published	NPU
No One	NO 1	Phone Company	TELCO
No Reach Number	NRN	Please	PLS
Notice	NFY	Plus	+
Not In	NI	Pocket Coder	PKT CDR
Not In file	NIF	Pole	PL
Notice	NTC	Police Department	PD
Not Working	NWKG	Previous	PRVS
Number	#	Promise	PROM
Observe	OBSRV	Promise To Pay	PP
Offer	OFR	Protector	PROT
Offered	OFRD	Public Office	PO
Office	OFC	Pulled	PLD
Okay	OK	Question	?
Operator	OPR	Rates	RT
Order	ORD	Reach	RCH
Other	OTH	Reason	RSN
Out Of Order	OD	Receipt	RCPT
Out Of Service	OOS	Receive	RCV
Out Of Town	OT	Receiver	RCVR

Outside	OS	Receiving	RCVG
Over	OVR	Reconnect	RCONN
Owe	O	Record	RCD
Page	PG	Recording	RCDG
Paid	PD	Record Not In file	RNIF
Party	PTY	Refer	REFR
Party Line Complaint	PLC	Refund	RFND
Past	PST	Regarding	RE
Pay	PA	Regrade	RGR
Payment	PMT	Remove	RMV
Person To Person	PP	Repair	RPR
Repair Service Bureau	RSB	Some	SM
Repairman	RPMN	Someone	SM-1
Replaced	RPLCD	Speaker Phone	SPK PH
Reported	RPTD	Speed Calling	SP CLG
Representative	REP	Station	STA
Require / Request	REQ	Still	STL
Residence	RSD	Street	ST
Residence Service Center	RSC	Supervisor	SUPV
Restore	RST	Suspend	SUS
Restore No Charge	RSTN	Suspend For Non Paymt.	SNP
Return	RET	Suspend Service	SS
Returned Check	RCK	Suspension Notice	SN
Room	RM	Switchboard	SWBD
Rotary	ROT	Take	TK
Said	SD	Taking	TKG
Same	SM	Talk	TLK
Satisfy	SAT	Talking	TLKG

Satisfactory	SATF	Telegram	TGM
Second	2ND	Telephone	TEL
Security	SEC.	Telephone Number	TN
See	C	Teller	TLR
See Anyone	C-ANY-1	Temporary	TEMP
Send	SND	Temporary Disconnect	TD
Sent	SNT	Temporary Suspend	TS
Service	SVC	Terminal	TERM
Service & Equipment	S&E	That	THT
Service Order	SO	Them	THM
Several	SEV	Then	THN
Should	SHD	This	THS
Since	SNC	Third	3ED
Three-Way Calling	3-WY-CLG	Verify	VFY
Through	THRU	Wants	WTS
Ticket	TKT	Week	WK
Time	TM	When	WHN
To Be	2-B	Wife	MRS
Today	TD / TDY	Will	WL
To / Too	2	Will Mail Check	WL ML CHK
Together	TGTHR	Will Pay	WL PA
Told	TLD	Wiring	WRG
Toll Library	TOLL LIB	With	W/
Tomorrow	TOM / TMO	Without	W/O
Total	TOT	Work	WRK
Touch-Tone	TT	Working	WKG
Transfer	TRNS	Would	WLD
Trimline	TRM	Write Off	WO

Trouble	TBL	Wrong	WRG
Trunk	TRK	Wrong Number	WRG#
Underground	UG	Yellow Pages	YPG
Until	TIL	Yesterday	YDA
Upstairs	UPSTRS	You	U
Vacation	VAC	Your	UR

15.7 **JOB AID - TROUBLE SHOOTING CPE PROBLEMS**

Many telephone service troubles are generated by faulty or improperly used Customer Premises Equipment (CPE). Customers can often isolate and resolve their own problem with a little guidance from you. By helping your customer fix his/her problem quickly, you restore their service and have a satisfied customer at the same time. The following steps will help isolate where the problem is ... and the customer replacing the defective set will fix the problem:

1. If your customer has more than one plug-in telephone, ask them to unplug the one they were using when they noticed the problem. Ask the customer to plug another phone into the same outlet to see if the problem still exists. If it does not, the problem is probably with the first phone.
 - ⇒ If your customer's telephones are not plug-in (and there are still some hard wired sets in service), and your customer has more than one, ask them to try using another phone to determine whether problem is in the line or equipment. If the telephone service works from another set location, the first set is most likely defective and your customer will have to contact his CPE provider for assistance. If the service does not work from another set location, a premises visit may be required.
2. If the problem still exists with a different phone plugged into the outlet, ask your customer to unplug all of the telephones and any other devices connected to the telephone line. Next, ask your customer to replace one telephone set and see if the problem is still there. If the problem is gone, advise your customer to replace another telephone set or device and see if the problem has returned. When the problem comes back, the last item connected to the line is the cause of the problem.
 - ⇒ Cordless telephones, modems, FAX machines and/or answering machines are often the cause of trouble with telephone service (anything from no dial tone to noise on the line). Ask the customer to unplug the mounting cord from the wall and also unplug the electrical cords from the AC outlets. Advise your customer to wait about five minutes and then plug each phone in one at a time and check for dial tone to isolate the trouble.
3. A quicker way to determine if the problem is inside the property or in the network is to ask your customer to take a known working telephone set to the Network Interface box (typically located outside of the building). Tell your customer to unplug the short modular cord from the jack inside of the Network Interface box and plug in his/her telephone set. This action isolates the house wiring from the line and connects the set directly to the drop wire. If the problem is not observed at this point, the source of the problem is definitely inside the home - either defective equipment or wiring problems.

