Virtual Front Office Training

TA Module – Trouble Administration Training Course

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Agenda

• Overview of the Virtual Front Office (VFO) Application (Video Part 1)

• Logging Into and Navigating VFO (Video Part 1)

• Creating Trouble Tickets and Templates (Video Part 1)

• Trouble Shooting Trouble Report Issues (Video Part 2)

• Searching for Tickets and Viewing Ticket Histories (Video Part 2)

• Working With Trouble Reports (Video Part 2)

• Conducting Mechanized Loop Tests (MLT) (Video Part 3)

• Appendix (Glossary, TA Attribute Descriptions)
Online References

• Trouble Administration:  https://wholesale.frontier.com/wholesale/trouble-administration
  • VFO Production URL
  • Frontier Trouble Administration Guide

• Virtual Front Office Training: https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training
  • VFO Online Training Video Library

• Repair Contact and Escalation Lists:  https://wholesale.frontier.com/wholesale/contacts-and-escalation-lists/repair

• Notifications and News:  https://wholesale.frontier.com/wholesale/notifications-and-news

• Subscribe to Notifications and News:  https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications
Overview of VFO
(Online Training Video Part 1)
Overview of Virtual Front Office (VFO)

What is Virtual Front Office (VFO)?

- A gateway between service/network providers to:
  - Process Preorder and Order Transactions for Local Service Requests (including ISP)
  - Process Preorder and Order Transactions for Access Service Requests
  - Submit and Manage Trouble Ticket Requests

- VFO Benefits:
  - Performs automatic validation of service requests
  - Provides secure and efficient business interactions
  - Stores and maintains all service and trouble requests submitted and subsequent notifications received
Virtual Front Office (VFO) Flow

The Virtual Front Office (VFO) allows you to enter orders and trouble tickets, pass them to the Frontier provisioning systems for processing, and receive updated responses from Frontier.

- The VFO provides this service utilizing two applications:
  - Virtual Front Office (VFO) – the order entry, order management component (customer facing)
  - Exchange Path – the Business to Business (B2B) interconnection gateway software which includes two subcomponents:
    - Business Rule Engine – Validates data submitted against the predefined Frontier business rules,
    - Translator – Transforms the data into the electronic format supported by Frontier (XML)
VFO TA Module: Trouble Administration

• Service outage problems must be solved by technicians from both Service Providers coming together.

• Why use VFO for Trouble Administration?
  • Increases efficiency
  • Reduces time
  • Visually monitor multiple tickets at once
Logging Into and Navigating VFO
(Online Training Video Part 1)
Logging Into VFO

• Enter User Name
• Enter Password (Case sensitive)
• Select Module (TA)
• Change Password Option – (Current password required)
• Click Login

On future entry into VFO, VFO will retain the Module of the last successful login
Changing Password and Password Rules in VFO

• New users and users with administrator-reset passwords will automatically receive the change password screen and be required to change password.

• Users who elect to change password by selecting the Change Password checkbox will receive the change password screen.

• VFO Passwords must adhere to the password rules available from the Change Password screen:
  • Must be at least 8 characters in length but not more than 16.
  • Must contain at least one character from any three of the following four categories:
    - Uppercase Alpha
    - Lowercase Alpha
    - Numeric
    - Special Characters

• Password cannot:
  • Contain a space
  • Be the word ‘password’
  • Be the same as the login user name
  • Be the same as the old password

• Once current password is populated in the Old Password field and the new password is populated in both the New Password and Confirm New Password fields, click Update Password.
Successful Password Change

- Once the password has been changed successfully, you will be returned to the login screen
- A message will appear in red at the top left
- Populate User Name, New Password, Select Module, Click Login

First-time users will be required to complete additional security measures including:
- Establish three security questions and answers
- Associate email to account
For more information, refer to the VFO Security Requirements Job Aid available online.
Work List and Menu Bar

- **Home** – Takes you back to the Work List from anywhere in the application.
- **About** – Opens the About Box with information about the application.
- **Help** – Opens the Help Window with links.
- **Logout** – Logs you out of the application.
Trouble Administration Menus

- Hover the mouse over each tab to display the dropdown menu.

- Administration Tab only available to users with administration access.
Transaction Status Icons

- Ticket Not Accepted by Frontier (New, Rejected, or No Response)
- Response Required
- Completed
- Deferred
- Late Bonding

Action Icons

- Filter Records
- View History
- Refresh Screen
- Go to Work List
- Submit Transaction
# Sorting the Work List and Icons

- Click the header of a column to sort the Work List by that column.
  - First click places the column in descending order
  - Second click places the column in ascending order
  - Icons are used to provide information and prompt actions

## Work List

<table>
<thead>
<tr>
<th>Icon ID</th>
<th>Account Name</th>
<th>creation Time</th>
<th>Last Update</th>
<th>Network ID</th>
<th>State</th>
<th>Status</th>
<th>Agent Trouble Report ID</th>
<th>Customer Trouble Ticket Number</th>
<th>Last Assignment</th>
<th>Trouble Type</th>
<th>Chronic</th>
<th>Commit Time</th>
<th>Close Out Narrative</th>
</tr>
</thead>
<tbody>
<tr>
<td>10112</td>
<td>ZTK</td>
<td>09:00:11 04:19 PM</td>
<td>09:00:11 04:20 PM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Pending Test</td>
<td>000197800001235</td>
<td>TC 1 ACCESS TC</td>
<td>No Dial Tone</td>
<td>N</td>
<td>09/22/11 07:00 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10118</td>
<td>ZTK</td>
<td>09:00:11 03:47 PM</td>
<td>09:00:11 03:48 PM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Refer Voice Center</td>
<td>000365620000001235</td>
<td>TEST LOCAL.02</td>
<td>No Dial Tone</td>
<td>N</td>
<td>09/22/11 03:28 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10118</td>
<td>ZTK</td>
<td>09:00:11 03:38 PM</td>
<td>09:00:11 03:40 PM</td>
<td>Frontier</td>
<td>Closed</td>
<td>Closed Out</td>
<td>000197800001235</td>
<td>TC 1 ACCESS TC</td>
<td>No Dial Tone</td>
<td>N</td>
<td>09/22/11 03:28 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10112</td>
<td>ZTK</td>
<td>09:00:11 03:38 PM</td>
<td>09:00:11 03:40 PM</td>
<td>Frontier</td>
<td>Closed</td>
<td>Closed Out By Cust Req</td>
<td>000365620000001235</td>
<td>ACCESS TO #4 Litho Board</td>
<td>No Dial Tone</td>
<td>N</td>
<td>09/22/11 03:40 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10007</td>
<td>ZTK</td>
<td>09:00:11 03:38 PM</td>
<td>09:00:11 03:38 PM</td>
<td>Frontier</td>
<td>New</td>
<td>New</td>
<td>09:00:11 03:38 PM</td>
<td>TC 01 ACCESS</td>
<td>Circuit Down</td>
<td>N</td>
<td>09/22/11 03:38 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10007</td>
<td>ZTK</td>
<td>09:00:11 03:38 PM</td>
<td>09:00:11 03:38 PM</td>
<td>Frontier</td>
<td>New</td>
<td>New</td>
<td>09:00:11 03:38 PM</td>
<td>TC 01 ACCESS</td>
<td>Circuit Down</td>
<td>N</td>
<td>09/22/11 03:38 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10007</td>
<td>ZTK</td>
<td>09:00:11 03:38 PM</td>
<td>09:00:11 03:38 PM</td>
<td>Frontier</td>
<td>New</td>
<td>New</td>
<td>09:00:11 03:38 PM</td>
<td>TC 01 ACCESS</td>
<td>Circuit Down</td>
<td>N</td>
<td>09/22/11 03:38 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10007</td>
<td>ZTK</td>
<td>09:00:11 03:38 PM</td>
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<td>New</td>
<td>New</td>
<td>09:00:11 03:38 PM</td>
<td>TC 01 ACCESS</td>
<td>Circuit Down</td>
<td>N</td>
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<td>VFD STATUS BACK</td>
<td></td>
</tr>
<tr>
<td>10007</td>
<td>ZTK</td>
<td>09:00:11 03:38 PM</td>
<td>09:00:11 03:38 PM</td>
<td>Frontier</td>
<td>New</td>
<td>New</td>
<td>09:00:11 03:38 PM</td>
<td>TC 01 ACCESS</td>
<td>Circuit Down</td>
<td>N</td>
<td>09/22/11 03:38 PM</td>
<td>VFD STATUS BACK</td>
<td></td>
</tr>
</tbody>
</table>

