



Trouble Administration Requirement for Dispatch Direction Process

Effective June 7, 2011 Fidium Fiber returned to the standard process for handling trouble administration, from which Fidium had diverged following cutover as an accommodation to Wholesale Customers.

You are the customer care representative for managing service troubles. As such, your responsibilities include:

1. Isolating a service trouble to Fidium's network via testing, troubleshooting with your end user, and/or dispatching your technician into the Central Office or out to the End User premises.
2. Creating a detailed, accurate trouble ticket for the Fidium dispatch required, including the direction (in/out) of any requested dispatch.

Process Description:

1. Updated Process Scope:
 - a. In-Scope:
 - Standalone UNE-Loop or Sub-Loop voice-grade and xDSL qualified services including DSL in local shared service arrangements, where the Wholesale Customer's end user services are provisioned via its own voice and/or data switching equipment via collocation arrangements.
 - b. Out of Scope:
 - Resale or Wholesale Package voice/DSL services, where the voice or data services are provisioned over Fidium's switching and network equipment.
 - * Specials, Access Services.
 - Troubles not involving use of network facilities, therefore not requiring isolation of facilities (in/out) for trouble reporting (e.g. switch translations features or blocking issues; DL issues, etc).
2. Wholesale Customer identifies a trouble with a voice-grade or xDSL UNE Loop, or with the data portion of a shared service arrangement, where the Wholesale Customer has provisioned the data service via their own switching equipment.
3. Wholesale Customer performs MLT test, or other appropriate test, based on their available test equipment, to isolate (dispatch in/out) and determine potential root cause(s) of the trouble.



4. Wholesale Customers dispatch as required to validate that the trouble isn't in their facilities (e.g. the Wholesale Customer's interconnection or distribution facilities, their Switch/DSLAM equipment, their splitter inventory, etc).
5. Wholesale Customers dispatch as needed, and test with their end-user customer to rule out issues with Inside Wire/CPE, beyond the dmarc/MPOE for the end-user location. (Wholesale Customers with active Inside Wire contracts refer troubles isolated to Inside Wire to Fidium Fiber as Dispatch Out cases).
6. If the Wholesale Customer determines that the trouble is isolated to Fidium's field distribution facilities the customer opens a trouble ticket in VFO, using DO* to drive a field dispatch. If a Close Out Call is required, the following syntax will need to be added after DO* in the Additional Trouble Info Field of the Ticket Info Tab on your trouble ticket: CLOSE TO (NPA) NXX-XXXX

Syntax Example: DO* CLOSE TO (207) 555-1234

7. If the Wholesale Customer determines that the trouble is isolated to Fidium's Central Office facilities/equipment, the customer opens a Trouble Ticket in VFO, using DI* to drive a CO dispatch. If a Close Out Call is required, the following syntax will need to be added after DI* in the Additional Trouble Info Field of the Ticket Info Tab on your trouble ticket: CLOSE TO (NPA) NXX-XXXX

Syntax Example: DI* CLOSE TO (207) 555-1234



TICKET MLT SEARCH TEMPLATE

Create Trouble Report Request Template

Template Name

Account Name Network ID

Service ID TPDF

1 - Services with Premises Address

Ticket Info Loc & Access Info Authorization Escalation Call Back Info

Trouble Type Status Window Customer Trouble Ticket Num Called Number

103 - Circuit Dead 0 days 2 hrs 0 mins 123456

Additional Trouble Info

DI* CLOSE TO (207)123-4567

8. If a trouble ticket is submitted by the Wholesale Customer without direction (dispatch in/out) indicated, Fidium Fiber Repair (CSMC) closes out the ticket using code 1320 = "Ticket Incomplete, Isolation of Trouble Direction (In/Out) Required" and calls the Wholesale Customer to resubmit a new ticket with direction indicated.
9. If a trouble ticket is submitted by the Wholesale Customer with an invalid dispatch direction, and a Fidium technician determines that the ticket needs to be redirected in or out, the technician closes the dispatch work order as a misdirect. The ticket is closed with code indicating misdirect dispatch in or dispatch out, and the Customer is billed for the misdirected ticket. A separate, potentially billable ticket is opened by the Wholesale Customer to handle a new dispatch.
10. Trouble tickets against UNE Loop, as well as Resale and Wholesale Package services that are cleared, are updated by Fidium to a closed status. If the Wholesale Customer believes, based on subsequent testing, that the trouble is still isolated to Fidium's network facilities (no change in dispatch direction), a new ticket must be opened by the Customer to address the trouble.
11. Troubles isolated to the Wholesale Customer's facilities/equipment, or to the end-user's premises, are the responsibility of the Wholesale Customer, unless they have an effective Inside Wire Agreement with Fidium.

* Note: Resale and Wholesale Package voice/DSL providers are encouraged to perform MLT tests in VFO prior to submitting trouble tickets, but are not required to isolate the trouble direction on the tickets. (See *Metallic Loop Test (MLT) Request User Guide V1* and *Metallic Loop Test (MLT) Verification (VER) Codes* on the Fidium Fiber Wholesale Website, Local page for assistance.)