15.8 CLEC LOOKUP TABLE

The following information is found in the TAFI Help menu under phone numbers. CLEC users should populate the NARRATIVE field of the trouble report with their company's abbreviated name (found in the Narrative column below) preceded by the percent (%) sign.

⇒ **Note:** This data is current as of February 1, 2000. The data is updated as new information becomes available. Therefore, please check the TAFI Help file for the most recent data.

Table 5 – CLEC Lookup Table

OCN	CLEC's Full Name	Repair #	Order #	Narrative
2586	2nd Century Comm, Inc	888-272-8778	888-272-8778	2nd Cent
4166	A-1 Mobile	888-567-5335	888-567-5335	A-1 Mobile
4167	ABC Connection	770-222-7079	770-222-7079	ABC-Conn
2529	Accelerated Connection (ACI Corp)	888-706-0058	888-706-0058	Accelerate
4380	Accelerated Connection (ACI Corp)	888-706-0058	888-706-0058	Accelerate
7652	Access America (Tele-Sys, Inc.)	800-860-2140	800-860-2140	Access Am.
2720	Access Integrated Networks, Inc.	912-476-9800	912-476-9800	Access Net
7039	Access Integrated Networks, Inc.	912-476-9800	912-476-9800	Access Net
4892	Access One (The Other Phone Co.)	800-547-7101	800-547-7101	Access-1
7062	Access One (The Other Phone Co.)	800-547-7101	800-547-7101	Access-1
7452	Access One (The Other Phone Co.)	800-547-7101	800-547-7101	Access-1
8780	Access Point	800-957-6468	800-957-6468	Access Pnt
4834	Actel Integrated Communications	877-700-9400	877-700-9400	Actel
4835	Actel Integrated Communications	877-700-9400	877-700-9400	Actel
4883	Actel Integrated Communications	877-700-9400	877-700-9400	Actel
6111	Adelphia Telecom of FL	800-345-4319	800-345-4319	Adelphia
8932	Advance Phone System	888-779-5330	888-779-5330	Advance
8383	Advanced Cellular Corp.	888-397-6490	888-397-6490	Adv Cell
8839	Advanced Tel. Inc.	504-621-4300	504-621-4300	Adv-Tel
7774	Advanced Tel. Inc. (EATel)	504-521-4300	504-521-4300	Adv Tele
6189	Advantel Communications, Inc.	800-832-1880	800-832-1880	Advantel
8471	Advent Consulting & Technology	813-715-1619	813-715-1619	Advent
4208	African-American Telecomm Inc.	888-327-5228	888-327-5228	African-Am
7017	Alec, Inc.	502-422-5363	502-422-5363	Alec Inc
8378	Allegiance Telecom, Inc.	800-553-1989	800-553-1989	Allegiance
8646	Allegiance Telecom, Inc.	800-553-1989	800-553-1989	Allegiance
8472	Alliance Telecom, Inc.	800-844-1440	800-844-1440	Alliance
7656	Alltel Communications	800-800-6609	800-800-6609	Alltel Com
7969	Alltel Communications	800-800-6609	800-800-6609	Alltel Com
7970	Alltel Communications	800-800-6609	800-800-6609	Alltel Com
8681	Alternative Access (AA-Tele-Com)	877-841-8020	877-841-8020	AA-TeleCom
7007	Alternative Phone Service, Inc.	800-930-4290	800-930-4290	Alt Phn Sv
8776	Alternative Telecomm Services, Inc.	800-944-9250	800-944-9250	Alt Telecom
7562	AlterNet (Media One Fiber Tech)	904-619-4800	904-619-4800	AlterNet
7566	AlterNet (Media One Fiber Tech)	904-619-4800	904-619-4800	AlterNet
7841	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro

7842	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
7843	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8330	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8486	AMC - American Metro Comm, Inc.	800-363-8763	800-363-8763	Am Metro
8674	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8676	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8677	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8679	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8680	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
4770	American Communications Inc.	800-720-4243	800-720-4243	AmericanCm
8836	American Telecommunications	615-726-1037	615-726-1037	AmTelecom
4927	Amerimex Communications Corp.	888-224-2922	888-224-2922	Amerimex
7008	Ameritech Comm International, Inc.	888-334-7641	888-334-7641	Ameritech
7675	Annox, Inc	800-770-7785	800-770-7785	Annox
8611	A-Plus Connect	334-478-5279	334-478-5279	A-Plus
4698	Appliance & TV Rentals, Inc	888-990-9902	888-990-9902	Appl-Rent
7710	Arrow Communications	888-255-0212	888-255-0212	Arrow Comm
7421	AT&T	800-362-9689	800-362-9689	AT&T
7883	Atlantic Telecommunications	888-744-4287	888-744-4287	Atlantic
4076	Atrio Enterprises, Inc.	504-368-3006	504-368-3006	Atrio
7971	Award Enterprises /Jerry LaQuiere	615-941-1639	615-941-1639	Award Entp
7090	AXSYS, Inc.	800-347-4272	800-347-4272	AXSYS Inc
7818	Basicphone Inc.	888-503-3663	888-503-3663	Basicphone
4846	Bluestar Networks, Inc.	877-375-2500	877-375-2500	Bluestar
4847	Bluestar Networks, Inc.	877-375-2500	877-375-2500	Bluestar
8321	Broward Business Services	954-973-7300	954-973-7300	Broward-BS
7793	BTI Communications	800-477-7130	800-849-2111	BTI
7795	BTI Communications	800-477-7130	800-849-2111	BTI
7796	BTI Communications	800-477-7130	800-849-2111	BTI
7797	BTI Communications	800-477-7130	800-849-2111	BTI
8688	BTI Communications	800-477-7130	800-849-2111	BTI
8689	BTI Communications	800-477-7130	800-849-2111	BTI
8360	BTS - Business Telephone Systems Inc	888-383-2483	888-383-2483	Bus Tel
8494	Budget Phone, Inc.	318-869-3878	318-869-3878	Budget Phn
8412	Budgetel Systems, Inc.	305-899-1155	305-899-1155	Budgetel
8657	Burno, Inc.	407-521-6050	407-521-6050	Burno
8626	BUY-TEL, Inc.	800-583-8493	800-583-8493	Buy-Tel
8397	C&M Total Communications	888-264-9445	888-264-9445	C&M Total
4296	Capital Exploration (Kexa Corp)	561-498-3903	561-498-3903	Capital
8841	Cellular Concepts & Paging, Inc	901-272-2553	901-272-2553	CelConcept
8435	Cellular X L Associates	601-361-9300	601-361-9300	Cell-XL
2560	Chapel Services, Inc	888-747-4949	888-747-4949	Chapel Svs
8504	Cincinnati Bell Long Distance	800-480-7915	800-480-7915	CinnBellLD
4336	Citizens Telecommunications Co.	800-831-6652	800-831-6652	Citizens
6049	City of Marietta (Marietta Fibernet)	770-794-5197	770-794-5197	Marietta
7732	City of Marietta (Marietta Fibernet)	770-794-5197	770-794-5197	Marietta
2661	Classic Telephone Co	888-812-9042	888-812-9042	Classic
6244	Columbia Telecomm Inc.	877-966-9666	877-966-9666	Columbia
8668	Columbia Telecomm Inc.	877-966-9666	877-966-9666	Columbia
4995	Columbus Local Communications	800-672-4232	800-672-4232	Columbus
7905	COM USA, Inc.	904-672-1027	904-672-1027	COM USA
7739	Comcast MH Telephny Comm of FL	800-207-2909	800-207-2909	Comcast
7740	Comcast Telephony Comm of FL	800-207-2909	800-207-2909	Comcast
7446	Comm South Companies	800-936-5223	800-936-5223	Comm South