Displaying results 1-10 of 100 results
Total Number of Pages: 10
Result Pages: 1 2 3 4 5 6 7 8 9 10
Filter the Work List

- Click the Filter Icon
- Select Filter Options – Age in Days / User / Network ID / State / Status / Display Group
- Set Auto Refresh Interval
- Apply
Ticket Aging Process

Green – Ticket Age = 10 Minutes or Less
Yellow – Ticket Age = Greater than 10 Minutes and Up To 40 Minutes
Red – Ticket Age = Greater than 40 Minutes and Up To 100 Minutes

Work List

<table>
<thead>
<tr>
<th>Icon ID</th>
<th>Account Name</th>
<th>Creation Time</th>
<th>Last TP Update</th>
<th>Network ID</th>
<th>State</th>
<th>Status</th>
<th>Agent Trouble Report ID</th>
<th>Customer Trouble Ticket Number</th>
<th>Last Assignment</th>
<th>Trouble Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456</td>
<td>CUS</td>
<td>04/18/17 12:31 PM</td>
<td>Frontier</td>
<td>New</td>
<td>New</td>
<td></td>
<td>FA/QQN/830185/ /SN / 98989997</td>
<td>Getting All Ones</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>234567</td>
<td>CUS</td>
<td>04/18/17 12:24 PM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Screening</td>
<td></td>
<td>CP-0000000000133</td>
<td>Circuit Down</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>345678</td>
<td>CUS</td>
<td>04/18/17 12:15 PM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Screening</td>
<td></td>
<td>CP-000000000886</td>
<td>Circuit Down</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>456789</td>
<td>CUS</td>
<td>04/18/17 12:11 PM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Screening</td>
<td></td>
<td>CP-000000000085</td>
<td>MonitorCircuit</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>567890</td>
<td>CUS</td>
<td>04/18/17 11:40 AM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Screening</td>
<td></td>
<td>CP-000000000884</td>
<td>Getting All Ones</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>678901</td>
<td>CUS</td>
<td>04/18/17 11:30 AM</td>
<td>Frontier</td>
<td>New</td>
<td>New</td>
<td></td>
<td>/FA/KRO/435048/ /SN / 463121</td>
<td>Circuit Down</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>789012</td>
<td>CUS</td>
<td>04/18/17 11:32 AM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Screening</td>
<td></td>
<td>CP-000000000383</td>
<td>MonitorCircuit</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>890123</td>
<td>CUS</td>
<td>04/18/17 11:30 AM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Screening</td>
<td></td>
<td>CP-000000000982</td>
<td>Circuit Down</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>901234</td>
<td>CUS</td>
<td>04/18/17 11:29 AM</td>
<td>Frontier</td>
<td>Open Active</td>
<td>Screening</td>
<td></td>
<td>CP-0000000005286</td>
<td>Circuit Down</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>012345</td>
<td>CUS</td>
<td>05/18/16 02:31 PM</td>
<td>Frontier</td>
<td>Closed</td>
<td></td>
<td></td>
<td>canceled</td>
<td>Pending Work In Progress</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Displaying results 1-10 of 135 results
Total Number of Pages: 14
Result Pages: 1 2 3 4 5 6 7 8 9 10
# Statuses Associated to Each State

<table>
<thead>
<tr>
<th>State</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open/Active</td>
<td>screening, Testing, dispatchedIn, dispatchedOut, startRepair, pendingTest, pendingDispatch, requestRepair, referMtceCenter, referVendor, canceledPendingWorkInProgress, canceledPendingTestCompletion, canceledPendingDispatchCompletion, Craft Dispatched, Trouble Escalated, Cable Failure, Originating Equipment Failure</td>
</tr>
<tr>
<td>Deferred</td>
<td>noAccessOther, startNoAccess, stopNoAccess, startDelayedMtce, stopDelayedMtce</td>
</tr>
<tr>
<td>Cleared</td>
<td>temporaryOK, clearedCustNotAdvised, clearedCustAdvised, clearedAwaitingCustVerification</td>
</tr>
<tr>
<td>Closed</td>
<td>closedOut, closedOutByCustReq, closedOutCustVerified, closedOutCust Denied</td>
</tr>
</tbody>
</table>

Text in red is not supported by Frontier. * Partially supported
Typical Flow and Description of Statuses

New: Has Not been sent to downstream systems or has not received a response.

Pending Test: in dispatch system waiting for tester
Testing: Frontier employee testing.
Pending Dispatch: Pending assignment to a Technician.
Refer Mtce Center: Ticket referred to a Service Center Workgroup.
Craft Dispatched: Tech has but not currently working
Originating Equip Failure: Ticket associated with Equipment Common Cause failure identified.
Cable Failure: Ticket associated with Cable Common Cause failure.
Start Repair: Tech working Trouble Ticket.
Trouble Escalated: Frontier responding to Escalation request.

Screening: Ticket is ready for Frontier pickup.

Open/Active

Cleared Awaiting Cust Verification: Used for Design Circuits only. Work is completed pending Customer Acceptance.
Temporary OK: Ticket being held for Monitoring

Cleared CustNot Advised: Work complete, Frontier unable to make verbal contact with customer.
Cleared CustAdvised: Work complete, customer verbally notified.

Closed

Closed Out By Cust Req: Frontier has responded to Cancel Request
Closed Out Cust Verified: Customer sent positive Verify repair response.
Closed Out Cust Denied: Customer sent negative Verify Repair response.
Closed Out: Repair issue has been resolved.
Review

1. True or False: When logging into VFO, the User ID and Password fields are case sensitive.

2. True or False: You will need to select the module every time you log into VFO.

3. True or False: You can sort the Work List by clicking any column header.

4. Trouble Reports shaded green mean the ticket:
   A. is only ten minutes old or less.
   B. was created at least one hour ago.
   C. is in a ‘New’ status.