7450	Comm South Companies	800-936-5223	800-936-5223	Comm South
7286	Communications Network Services	888-590-2677	888-590-2677	CommNetSvs
7013	Communications Options, Inc.	800-333-9967	800-333-9967	Comm Opt
4252	Communications Services Integrated	888-396-0080	888-396-0080	CommSrvcs
4381	Comtel Inc.	864-281-1300	864-281-1300	Comtel
7001	Concord Telephone Co-CTC Exchange	800-650-8007	800-650-8007	CTC
6197	Connect LLC	888-848-4418	888-848-4418	Connect
4740	Connect Telecommunications, Inc.	800-828-1801	800-828-1801	Conect-Tel
8649	Connect-A-Phone	800-570-0734	800-570-0734	Conn-A-Phn
4771	Coral Bay Financial Inc.	850-453-9399	850-453-9399	Coral Bay
8424	Covad Communications (Dieca Comm)	877-770-9400	877-770-9400	Covad
7987	COX Louisiana Telecom II, LLC	888-326-9266	888-326-9266	COX Telcom
4220	DataCom (RIG Telephones, Inc.)	800-946-4700	800-946-4700	DataCom
8255	DAVCO, Inc.	601-494-2469	601-494-2469	DAVCO
4824	Daytona Telephone Co	800-637-1945	800-637-1945	Daytona
7727	DeltaCom, Inc.	800-239-3000	800-239-3000	DeltaCom
7029	Dial Tone & More, Inc.	888-494-9440	888-494-9440	DT & More
2558	Dialogica Communications	404-898-0715	404-898-0715	Dialogica
7038	Dialtone, Inc.	800-860-9114	800-860-9114	DialTone
7030	Diamond Communications, Inc	888-873-1474	888-873-1474	DiamondCom
8317	Diamond Telephone Services, Inc.	800-280-8080	800-280-8080	Diamond
7647	Digital Communications Technology	800-381-3518	800-381-3518	DigitalCom
8547	Direct-Tel, Inc	888-299-2499	888-299-2499	Direct-Tel
8844	Discount Communications, Inc.	901-868-9955	901-868-9955	DiscountCm
7082	Don-Mar Telcom (Louisiana Local)	318-989-8579	318-989-8579	Don-Mar
4728	DPI Teleconnect Inc.	800-265-7673	800-265-7673	DPI-Tel
4665	DSLNET Communications	800-466-5546	800-466-5546	DSLNET
7789	East Florida Communications	800-881-4118	800-881-4118	E Fla Comm
7081	Eastland of Orlando Tel Corp	888-909-7283	888-909-7283	Eastland
4645	Electric Power Board of Chattanooga	423-648-4357	423-648-4357	ElecPwr
4646	Electric Power Board of Chattanooga	423-648-4357	423-648-4357	ElecPwr
6042	Empire Comm. (Cellular Rental)	504-529-7770	504-529-7770	Empire
4003	Empire Communications, Inc	877-544-4448	877-544-4448	EmpireCom
8478	Entergy Hyperion Telecomm (of LA)	877-321-5465	225-612-1700	Entergy
8479	Entergy Hyperion Telecomm (of MS)	877-321-5465	610-914-1241	Entergy
7260	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7273	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7280	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7327	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7488	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7489	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7490	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7592	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7635	E-SPIRE	888-424-2274	888-424-2274	E-Spire
6328	ET Home Phone (EZ Telephone, Inc.)	843-747-4166	843-747-4166	ET Home
4101	Express Connection Telephone Service	615-331-8255	615-331-8255	ExpressCon
6133	Express Tel (Express Title Financ)	800-867-1695	800-867-1695	ExpressTel
4759	Express Telecommunications Inc.	800-770-6323	800-770-6323	Express
4703	E-Z Access USA Inc.	706-796-0509	706-796-0509	E-Z Access
4641	EZ Communications, Inc	770-431-9190	770-431-9190	EZ-Comm
8324	E-Z Phone, Inc.	888-732-0277	888-732-0277	E-Z Phone
7667	E-Z Talk Communications	800-804-6880	800-804-6880	E-Z Talk
4254	E-Z Talk Communications LA LLC	800-804-6880	800-804-6880	E-Z Talk
8339	E-Z TEL, Inc.	800-936-5223	800-936-5223	E-Z Tel