5. True or False: You are able to filter the Work List to just show your transactions.

6. True or False: Frontier uses all the States and Statuses listed in the Filter.
Creating Trouble Reports
(Online Training Video Part 1)
Creating Trouble Reports

• Hover Ticket Tab > Create Trouble Report

• Trouble Report Initiation Page Opens

• TRFD = Trouble Report Form Designation
  • TRFD 1 = Circuit with Address
  • TRFD 2 = Circuit without Address
  • TRFD 3 = Resold POTS

• Account Name = Carrier Name Abbreviation

• Network ID = Frontier

• Service ID = Exchange Carrier Circuit ID
  Telephone Number (do not enter any special characters such as /, . -, etc.)

• Click Next. The system will validate the Circuit ID.

• If the TN or Circuit is not found you will receive an error message.

  0::Phone Number not in System
  0::Circuit '50HGE083111225WV' not in inventory

• If found, the screen progresses to the next screen.
Common Language Circuit ID Format

**CLF Format**
- Facility designation: 101
- Location A: T1
- Location B: DALTXAH
- Facility type: FTWY
- INX: A

**CLT Format**
- Prefix: 01
- Service Code: SE
- NPA: 800
- NXX: 111
- Line: 2222
- Extension Number: S0000
- Segment: ___

**OTF Format**
- Freeformat Constant: ABC-1234567

**CLS Format**
- Prefix: 80
- Service Code: LS
- Suffix: 11111
- Segment Name: 001
- Segment: OB
- Segment: ___
- Serial Number: C
- Telco ID: ___

**CLM Format**
- Trunk Number: ___
- Office Class: DF
- Location ID Office A: 52
- Location ID Office Z: DT
- Traffic Class: PSD
- Traffic Use: O
- Trunk Type Modifier: ___
- Address Signaling A to Z and Z to A: ___

**OTS Format**
- Freeformat Constant: ABC-1234567
- Freeformat Circuit ID: ___
Ticket Info Tab

Create Trouble Report Request

Required Fields:
- Trouble Type (see values on next slide)
- Status Window (Zero fill the fields, since Frontier provides updates as they are made.)
- Customer Trouble Ticket Number (Carrier’s Ticket #)
- Additional Trouble Info
  NOTE: ISP Tickets must include ‘Infospeed’ or ‘BTAS’ in description
- Trouble Detection Time (For Circuit Tickets Only)
- Manager Contact Person
  • Name
  • Phone
  • Email

Calendar Icon for Trouble Detection Time Allows Selection of Date and Time (Hour, Minute and AM/PM windows)
Customer Trouble Types

<<Access Circuit Trouble Types

Resold POTS Lines Trouble Types >>

<<ISP Trouble Types

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Loc & Access Info Tab

Required Fields by TRFD

TRFD 1:
- Circuit Access Hours
- A Location Address
- A Location Access Hours
- A Location Access Person
  - Name
  - Phone
- Z Location Access Hours, Person Name and Phone (If Point-to-Point)

TRFD 2:
- Circuit Access Hours

TRFD 3:
- A Location Access Hours
- A Location Person
  - Name
  - Phone

Frontier access hours are either am, pm, or all day. To indicate:
- AM: Enter 8:00 am to 12:00 pm
- PM: Enter 12:00 am to 5:00 pm
- All Day: Enter 8:00 am to 5:00 pm

To Add or Delete Access Hours, Select the respective action link.
**Authorization Tab**

If applicable, select the **Authorization** tab and populate:
- Select Request State (Denied or Provided)
- Check Activity Type Box (Activity being denied or authorized)
- Name and Phone Number of Person Authorizing Activity
- Select Add link to provide additional Authorization

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

- Call Back Tab - Not Supported by Frontier

- Escalation Tab - No escalations are supported on a create trouble ticket report.

A ticket must be opened and have been processed in the back end system for minimum of one hour before it can be escalated.
Submitting the Report

Review Trouble Report to Ensure Completed Correctly:
• Fields Shaded in Yellow are required
• Section Names in Red Text are required sections
• Field Names in Red Text are only required if the section is populated

When Trouble Report is ready to Submit, click the Submit Icon

If Errors:
• Review and Correct any Validation Errors shown in the Error Code List
• Select the Submit Icon
Create Template

- New Templates Available:
  - New Create Trouble Report
  - New Add Trouble Info
  - New Cancel
  - New Escalate
  - New Modify Attributes
  - New Verify Repair Completion

- Template Name must be a unique name and should identify what the template does (Avoid using special characters or spaces.) Some Templates are specific to TRFD while others are not.

- Templates Not Specific to TRFD:
  - 1stLevelEscalateTroubleReport
  - CancelTroubleReport
  - VerifyRepairCompletionasVerified
Create Template (continued)

- Templates Specific to TRFD:
  - New Create Trouble Report
  - New Modify Attributes
- Must be created and only used for specific TRFD
  - TRFD 1 – Circuit with Address
  - TRFD 2 = Circuit without Address
  - TRFD 3 = Resold POTS
- Once TRFD is selected, the specific forms will be presented.
- Complete Fields as necessary
- To Save Template =  
- To Return to Worklist =  

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Use Template

- Hover Ticket tab and select Create Trouble Report
- Select Template from dropdown

![Trouble Report Initiation Form]

- Enter Service ID
- Select Next
Search, Modify, Delete Templates

Search:
Hover Template tab and select **New Template Search**
- Enter Template Search Criteria and Submit
  - Creation Date Range
  - User
  - Template Name (wildcard %)
  - Template Type
  - TRFD

Modify:
- From Results, select Template ID link to open for modifications

Delete:
- Select Radio button of template to delete
- Hover Template tab and select **Delete Template**
1. True or False: The Service ID field is where you enter the Exchange Company Circuit ID (ECCKT) or the Telephone Number.

2. True or False: You may enter the ECCKT with no periods or virgules (/) as separators.

3. True or False: The TRFD value determines the tabs and fields required before submitting the ticket to Frontier.

4. True or False: Anyone can use, modify, or delete any templates in the application.
Trouble Shooting Issues
(Online Training Video Part 2)
No Response on Submitted Ticket

The Double Gold Bars indicates no Trouble Ticket was created.

No Time Stamp in the Last TP Update Column indicates your ticket failed to process

When your ticket is not processed, Carrier should contact Frontier for assistance as the ticket failed because of system related issues.

Carrier should contact Frontier for a manual ticket to be created to avoid delay in clearing the trouble on the circuit/telephone number.
Force Close Tickets

WHY FORCE CLOSE A TICKET?

- VFO will prohibit you from creating another ticket on the same Circuit ID / Telephone Number if an existing ticket has not been closed.
- This is to prevent duplicate tickets being open on the same Circuit ID or Telephone Number

After the trouble report is called in to Frontier:

- Click the radio button next to the ticket you sent

- Go to the Ticket tab and select Force Close
A pop up window will appear.