6085	EZ-Tel Comm. Corp.	800-440-3123	800-440-3123	EZ-Tel
7657	Fast Connections	999-999-9999	999-999-9999	Fast Conn
4086	Fast Phones (Green's Jewelers)	888-270-7296	888-270-7296	Fast-Phn
4083	Fast Phones, Inc	800-583-3481	800-583-3481	FastPhone
7904	First Tel (Georgia National)	706-823-7000	706-823-7000	First Tel
6040	First Touch, Inc.	904-224-7404	904-224-7404	FirstTouch
4085	Florida Digital Network Inc.	407-895-8240	407-895-8240	FL-Digital
6983	Florida Tel Co	561-844-0220	561-844-0220	FL Tel Co
8312	Florida Telephone Services, LLC	407-331-9170	407-331-9170	FL Tel Svc
8765	Frontier Local Services, Inc.	800-414-1973	800-414-1973	FrnrtrLocal
7731	Frontier Telemanagement, Inc.	800-414-1973	800-414-1973	Frontier
6156	Gage Telephone Systems, Inc.	800-960-0032	800-960-0032	Gage Tel
4110	Global Connection Inc. of America	770-457-7174	770-457-7174	GlobalConn
7755	Globe Naps Inc.	516-858-0052	516-858-0052	Globe Naps
6962	Globe National Telecomm, Inc.	305-949-1919	305-949-1919	Globe Ntl
8332	Globe Telecom, Inc.	888-683-4833	888-683-4833	Globe Tel
4246	Golden Financial & Communications	888-815-4223	888-815-4223	Golden
8505	Golden Harbor (of GA)	800-834-7191	800-834-7191	GoldenHarb
8337	GO-TEL, Inc.	800-569-2234	800-569-2234	GO-Tel
4033	Greenville Telephone Services Inc.	601-355-8858	601-355-8858	GrnvilleTel
8849	Grucom (Gainesville Regional Util)	352-334-3000	352-334-3000	Grucom
7646	GTE Communications	888-483-7999	888-483-7999	GTE
8291	Guarantel, Inc.	888-400-4835	888-400-4835	Guarantel
8362	GulfTel Comm. (Gulf Long Distance)	800-500-6765	800-500-6765	GulfTel
7877	Hart Communications (HTR&L)	888-651-1233	888-651-1233	Hart Comm
4610	Home Phone Service, Inc	888-301-0844	888-301-0844	HomePhone
7129	Hyperion	877-321-5465	954-835-2860	Hyperion
7131	Hyperion Communications (of FL)	877-321-5465	954-835-2860	Hyperion
8617	Hyperion Communications (of FL)	877-321-5465	954-835-2860	Hyperion
4636	Hyperion Communications (of GA)	877-321-5465	770-379-8235	Hyperion
7100	Hyperion Communications (of LA)	877-321-5465	225-612-1700	Hyperion
7098	Hyperion Communications (of MS)	877-321-5465	610-914-1241	Hyperion
4983	Hyperion Communications (of NC)	877-321-5465	888-515-6700	Hyperion
4984	Hyperion Communications (of NC)	877-321-5465	888-515-6700	Hyperion
7235	Hyperion Communications (of SC)	877-321-5465	803-933-9566	Hyperion
7236	Hyperion Communications (of TN)	877-321-5465	615-263-1140	Hyperion
8318	Hyperion Communications (of TN)	877-321-5465	615-263-1140	Hyperion
8401	Hyperion Communications (of TN)	877-321-5465	615-263-1140	Hyperion
7150	ICG Telecom Svcs	888-424-4440	888-424-4440	ICG-Tele
7149	ICI - Intermedia Communications, Inc	800-250-9999	800-250-9999	Intermedia
8368	IDS Long Distance	800-335-4437	800-335-4437	IDS LD
6043	Image Access, Inc	877-801-3131	877-801-3131	ImageAccess
7242	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7243	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7244	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7404	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
8619	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7574	Interlink Telecommunications	800-903-5266	800-903-5266	Interlink
7896	International Telephone Group	800-768-2852	800-768-2852	Intl-Tel
8837	Interpath Communications, Inc	800-890-6305	800-890-6305	Interpath
8842	Interpath Communications, Inc	800-890-6305	800-890-6305	Interpath
7580	Intetech	904-296-2149	904-296-2149	Intetech
7983	IWL Connect	888-238-0006	888-238-0006	IWL
4277	J T C Communications, Inc.	800-288-0414	800-288-0414	JTC-Comm

7855	JetCom, Inc	888-538-2669	888-538-2669	JetCom
8840	KMC Telecom II	800-850-9048	800-850-9048	KMC-II
7581	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7582	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7637	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
8335	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7451	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7583	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7585	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
8951	Knology	706-563-0075	706-563-0075	Knology
8952	Knology	850-215-1000	850-215-1000	Knology
8390	Knology (of Columbus)	706-563-0075	706-563-0075	Knology
7779	Knology (of Montgomery)	334-356-1000	334-356-1000	Knology
7065	LA Unwired, Inc.	800-673-2200	800-673-2200	LA Unwired
7560	LCI International Telecom Corp.	888-524-0011	888-524-0011	LCI
8768	LDD Inc.	800-550-9363	800-550-9363	LDD
8994	LEC Unwired, LLC	800-673-3133	800-673-3133	LEC Unwire
8824	Level 3 Communications	303-926-3420	303-926-3420	Level-3
6143	Lightning Communications, Inc.	888-391-9292	888-391-9292	Lightning
7875	Local Line America	800-255-9943	800-255-9943	Local Line
4138	Louisiana Competitive Telecom, Inc.	318-643-3636	318-643-3636	LA-CompTel
7234	Louisville Lightwave (Hyperion)	877-321-5465	502-515-1000	Lsvl Light
8400	Louisville Lightwave (Hyperion)	877-321-5465	502-515-1000	Lsvl Light
7828	MAX-TEL Communications	800-583-2289	800-583-2289	MAX-TEL
7278	MCI-WorldCom (Brooks Fiber)	800-755-8963	800-755-8963	MCI-World
7463	MCI-WorldCom (Brooks Fiber)	800-755-8963	800-755-8963	MCI-World
7229	MCI-WorldCom (MCI Metro)	800-374-6400	800-374-6400	MCI-World
7132	MCI-Worldcom (MFS Intelenet)	800-755-8963	800-755-8963	MCI-World
7448	MCI-WorldCom (MFS of FL)	800-755-8963	800-755-8963	MCI-World
7435	MCI-WorldCom (MFS of GA)	800-755-8963	800-755-8963	MCI-World
7221	MCI-WorldCom (WorldCom)	800-755-8963	800-755-8963	MCI-World
7228	MCI-WorldCom (WorldCom)	800-755-8963	800-755-8963	MCI-World
4807	Mehtel Integrated Comm Solution LLC	919-563-8169	919-563-8169	Mehtel
4809	Mehtel Integrated Comm Solution LLC	919-563-8169	919-563-8169	Mehtel
7170	Media One, Inc.	770-613-2004	770-613-2004	Media One
7057	MET Communications, Inc.	888-893-3663	888-893-3663	MET Comm
4191	Metrolink Internet Services, Inc.	407-253-9300	407-253-9300	Metrolink
7050	MGC Communications, Inc.	888-777-5802	888-777-5802	MGC Comm
7089	MGC Communications, Inc.	888-777-5802	888-777-5802	MGC Comm
8846	MicroSun Telecomm, Inc.	800-675-0707	800-675-0707	MicroSun
6582	Mississippi Cellular Telephone Co	800-264-2355	800-264-2355	MS CellTel
8358	Momentum Telecom Inc.	800-269-9900	800-269-9900	Momentum
8647	National Comm Link, LLC	877-202-3687	877-202-3687	Nat'l Comm
4763	National Phone Corp	941-954-7706	941-954-7706	Natl-Phone
7318	National Telephone	800-881-9300	800-881-9300	Nat'l Tel
7208	Network One (CRG International Inc.)	800-296-7030	800-296-7030	Network-1
7648	Network Plus, Inc.	800-225-5089	800-225-5089	NetworkPls
8772	Network Telephone, Inc.	888-432-4855	888-432-4855	Network
8774	New Millennium Comm.	877-243-6965	877-243-6965	Millennium
8659	NewSouth Communications	800-600-5050	800-600-5050	NewSouth
6100	NextLink (of FL)	888-639-8836	888-639-8836	Nextlnk
8758	NextLink (of GA)	888-285-6398	888-285-6398	Nextlnk
7344	NextLink (of TN)	888-639-8836	888-639-8836	Nextlnk
7753	Nextlink, LLC	888-639-8836	888-639-8836	Nextlnk