**Force Close Request**

<table>
<thead>
<tr>
<th>Trouble Report ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>22287</td>
</tr>
</tbody>
</table>

Enter a note explaining why you are closing this ticket

**Force Close Request**

<table>
<thead>
<tr>
<th>Trouble Report ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>22287</td>
</tr>
</tbody>
</table>

**Close Out Narrative**

FRONTIER ADVISED TROUBLE TICKET NOT CREATED
Force Close Tickets (continued)

Now click the Submit ICON (the blue running person)

You will receive positive confirmation the ticket has been closed

**Force Close Request**

Trouble Ticket closed successfully

Trouble Report ID

22287

Close Out Narrative

FRONTIER ADVISED TROUBLE TICKET NOT CREATED

The State and Status of your ticket will now show the ticket is closed out

22287 03/11/10 01:47 PM 07/10/10 11:10 AM ILEC-VWG

Force Closed Closed Out

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# Identifying Failed Trouble Reports

Visual indicators appear in the Work List to assist in letting you know Frontier did not create a trouble ticket.

<table>
<thead>
<tr>
<th>Icon ID</th>
<th>Creation Time</th>
<th>Last TP Update</th>
<th>Network ID</th>
<th>State</th>
<th>Status</th>
<th>Agent Trouble Report ID</th>
<th>Customer Trouble Ticket Number</th>
<th>Last Assignment</th>
<th>Trouble Type</th>
<th>Chronic</th>
</tr>
</thead>
<tbody>
<tr>
<td>24428</td>
<td>07/09/10 03:27 PM</td>
<td>07/09/10 03:37 PM</td>
<td>FRLC</td>
<td>Open Active</td>
<td>Cable Failure</td>
<td>978734</td>
<td>8543368E</td>
<td>No Dial Tone</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>24317</td>
<td>07/09/10 03:24 PM</td>
<td>07/09/10 03:22 PM</td>
<td>FRLC</td>
<td>Open Active</td>
<td>Pending Test</td>
<td>978561</td>
<td>8553561C</td>
<td>No Dial Tone</td>
<td>Network Failure</td>
<td>N</td>
</tr>
<tr>
<td>24156</td>
<td>07/08/10 06:05 PM</td>
<td>07/08/10 06:23 PM</td>
<td>FRLC</td>
<td>Open Active</td>
<td>Pending Dispatch</td>
<td>978332</td>
<td>8517855E</td>
<td>No Dial Tone</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>24916</td>
<td>07/09/10 06:04 PM</td>
<td>07/09/10 05:41 PM</td>
<td>FRLC</td>
<td>Open Active</td>
<td>Pending Dispatch</td>
<td>979161</td>
<td>8690978E</td>
<td>No Dial Tone</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>24927</td>
<td>07/09/10 05:41 PM</td>
<td>07/09/10 06:00 AM</td>
<td>FRLC</td>
<td>Open Active</td>
<td>Craft Dispatched</td>
<td>978613</td>
<td>0430276C</td>
<td>No Dial Tone</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>24903</td>
<td>07/09/10 05:47 PM</td>
<td>07/09/10 05:36 PM</td>
<td>FRLC</td>
<td>Open Active</td>
<td>Pending Dispatch</td>
<td>978171</td>
<td>848787E</td>
<td>No Dial Tone</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>24181</td>
<td>07/09/10 05:49 PM</td>
<td>07/09/10 04:50 PM</td>
<td>FRLC</td>
<td>New</td>
<td>New</td>
<td>54INXU011244AV</td>
<td>831425C</td>
<td>Open To REMAPC</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>24817</td>
<td>07/09/10 04:50 PM</td>
<td>07/09/10 03:36 PM</td>
<td>FRLC</td>
<td>Open Active</td>
<td>Pending Dispatch</td>
<td>978147</td>
<td>6523444C</td>
<td>No Dial Tone</td>
<td>Y</td>
<td></td>
</tr>
</tbody>
</table>

**The Double Gold Bars indicates no Trouble Ticket was created.**

**The Time Stamp in the Last TP Update Column indicates Frontier processed your ticket and provided an explanation why a ticket was not create.**
Tickets Not Accepted – View Cause

Open the ticket by clicking the Trouble ID. Notice the Last TP Update field is populated.

A window will open displaying your ticket

Go to the History Tab
Viewing Error Messages

The history shows an Error

<table>
<thead>
<tr>
<th>Message ID</th>
<th>Creation Time</th>
<th>Message Type</th>
<th>Error Type</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>24872</td>
<td>07/09/10 04:50 PM</td>
<td>Create Response</td>
<td>Invalid Data Received Error</td>
<td></td>
</tr>
<tr>
<td>24870</td>
<td>07/09/10 04:50 PM</td>
<td>Create Request</td>
<td></td>
<td>rbaker_NOC</td>
</tr>
</tbody>
</table>

To see the Error:
- Click the Message ID for the Error

A pop up will open displaying the Error Message

Create Trouble Report Response Detail

ID: 199344
Creation Time: 03/05/14 09:02 AM
Agent Trouble Report ID: 
Trouble Report ID: 198338
Invoked ID: VFC24541
Network ID: Frontier
Request ID: 199342
Account Name: 2TK

Exception
Invalid Data Received: E931 : Invalid Phone Number;

This message says the Phone Number was Invalid.
Sending Correct Ticket – ‘Create As’

Prior to using the ‘Create As’ function, Force Close the ticket stuck in New Status.

• From the Work List, select the radio button for ticket to be recreated
• Hover Ticket tab and select Create As
• Modify fields as necessary including TRFD, Service ID, Trouble Type, or any other value in the ticket.
• Submit

![Create Trouble Report Request](image-url)
3 Ways to View Trouble Ticket History

1. Click the radio button next to the Ticket and then select the History Icon.

2. Click the ID link from the Work List to open the ticket and then click History tab.

3. Click the Last TP Update link from the Work List or Search Results.
**History Message Types**

<table>
<thead>
<tr>
<th>ID</th>
<th>Message Type</th>
<th>Error Type</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>253330</td>
<td>Attribute Value Change Notification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>253337</td>
<td>Verify Repair Completion Response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>253335</td>
<td>Verify Repair Completion Request</td>
<td>ctrn_admin</td>
<td></td>
</tr>
<tr>
<td>253343</td>
<td>Attribute Value Change Notification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>253341</td>
<td>Attribute Value Change Notification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>250681</td>
<td>Retrieve Trouble Info Response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>250650</td>
<td>Retrieve Trouble Info Request</td>
<td>ctrn_admin</td>
<td></td>
</tr>
<tr>
<td>250656</td>
<td>Create Response</td>
<td>Already Exists Error</td>
<td>ctrn_admin</td>
</tr>
<tr>
<td>250654</td>
<td>Create Request</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Attribute Value Changes**

- Status Updates
- Authorization Request Notifications
  - Dispatch
  - After Hours Repair
  - Any other valid functions listed under Authorizations tab
- Request to Close Notifications
  - Cleared waiting Customer verification
  - Cleared customer not notified
  - Cleared customer advised

**NOTE:** Progress Notifications are pulled updates received based on Status Window intervals entered in the ticket. If you use zeros in these fields, these message types will not appear in the history.
Cleared and Closed Transactions

<table>
<thead>
<tr>
<th>AVC Notification Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID: 205490</td>
</tr>
<tr>
<td>Trouble Report ID: 209491</td>
</tr>
<tr>
<td>Creation Time: 10/06/14 12:06 PM</td>
</tr>
<tr>
<td>Agent Trouble Report ID: 00161298C6DLF</td>
</tr>
<tr>
<td>Network: Frontier</td>
</tr>
<tr>
<td>Account Name: ZTK</td>
</tr>
<tr>
<td>Troubleshooting: Outside Plant Equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AVC Notification Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID: 162943</td>
</tr>
<tr>
<td>Trouble Report ID: 162943</td>
</tr>
<tr>
<td>Creation Time: 02/16/12 09:35 AM</td>
</tr>
<tr>
<td>Agent Trouble Report ID: 2072021617909</td>
</tr>
<tr>
<td>Network: Frontier</td>
</tr>
<tr>
<td>Account Name: ZTK</td>
</tr>
<tr>
<td>Troubleshooting: Came Clear</td>
</tr>
<tr>
<td>Close Out Narrative: Cleared Awaiting Cust Verification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AVC Notification Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID: 7276610</td>
</tr>
<tr>
<td>Trouble Report ID: 7276610</td>
</tr>
<tr>
<td>Creation Time: 10/02/14 06:02 PM</td>
</tr>
<tr>
<td>Agent Trouble Report ID: 0080000005120</td>
</tr>
<tr>
<td>Network: Frontier</td>
</tr>
<tr>
<td>Account Name: LTL</td>
</tr>
<tr>
<td>Troubleshooting: Test OK</td>
</tr>
<tr>
<td>Close Out Narrative: tested to rear of smart jack loop ok end user request to be put back in service</td>
</tr>
</tbody>
</table>

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Late Bonding

Some time later.....

- Late Bonding = Ticket created after the Carrier calls in the trouble into the Repair Center.

- Create New Ticket in VFO and wait for Ticket Already Exists” reject response.

- System will automatically send a “Retrieve Trouble Info Request.”

  - State and status will be updated based on results of “Retrieve trouble Info Response.”

**Note:** The ticket is now electronically bonded; the Carrier will receive status, updates, and notifications from Frontier. The user can also modify the ticket if needed.
Late Bonding – Ticket History

Below is the typical history of a Late Bonded transaction

- Trouble Ticket is Created in VFO after trouble was reported, by phone, to Frontier

- Frontier Responds with **Already Exists Error**
  - View Exception section to view the error

- The system **automatically** generates a **Retrieve Trouble Info Request** to pull the data from the ticket in the backend system and bring it to this front end system. (This will be a Late Bonding Ticket.)
Late Bonding Not Permitted on Parent Ticket

- When creating a ticket in VFO, against a parent ticket, the ticket will remain in ‘Not Accepted’ status (Gold Bars)
- User view History to see the error
- Once the user clicks on the Message ID for that Create Response, the user will be presented with more information about the error.

![Create Trouble Report Response Detail](image)

- The user must ‘Force Close’ the ticket in VFO and call into the center as indicated in the Error Message details. The Late Bonding will not occur.
Review

1. When no response was received on a ticket, in addition to the force close, what else should you do?

2. True or False: You can click on the Last TP Update link to go directly to the history.

3. True or False: Force Close will close the ticket in VFO and send a message to Frontier that this ticket is canceled.

4. True or False: In the History, you click the Message ID link to view error details or response details.

5. True or False: The history shows all the messages sent back and forth between Frontier and the Carrier/CLEC on that ticket.

6. True or False: You can use Create As to start a new ticket and correct mistakes but first you must force close the ticket.
Searching and Viewing Ticket Info
(Online Training Video Part 2)
Searching the Work List

- Hover Search Tab > Select Search Type
  - New Trouble Reports Search
  - New TA Messages Search
  - New MLT Search
  - New Address Search by ECCKT
  - “Back to” searches return you to the previous search results

*New Special Circuit Test Search and Back to Special Circuit Test Search are not supported
Trouble Report Query

- Used to search trouble ticket data
  - ID = VFO Ticket ID
  - Agent Trouble Report ID = Frontier Trouble Ticket Number
  - Customer Trouble Ticket Num = Customer Trouble Ticket Number
Review

1. True or False: You can search for specific tickets or specific messages.

2. True or False: If you want to return to your search results, you use the Back to Search menu option.

3. True or False: When speaking the Frontier Repair Centers, you should always use the Agent Trouble Ticket Number.
Working with Trouble Reports
(Online Training Video Part 2)
## Transaction Types for Trouble Statuses

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>New</th>
<th>Open/Active</th>
<th>Deferred</th>
<th>Cleared</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Trouble Info Request</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retrieve Trouble Report Status Request</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Modify Attributes Request</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verify Repair Completion Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Cancel Trouble Report Request</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retrieve Attributes By Trouble Report Id Request</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Escalate Trouble Ticket</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Force Close (VFO System Function)</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Add Trouble Info

- Select radio button
- Ticket > Add Trouble Info
- Enter Additional Info on Trouble Ticket and click Submit.
Modify Trouble Report

- Select radio button
- Ticket > Modify Attributes

- Make Changes
  - Enter only the information being changed
- Submit
Escalate a Trouble Report

- Select radio button of ticket to be escalated
- Ticket > Escalate

- Select Request State: REQUESTED
- Select Escalation Org Level (First-level escalation must occur first)
- Provide Name, Phone and Email of person requesting escalation
- Populate Additional Trouble Info

- Submit
3 Ways to Close a Trouble Report

1. Force Close is a VFO only function.
2. Cancel tells Frontier to stop working the ticket.
3. Verify Repair Completion is used for Circuits only. Verify to close the ticket.

- **Cancel** is used on any ticket in an Open Active State.
- **Force Close** is used on any ticket in a New State.
- **Verify Repair Completion** is used on any ticket in a Clear State.
Cancel Trouble Report

Hover Ticket Tab > Cancel
Populate on Cancel Trouble Report Request:
• Additional Trouble Info
• Name
• Phone and Email
Submit

Alert! Canceling a ticket is prohibited if the Trouble Report Status is ‘Craft Dispatched’ or ‘Start Repair’
Verify Repairs

- Select radio button of ticket to be verified
- Ticket > Verify Repair Completion
- Select Close Out Verification from drop down
- Provide Trouble Clearance Person Name, Phone, Email
- Add Close Out Narrative
- Submit

Design Circuits will receive a notice that the ticket has been resolved and it is up to the carrier to indicate if they agree “Verify” that the ticket is resolved and that they agree with the close out narrative.

Frontier will send a Verify Repair notice on Design Circuits only.

Tickets in the Cleared state can use the Verify Repair Complete function to communicate to Frontier the agreement (Verified) or disagreement (Denied) with the cleared state.