7206	North American Telecomm Corp.	516-719-7816	516-719-7816	N-American
8560	North Point Comm, Inc.	888-900-0672	888-900-0672	N-PointCom
7771	NOW Communications, Inc.	601-969-5000	601-969-5000	NOW Comm
8706	Nu'Star Communications	800-465-0120	800-465-0120	Nu'Star
7761	Omniplex Comm Group, LLC	888-462-4782	888-462-4782	Omniplex
7892	One Point Communications	877-672-6736	877-672-6736	One Point
4262	Optilink Communications Inc.	800-368-9884	800-368-9884	Optilink
7857	Orlando Business Tele Systems	407-996-9000	407-996-9000	Orlando-BT
8613	P V Tel, LLC	423-578-1961	423-578-1961	P V Tel
4227	Paetec Communications	877-340-2600	877-340-2600	Paetec
7676	PCS - Preferred Carrier Services	800-477-1992	800-477-1992	Preferd CS
8485	Philacom, Inc.	561-278-2947	561-278-2947	Philacom
8601	PhoneLink, Inc.	800-220-1377	800-220-1377	PhoneLink
8476	Pre-Cell Solutions, Inc.	407-799-9372	407-799-9372	Pre-Cell
7864	Preferred Payphones, Inc. (PPI)	318-494-1396	318-494-1396	Pref-PayPh
8928	Protecall Services, Inc.	800-746-6318	800-746-6318	Protecall
8750	Push Button Paging	800-821-2515	800-821-2515	PushButton
4188	Pyramid Prod (Pyramid Comm. Svc.)	770-461-4031	770-461-4031	Pyramid
4070	Quantum Phone Communications	888-662-8372	888-662-8372	Quantum
2631	Quick Connect Telecommunications	888-250-4112	888-250-4112	Quick Conn
8648	Quick Tel Communications	800-583-9782	800-583-9782	Quick Tel
2617	Reed Communications, Inc	877-733-3266	877-733-3266	Reed Comm
4226	Rehook 1, Inc.	877-734-6651	877-734-6651	Rehook
4997	Rei Comm (Rebound Enterprises Inc.)	941-519-0555	941-519-0555	Rei-Comm
8298	Reserve Long Distance Company	888-611-6111	888-611-6111	Reserve LD
4239	Ruddata Corporation	800-755-1239	800-755-1239	Ruddata
4384	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9990	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9991	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9992	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9993	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9994	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
7023	Shell Off Shore Services Co	800-600-9610	800-600-9610	Shell Srvs
4726	Smart-Tel	502-846-1349	502-846-1349	Smart-Tel
7668	Smoke Signal Communications(Choctaw)	800-597-4130	800-597-4130	Smoke-Sig
7514	Southeast Telephone, Ltd.	888-364-9000	888-364-9000	SE Tel Ltd
7862	Southern Phone Reconnek	800-597-9733	800-597-9733	S Reconnek
4764	Southern Reconnect Inc.	334-470-0684	334-470-0684	S Reconnect
4729	Southern State Telephone Inc.	800-550-5960	800-550-5960	SouthState
6233	Southern Telecomm Co.	877-476-8843	877-476-8843	Southern
8781	Southern Telemanagement Group	888-417-2455	888-417-2455	S-Telmgmnt
8962	Speedy Reconnect, Inc	800-618-0512	800-618-0512	Speedy
7483	Sprint Communications Company	800-488-2201	800-339-1811	Sprint
7391	Sprint Metropolitan Networks, Inc	407-889-6061	407-889-6061	Sprint Net
2505	State Communications	864-271-6335	864-271-6335	State Comm
8672	State Communications	800-800-9681	800-800-9681	State Comm
7602	Sterling (1-800-RECONNEX, Inc.)	800-275-8223	800-275-8223	Sterling
4398	Sun-Tel USA Inc.	888-301-0844	888-301-0844	Sun-Tel
7011	Supra Telecomm & Info Systems	888-317-8772	888-317-8772	Supra Tele
4377	Talk America	904-766-7769	904-766-7769	TalkAmer
7006	Talk Solutions	800-823-9134	800-823-9134	Talk Solu
2597	Talk Too Communications	800-242-1943	800-242-1943	TalkToo
7125	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport
7658	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport

8271	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport
8392	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport
8977	Tel3 (Netel, Inc.)	800-519-3408	800-519-3408	Tel3
7086	TelAmerica	800-324-1500	800-324-1500	TelAmerica
7672	Telcom Plus	888-332-4033	888-332-4033	TelcomPlus
7518	TeleCo of Central FL (TCCF)	800-660-1640	800-660-1640	TCCF
8507	Telecommunications Services, Inc.	800-398-0151	800-398-0151	TelecomSvs
7884	Teleconex, Inc.	800-523-2215	888-831-4300	Teleconex
6581	Telepak Inc	800-264-2355	800-264-2355	Telepak
4879	Teleplus (Webtel, Inc.)	888-622-8255	888-622-8255	Teleplus
8701	Tele-Source (of TN)	615-441-6555	615-441-6555	TeleSource
6192	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8038	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8387	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8388	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8550	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
7845	Tel-Link, LLC (Securetel)	800-641-2522	800-641-2522	Tel-Link
8272	TelStar International, Inc.	800-959-9964	800-959-9964	TelStar
4080	TempTel (Temporary Telephone Svc.)	864-978-8384	864-978-8384	TempTel
7069	Tennessee Phone Services	615-463-8488	615-463-8488	TN Phn Svs
8510	The Bayou Telephone Co, Inc.	504-384-0339	504-384-0339	Bayou Tel
8787	The Inside Edge Communications, Inc.	800-588-8940	800-588-8940	InsideEdge
4225	The Mobile Phone Company	561-241-7776	561-241-7776	MobilePhn
4856	The MoneyPlace, LLC	877-227-4490	877-227-4490	MoneyPlace
6152	The Telephone Connection	901-278-6667	901-278-6667	Tele Conn
7178	Time Warner Axs	407-875-1499	407-875-1499	TimeWarner
7750	Time Warner Connect	888-892-0534	888-892-0534	TWarnerCon
4211	TouchTone Comm Inc.	606-864-4429	606-864-4429	TT-Comm
7997	Transtar Communications	888-600-7002	888-600-7002	Transtar
7645	TriComm, Inc.	770-541-6400	770-541-6400	TriComm
4203	TriStar Communications Corp.	888-681-5335	888-681-5335	TriStar
4928	Trusted Net, Inc.	800-347-2447	800-347-2447	Trusted
7850	TTE of Charleston, Inc.	800-774-1000	800-774-1000	TTE
6104	Unidial Communications, Inc.	877-295-4200	877-295-4200	Unidial
7814	Unique Communications (UNICOM)	888-714-9444	888-714-9444	Unicom
8631	United States Telecommunications	800-300-9204	800-300-9204	US Telecom
7598	Universal Com Inc.	800-279-0077	800-279-0077	Universal
4985	Universal Telecom, Inc.	888-788-7978	888-788-7978	UnivTele
7972	US Dial Tone, Inc.	800-810-9870	800-810-9870	US D-Tone
8692	US LEC (of Florida)	704-319-1013	704-319-1013	US LEC
8355	US LEC (of Georgia)	704-319-1013	704-319-1013	US LEC
8863	US LEC (of Georgia)	678-781-1500	678-781-1500	US LEC
7674	US LEC (of North Carolina)	704-335-3928	704-335-3928	US LEC
8356	US LEC (of Tennessee)	901-312-1000	901-312-1000	US LEC
8354	US LEC, LLC	999-999-9999	999-999-9999	US LEC
7946	US Long Distance, Inc.	800-782-8995	800-782-8995	U.S. LD
7509	US Telco, Inc.	888-535-6225	888-535-6225	US Telco
7093	USA Telecom (IDG)	800-327-8310	800-327-8310	USA Telcom
6110	USA Telephone, Inc.	305-944-6505	305-944-6505	USA Telphn
8558	Utilcore Corp.	941-957-0173	941-957-0173	Utilcore
6160	Vast-Tel Comm., Inc.	940-627-6142	940-627-6142	Vast-Tel
7542	WinStar Communications	888-984-6622	888-984-6622	WinStar
7571	WinStar Communications	888-984-6622	888-984-6622	WinStar
7833	World Access Communications Corp.	305-577-9700	305-577-9700	World Accs