Frontier gives the Carrier 72 hours to respond to the Cleared state before Frontier closes the ticket.
# Requesting Vendor Meet

## Access Circuits: Request when Denying Ticket
- Use the Verify Repair function.
- Select Deny.
- Enter “Vendor Meet Requested” in the Close Out Narrative field.
- Call to schedule Vendor Meet.

<table>
<thead>
<tr>
<th>Center</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrier Customer Service Center</td>
<td>888-637-9620</td>
</tr>
</tbody>
</table>

## Local Circuits: If ticket is closed send new ticket
- Create a new ticket.
- Select Trouble Type value “Manual intervention required”.
- In the Additional Information field enter “Vendor Meet Request,” the previous ticket number and dispatch date.
- Submit the ticket.

![Verify Repair Completion Request Form](image.png)
Review

1. True or False: When modifying tickets, you only need to populate the fields being changed.

2. True or False: Verify Repair Completion can be done on any Status to close a ticket.

3. True or False: Canceling a ticket is prohibited if the Trouble Report Status is ‘Craft Dispatched’ or ‘Start Repair’.

4. True or False: Retrieve Ticket Information is used for Late Bonded tickets.

5. True or False: To request a Vendor Meet when denying a repair, all you need to do in the system is put the request in the remarks. What do you do outside of the system?
Conducting Mechanized Loop Tests (MLT)
(Online Training Video Part 3)
# MLT Testing Results

## Results Returned by Frontier

<table>
<thead>
<tr>
<th>Full Test</th>
<th>Loop Test</th>
<th>Quick Test</th>
<th>Central Office Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tip to ground resistance</td>
<td>Tip to ground resistance</td>
<td>Tip to ground resistance</td>
<td></td>
</tr>
<tr>
<td>Tip to ground voltage</td>
<td>Tip to ground voltage</td>
<td>Tip to ground voltage</td>
<td></td>
</tr>
<tr>
<td>Ring to ground resistance</td>
<td>Ring to ground resistance</td>
<td>Ring to ground resistance</td>
<td></td>
</tr>
<tr>
<td>Ring to ground voltage</td>
<td>Ring to ground voltage</td>
<td>Ring to ground voltage</td>
<td></td>
</tr>
<tr>
<td>Tip to ring resistance</td>
<td>Tip to ring resistance</td>
<td>Tip to ring resistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tip to ground resistance</td>
<td>Tip to ground voltage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tip to ground voltage</td>
<td>Ring to ground resistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ring to ground voltage</td>
<td>Ring to ground voltage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tip to ring resistance</td>
<td>Tip to ring resistance</td>
<td></td>
</tr>
<tr>
<td>Ringers – 0 or 1</td>
<td>Ringers – 0 or 1</td>
<td>Ringers – 0 or 1</td>
<td></td>
</tr>
<tr>
<td>Tip to ground resistance</td>
<td>Tip to ground resistance</td>
<td>Tip to ground resistance</td>
<td></td>
</tr>
<tr>
<td>Ring to ground resistance</td>
<td>Ring to ground resistance</td>
<td>Tip to ground resistance</td>
<td></td>
</tr>
<tr>
<td>Tip to ring resistance</td>
<td>Tip to ring resistance</td>
<td>Tip to ring resistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tip to ground resistance</td>
<td>Tip to ground voltage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tip to ground voltage</td>
<td>Ring to ground resistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ring to ground voltage</td>
<td>Ring to ground voltage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tip to ring resistance</td>
<td>Tip to ring resistance</td>
<td></td>
</tr>
<tr>
<td>Capacitive (percent)</td>
<td>Capacitive (percent)</td>
<td>Capacitive (percent)</td>
<td></td>
</tr>
<tr>
<td>Longitudinal (decibels)</td>
<td>Longitudinal (decibels)</td>
<td>Longitudinal (decibels)</td>
<td></td>
</tr>
<tr>
<td>C-Message Noice (dBrn)</td>
<td>C-Message Noice (dBrn)</td>
<td>C-Message Noice (dBrn)</td>
<td></td>
</tr>
<tr>
<td>Total loop</td>
<td>Total loop</td>
<td>Total loop</td>
<td></td>
</tr>
<tr>
<td>Open distance from the CO</td>
<td>Open distance from the CO</td>
<td>Open distance from the CO</td>
<td></td>
</tr>
<tr>
<td>Line circuit status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dial tone status</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Creating MLT Request

- Hover MLT Tab > Create MLT Request
- From Create MLT Request Screen Select/Populate:
  - Account Name
  - Network ID
  - Service ID
  - Test Request Type
- Submit

- MLT Supports the following tests:
  - Full
  - Loop
  - Central Office
  - Quick

Note: MLT is for Resold POTS Only.
MLT Request Detail

- MLT Responses are expected after 45-120 seconds
- Refresh MLT Request Detail Screen until Response is received or
- Use Back to List icon to return to Work List and search for MLT response at a later time.
MLT Search / Query

- Hover Search Tab > New MLT Search
- Enter Search Criteria
  - % Wildcard Available
  - If MLT Request ID not known, select other criteria including
    - Creating Date Range
    - User ID
    - Service ID
- Initiate Search with Submit button or icon

- View test results by selecting the Response ID hyperlink
## MLT Response Detail

### Full Test Result

<table>
<thead>
<tr>
<th>ID: 222838</th>
<th>Request ID: 222838</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creation Time: 03/11/16 05:21 PM</td>
<td>Invoked ID: 26014</td>
</tr>
<tr>
<td>Service ID: 2109422988</td>
<td>Network ID: Frontier</td>
</tr>
<tr>
<td>Account Name: CUS</td>
<td></td>
</tr>
</tbody>
</table>

**Summary:** VER=0L OPEN OUT BALANCED- CAP BAL 100 %; DISTANCE FROM CO 6900 FT; VER CODE MAPPED FROM VER 41; NO FAULTS TO BENCHMARKED LENGTH

### Additional Text:

**DC Signature**

<table>
<thead>
<tr>
<th>Tip To Ring Resistance (KΩ): 3500.0</th>
<th>Tip To Ground Resistance (KΩ): 3500.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ring To Ground Resistance (KΩ): 3500.0</td>
<td>Ring To Ground Volts (V):</td>
</tr>
</tbody>
</table>

**AC Signature**

<table>
<thead>
<tr>
<th>Tip To Ring Resistance (KΩ): 2000.0</th>
<th>Tip To Ground Resistance (KΩ): 2000.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ring To Ground Resistance (KΩ): 1429.0</td>
<td>Ring To Ground Volts (V):</td>
</tr>
</tbody>
</table>

**Balance**

| Capacitative (%): 100 | Longitudinal(dB): 0 |

**Loop**

| Total Loop: | Open Distance From Central Office: 6900 |

**Central Office**

| Line Circuit Status: LINE CKT OK | Dial Tone Status: DIAL TONE OK |
Review

1. True or False: MLT can be performed for any type of service.

2. True or False: There are four types of tests you can run:
   - a. Full
   - b. Quick
   - c. Loop
   - d. Central Office.
You have completed the VFO-TA Trouble Administration Course!
Glossary

- **TA Agent** - In the context of Electronic Bonding Trouble Administration, a TA Agent refers to the software system running at an ILEC with which the Manager application will exchange service management information.

- **Association** - A logical network connection between the Agent and Manager. An association is established when a Manager and an Agent exchange application protocol control information. A valid association is a pre-requisite for exchanging any information between the Manager and Agent. In EB-TA application, only the Manager initiates the establishment of an association. Either side can terminate an existing association.

- **Attribute** - Information concerning a managed object used to describe (either in part or in whole) that managed object. This information consists of an attribute type and its corresponding attribute value (single-valued) or values (set-valued).

- **Canceled** - A manager can request the agent to “cancel” a trouble report. The manager wants to abort this trouble report (either because it was entered in error or because there is no longer any trouble condition). Under certain conditions (e.g., the trouble has not been dispatched or tested), the agent will “cancel” the trouble report by updating its status to “closed-out by customer request.” “Canceling” a trouble report may also have business ramifications beyond the scope of this document (e.g., whether the customer must pay for the trouble report).

- **Close-out** - A trouble report is considered “closed-out” when the agent determines that the reported trouble has either been cleared or no longer exists, and the agent updates the trouble report status to indicate the trouble report is “closed-out.” Only an agent can change the trouble report status to “closedOut.” The status of a trouble report might change to “closedOutByCustReq” as a result of a request to cancel the trouble report from the manager.
Glossary

- **Manager** - Manager is the entity that initiates requests for management information from managed systems or receives spontaneous management related notification from managed systems (Agent). In the context of EB-TA, Manager refers to the software system running at the CLEC or IXC, which communicates with the Agent.

- **MIB - Management Information Base** (MIB) is the database of Managed Objects maintained by the Agent. When the Manager successfully creates a new Trouble Report, the Agent creates an instance of the Trouble Report Managed Object and inserts it into the MIB. The MIB is logically organized in a tree-like structure.

- **Notification** - The two types of messages that an agent can sent to a Manager are Notifications and Responses. Notifications are messages that are initiated by an Agent. When a Manager receives a Notification, it can either send back a response or an error.

- **Service** - This term represents telecommunications capabilities that the customer buys or leases from a service provider. Service is an abstraction of the network-element-oriented or equipment-oriented view. Identical services can be provided by different network elements, and different services can be provided by the same network elements.

- **Trading Partner** - For the purposes of this document, Trading Partner refers to the ILEC, Frontier Communications. The Trading Partner is the provider of service to the Manager.

- **TRFD - Trouble Report Format Definition** defines the mandatory and option fields of the TA operations for various service types
  - TRFD 1 This format is for services involving customer premises (e.g. voice grade, DDS, HiCap, UNE/UNE-P, Special Access Services e.g. private line)
  - TRFD 2 This format is for services that do not have a customer premises (e.g. facility, feature groups, message trunk services)
  - TRFD 3 This format is for local resold services (POTS) only.
# TA Attribute Descriptions