7938	World Link Communications, Inc.	770-986-8558	770-986-8558	World Link
8997	WorldLink Long Distance Corp.	888-463-5960	888-463-5960	WorldlnkLD
7848	Wright Business Systems (LDM Inc)	800-599-1000	800-599-1000	Wright-LDM
8934	Wright Business Systems (LDM Inc)	800-599-1000	800-599-1000	Wright-LDM

15.9 **LMOS INTERMEDIATE STATUS CODES***Table 6 – LMOS Intermediate Status Code List*

DESCRIPTION	ABBR
AUTOMATED CALLBACK	ACB
AUTOMATIC JOB REJECT	AJR
PREMISE ARRIVAL TIME	ARV
BUSINESS CALL BACK	BCB
BULKED DISPATCHED OUT	BDO
RESERVED	BKO
BELLSOUTH LONG DISTANCE	BLD
BURIED SERVICE WIRE	BSW
CABLE FAILURE	CAF
CLEARED CUST ADVISED	CCA
CENTRALIZED CALLOUT CENTER	CCC
CLOSED	CLO
CLEARED CUST NOT ADVISED	CNA
CENTRAL OFFICE FAILURE	COF
DELAY DISPATCH OUT	DDO
DEFECTIVE CONDUCTOR	DFC
DELAYED FIRST JOB	DFJ
DISPATCHED IN	DPI
DISPATCHED OUT	DPO
FRONT END CLOSE OUT	FEC
BRSC SCREENING POOL	GEN
HOLD	HLD
HELD SERVICE ORDER CFD	HSO
SVC ORD (PD status) CLOSE REPORT	ICC
INDEPENDENT PAY PHONE	IPP
ISDN	ISD
LOCAL EXCHANGE CARRIER	LEC
MEMORYCALL SERVICE	MCS
MEMORY SERVICES	MMS
MULTIPLE TROUBLE REPORTS	MTR
NO ACCESS OTHER	NAO
NO ACCESS SUBSCRIBER	NAS
OFFICE EQUIPMENT FAILURE	OEF
PENDING ALTERNATE BUREAU	PAB
PREASSIGNED OUT	PAO
SERVICE ORDER - BUSINESS	PD1
SPECIAL SERVICES - WFA/DO	PD2
CABLE - BUSINESS	PD3
INSIDE WIRE/JACK TRBL - RES	PD4
CLEAR DEFECTIVE PAIR	PD5
INSIDE WIRE/JACK TRBL - BUSN	PD6

DESCRIPTION	ABBR
CABLE LOCATION	PD7
CUTOVER BURIED DROP	PD8
DISCRETIONARY ROUTINES	PD9
PENDING DISPATCH - BUSINESS	PDB
RESERVED	PDC
PENDING DISPATCH FACILITY	PDF
PENDING DISP PAIR GAIN / ALARM	PDG
PENDING DISPATCH IN	PDI
PENDING DISPATCH MULTIPLE	PDM
PENDING DISPATCH OUT	PDO
SERVICE ORDER - RESIDENCE	PDS
PENDING TEST	PDT
MAC/SPEC SERVICES (STATION)	PDX
PMA	PDY
PAYPHONE PROVIDER	PDZ
PREASSIGNED FIRST JOB	PFJ
PLUS 3 REPEATS	PL3
PREDICTOR	PRD
PENDING SCREEN	PS
PENDING SCREEN HUMAN	PSH
PENDING SCREEN MLT	PSM
PICKUP TIME	PUT
PROGRAMMABLE WORK FACILITY	PWF
PROGRAMMABLE WORK SERVICE	PWS
TAFI	QUE
SAB-BUSINESS CENTER	RBC
SAB-CONTROL CENTER	RCC
REFD TO SUPERVISOR	RFC
REPAIRMAN RETURNED	RMR
SAB-OUTSIDE PLANT	ROP
SAB-RMAT	RRC
SAB-SWITCHING CONTROL	RSC
SAB-SPECIAL SERVICES	RSS
TOK-DON'T ANSWER	TDA
TEMPORARILY OK	TMK
PENDING DISPATCH FACTA	TPA
PENDING DISPATCH FACTA	TPL
PENDING DISPATCH FACTA	TPM
RADS	TSA
RADS	TSM
TESTED	TST
WORK MANAGEMENT CENTER	WMC