**AGENT = Frontier / Manager = Carrier**

<table>
<thead>
<tr>
<th>Attribute Name</th>
<th>Provided By</th>
<th>Updateable By</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActivityDuration</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute indicates the Agent time spent on billable and non-billable activities:</td>
</tr>
<tr>
<td>AdditionalTroubleInfo List</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute further describes the selected TroubleType. Comments sent by the Manager during the life of the ticket. On a CREATE request it contains a description of the trouble condition.</td>
</tr>
<tr>
<td>AdditionalTroubleStatusInfo</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute further describes the value of the troubleReportStatus attribute. Comments sent by the Agent providing further information regarding ticket status.</td>
</tr>
<tr>
<td>AgentContactPerson</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute identifies name and contact information for the person in the agent’s organization to contact concerning the reported trouble.</td>
</tr>
<tr>
<td>AlocationAccessAddress</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute identifies the company name and address for the respective aLocationAccessHours. (Customer premises at one end of the circuit)</td>
</tr>
<tr>
<td>AlocationAccessHours</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute defines the specific hours for each day of the week during which access to the aLocationAccessAddress is available. (Different hours can be shown for each day of the week)</td>
</tr>
<tr>
<td>AlocationAccessPerson</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute enables the Manager to specify the details of the person at the aLocationAccessAddress. (Identifies a local contact person at the premises for the A end of the circuit)</td>
</tr>
<tr>
<td>AlternateManagerContactObjectPtr</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute points to the a Contact object that identifies an alternative individual to the a manager contact in manager’s organization who can be contacted regarding the reported trouble</td>
</tr>
<tr>
<td>AlternateManagerContactPerson</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute identifies an alternative individual to the a manager contact in manager’s organization who can be contacted regarding the reported trouble.</td>
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<tbody>
<tr>
<td>AuthorizationList</td>
<td>MANAGER</td>
<td>BOTH</td>
<td>This attribute identifies what authorizations are requested by the Agent and granted by the Manager. Specifies the type of activities which are authorized:</td>
</tr>
<tr>
<td>CalledNumber</td>
<td>MANAGER</td>
<td>NONE</td>
<td>This attribute identifies the number being called when the trouble occurred.</td>
</tr>
<tr>
<td>CancelRequestedByManager</td>
<td>AGENT</td>
<td>MANAGER</td>
<td>This attribute indicates whether the Manager has initiated the process to cancel a trouble report.</td>
</tr>
<tr>
<td>CloseOutNarr</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute provides a place for the Agent to document any additional information regarding the trouble report closure.</td>
</tr>
<tr>
<td>CloseOutVerification</td>
<td>AGENT</td>
<td>MANAGER</td>
<td>This attribute indicates whether the Manager has verified repair completion, denied repair completion or taken no action:</td>
</tr>
<tr>
<td>CommitmentTime</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute indicates estimated times for the following actions: (Provided by the Agent. Defines a generalized time by which the Agent will complete an action)</td>
</tr>
<tr>
<td>CommitmentTimeRequest</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute indicates the generalized time requested by the Manager for the following actions: onSite Time or cleared Time</td>
</tr>
<tr>
<td>CustomerWorkCenter</td>
<td>MANAGER</td>
<td>NONE</td>
<td>This attribute identifies the Manager’s work center.</td>
</tr>
<tr>
<td>CustTroubleTickNum</td>
<td>MANAGER</td>
<td>NONE</td>
<td>This attribute contains the Manager’s internal ticket number.</td>
</tr>
<tr>
<td>Dialog</td>
<td>MANAGER</td>
<td>BOTH</td>
<td>This attribute enables interaction to take place between an agent and the manager at each state of the resolution of the trouble. The dialog text is free format text and a notification is emitted each time it is modified by the agent. The contents are replaced by new dialog text as the dialog progresses during the trouble resolution. If the update is a response to previous text, the update may overwrite the current text.</td>
</tr>
<tr>
<td>EscalationList</td>
<td>MANAGER</td>
<td>BOTH</td>
<td>This attribute indicates whether escalation is requested by the Manager and provided by the Agent. Optionally specifies the level of escalation and the person escalated to. If the Manager specifies no level, the Agent must escalate to the next level. (The Agent can provide notification of internal escalations independent of a Manager Request)</td>
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<tbody>
<tr>
<td>InitiatingMode</td>
<td>AGENT</td>
<td>NONE</td>
<td>This attribute specifies the mode of initiation of the trouble report. This attribute can take the following integer values: managerDirect, managerIndirect, agentOrginated, alarmOriginated (Specifies who created the ticket)</td>
</tr>
<tr>
<td>LastUpdateTime</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute identifies the time and date of the most recent update made to the trouble report by either the manager or agent.</td>
</tr>
<tr>
<td>MaintServiceCharge</td>
<td>AGENT</td>
<td>MANAGER</td>
<td>This attribute indicates whether the Manager will be charged for repairs performed on the service.</td>
</tr>
<tr>
<td>ManagedObjectAccessFromTime</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute identifies the beginning of the time frame during which the service personnel can have access to the managed object.</td>
</tr>
<tr>
<td>ManagedObjectAccessHours</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute defines the specific hours for each day of the week during which access to the managed object is available. (The managed object is the circuit or service. This attribute provides times when intrusive testing can be done on the circuit)</td>
</tr>
<tr>
<td>ManagedObjectAccessToTime</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute identifies the end of the time frame during which the service personnel can have access to the managed object.</td>
</tr>
<tr>
<td>ManagedObjectInstance</td>
<td>MANAGER</td>
<td>NONE</td>
<td>This attribute indicates the Customer Network Management service object class instance or the General Network Model telecommunications network resource instance associated with a particular trouble report, i.e., circuit identifier. (The service being reported)</td>
</tr>
<tr>
<td>ManagedObjectInstanceAliasList</td>
<td>MANAGER</td>
<td>AGENT</td>
<td>This attribute identifies the managed object on which trouble has been reported by its alias(es). (A list of alternative identifiers for the service being reported or tested. Example: use of a Trunk Group Access Code (TGAC) as an alias for message trunks, the TGAC is also known as a 2-6 code)</td>
</tr>
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<tbody>
<tr>
<td>ManagerContactPerson</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute identifies an individual in the Manager’s organization who can be contacted regarding the reported trouble.</td>
</tr>
<tr>
<td>OutageDuration</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute indicates the amount of time between the trouble report received time and the trouble report clearing time, excluding time for delayed maintenance and/or if the service could not be accessed by the Agent for repair.</td>
</tr>
<tr>
<td>PerceivedTroubleSeverity</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute allows the Manager to indicate the effect of the trouble in the managed object being reported.</td>
</tr>
<tr>
<td>PreferredPriority</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute defines the severity of the problem. This attribute may effect expectations defined in Service Level Agreements (SLA).</td>
</tr>
<tr>
<td>ReceivedTime</td>
<td>AGENT</td>
<td>NONE</td>
<td>This attribute indicates the date and time when a trouble report was entered into the Agent’s gateway.</td>
</tr>
<tr>
<td>RepeatReport</td>
<td>MANAGER</td>
<td>BOTH</td>
<td>This attribute indicates whether there has been a provisioning/installation or a trouble activity on the managed object in the recent past, e.g., within the past 30 days.</td>
</tr>
<tr>
<td>RestoredTime</td>
<td>AGENT</td>
<td>NONE</td>
<td>This attribute indicates when the trouble was repaired by the Agent. (May be different than Manager’s notified time)</td>
</tr>
<tr>
<td>TargetObjectInstance</td>
<td>AGENT</td>
<td>NONE</td>
<td>This attribute refers to the TroubleReport Object created in the Agent Operation support system.</td>
</tr>
<tr>
<td>TroubleClearancePerson</td>
<td>AGENT</td>
<td>MANAGER</td>
<td>This attribute identifies an individual in the Manager’s organization who last modified the attribute closeOutVerification or cancelRequestedByManager. (This is the person who authorized the Agent to close their ticket)</td>
</tr>
<tr>
<td>TroubleDetectionTime</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute identifies the time that the trouble was detected.</td>
</tr>
<tr>
<td>TroubleFound</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute specifies an enumerated value which identifies the problem that caused the trouble report.</td>
</tr>
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<tbody>
<tr>
<td>TroubleReportFormatId</td>
<td>Manager</td>
<td>NONE</td>
<td>Trouble Report Format Definition defines the mandatory and option fields of the TA operations for various service types:&lt;br&gt;1. TRFD 1 This format is for services involving customer premises (e.g. voice grade, DDS, HiCap, UNE/UNE-P, Special Access Services e.g. private line)&lt;br&gt;2. TRFD 2 This format is for services that do not have a customer premises (e.g. facility, feature groups, message trunk services)&lt;br&gt;3. TRFD 3 This format is for local resold services (POTS) only</td>
</tr>
<tr>
<td>TroubleReportFormatObjectPtr</td>
<td>MANAGER</td>
<td>NONE</td>
<td>This attribute identifies which instance of the Trouble Report Format</td>
</tr>
<tr>
<td>TroubleReportID</td>
<td>AGENT</td>
<td>NONE</td>
<td>This attribute is the distinguishing attribute of the Trouble Report managed object class. The Service Provider assigns it at the time the trouble report is entered. (AKA Agent ticket number)</td>
</tr>
<tr>
<td>TroubleReportState</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute indicates the current state of a trouble report</td>
</tr>
<tr>
<td>TroubleReportStatus</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute indicates the current status of an active trouble report.</td>
</tr>
<tr>
<td>TroubleReportStatusTime</td>
<td>AGENT</td>
<td>AGENT</td>
<td>This attribute identifies the last time at which the status was known to be changed or validated.</td>
</tr>
<tr>
<td>TroubleReportStatusWindow</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute specifies a sliding window during which a progress/status notification is expected. The sliding window begins at the event time for the most recent notification.</td>
</tr>
<tr>
<td>TroubleType</td>
<td>MANAGER</td>
<td>NONE</td>
<td>This attribute identifies the category of trouble that is being reported</td>
</tr>
<tr>
<td>TspPriority</td>
<td>MANAGER</td>
<td>NONE</td>
<td>This attribute conveys TSP (Telecommunications Service Priority) codes if applicable between the Manager and Agent.</td>
</tr>
<tr>
<td>ZlocationAccessAddress</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute identifies the company name and address for the respective LocationAccessHours. (Customer premises at one end of the circuit)</td>
</tr>
<tr>
<td>ZlocationAccessHours</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute defines the specific hours for each day of the week during which access to the ZlocationAccessAddress is available. (Different hours can be shown for each day of the week)</td>
</tr>
<tr>
<td>ZlocationAccessPerson</td>
<td>MANAGER</td>
<td>MANAGER</td>
<td>This attribute enables the Manager to specify the details of the person at the ZlocationAccessAddress. (Identifies a local contact person at the premises for the Z end of the circuit)</td>
</tr>
</tbody>
</table>