

## INSTALLER/REPAIRMAN CUSTOMER TROUBLE TICKET & READOUT-INSTALL—FORM 155A DESCRIPTION AND METHOD OF COMPLETION

| CONTENTS  | PARAGRAPH |
|---|-----------|
| GENERAL   | 1         |
| DESCRIPTION AND USE OF FORM 155A PADS                                     | 2         |
| COMPLETION OF CUSTOMER TROUBLE TICKET—FRONT SIDE PF FORM 155A—EXHIBIT IV  | 3         |
| COMPLETION OF READOUT-INSTALL PORTION—REVERSE SIDE OF FORM 155A—EXHIBIT V | 4         |

### 1. GENERAL

**1.01** This practice provides a description and method of completion of the Installer/Repairman Customer Trouble Ticket & Readout-Install report, Form 155A.

**1.02** Form 155A is similar to Form 155 which is used in the Summary of Reported Troubles (SORT) plan and described in CTSP 400-950-023. However, Form 155A is for the use of installers, repairmen, or combination men **only**.

**1.03** Form 155A is **not to be routed to the Data Processing Center**, but it is recommended that employees who use this form should be familiar with the procedures of the SORT plan which are covered in the CTS 400-950 series of practices.

**1.04** The primary purpose of Form 155A is to provide Plant with a standard dispatch ticket for installation and repair.

### 2. DESCRIPTION AND USE OF FORM 155A PADS

**2.01** Each pad of Form 155A contains 50 tickets. Trouble codes are printed on the inside front cover and the back cover as follows:

- a. The inside front cover lists the Customer Trouble Report Codes. See Exhibit I.
- b. The inside back cover lists the Disposition of Trouble Codes. See Exhibit II.
- c. The outside back cover lists the Cause of Trouble Codes. See Exhibit III.

**2.02** The front side of Form 155A is the Customer Trouble Ticket which is designed to record all information pertaining to troubles that require dispatching. The Customer Trouble Ticket should be used to record trouble visits, routines and preventive maintenance work or other assignments not otherwise covered by a standard work order. See Exhibit IV and paragraph 3.

**2.03** The reverse side of Form 155A is the Readout-Install portion, which is designed to record all information pertaining to an installation that is dispatched by telephone.

### 3. COMPLETION OF CUSTOMER TROUBLE TICKET—FRONT SIDE OF FORM 155A—EXHIBIT IV

**3.01** The following information must be filled in to correctly close out a trouble ticket:

- a. Name and address of customer.
- b. Telephone number of customer.
- c. Aux line—TRK/STA (if applicable).
- d. Originating equipment.
- e. Trouble reported.
- f. Time received.
- g. Class of service.
- h. Urgency.
- i. Facilities and test information.
- j. Disposition code (taken from the inside back cover of the Form 155A pad).
- k. Trouble cause (written).
- l. Cause code (taken from the back cover of the Form 155A pad).
- m. Time cleared.
- n. Employee number.

**3.02** At the end of each working day, craftsmen will turn in the pad or completed tickets 155A used that day to the supervisor.

### 4. COMPLETION OF READOUT-INSTALL PORTION—REVERSE SIDE OF FORM 155A—EXHIBIT V

**4.01** When an installer calls in for his work assignment, the dispatcher will read the information

to him from the Contact Memo. The installer will record this information on the Readout-Install portion of Form 155A as follows:

- a. Name and address of customer.
- b. Telephone number assigned to the customer.
- c. Order number (taken from the Contact Memo).
- d. Install instructions.
- e. Assignment blocking for cable and terminal.
- f. Cross connect information (when applicable).
- g. Central office information (when applicable).

h. Bridging number (if any).

i. Remarks (any information regarding the order or change in the original instructions/information that might be of interest to the supervisor.

**4.02** Upon completion of each order, the installer should call in and clear out his order.

**4.03** At the end of each working day, craftsmen will turn in the pad or completed tickets used that day to the supervisor.

*NOTE: It is suggested that supervisors retain the completed copies of Form 155A on file for a period of 90 days and then discard them.*

| CUSTOMER TROUBLE REPORT CODES                 |  |
|---|--|
| <b>GROUP 1—CAN'T DIAL</b>                     |  |
| 11—No Dial Tone                               |  |
| 12—Can't Break Dial Tone                      |  |
| 13—Receiver Off on Line                       |  |
| 14—Won't Accept Coins                         |  |
| 15—Slow Dial Tone                             |  |
| 16—Double Connection Lift Rec.                |  |
| 17—Can't Dial D.O.D.                          |  |
| <b>GROUP 2—CAN'T COMPLETE CALL</b>            |  |
| 20—Busy Signal While Dialing                  |  |
| 21—Dial Tone Returns While Dialing            |  |
| 22—Can't Raise Operator                       |  |
| 23—No Ring Back Tone                          |  |
| 24—Busy Signal On Completion of Dialing       |  |
| 25—Called Party Should Answer                 |  |
| 26—Reaching Wrong Number                      |  |
| 27—Reaching a Recording                       |  |
| 28—Double Connection While Dialing            |  |
| 29—Ring Trip                                  |  |
| <b>GROUP 3—CAN'T HEAR—CAN'T BE HEARD</b>      |  |
| 30—Double Connection While Talking            |  |
| 31—Can't Hear                                 |  |
| 32—Can't Be Heard                             |  |
| 33—Cuts Off—Cuts Back                         |  |
| 34—Clicking on Line                           |  |
| 35—Dial Tone While Talking                    |  |
| 36—Garbled Copy (Data/Teletype)               |  |
| 37—Noisy                                      |  |
| 38—Crosstalk                                  |  |
| 39—Other (Specify)                            |  |
| <b>GROUP 4—CAN'T BE CALLED</b>                |  |
| 41—Bell Doesn't Ring                          |  |
| 42—Can't Break Ring                           |  |
| 43—Bell Rings, No One On Line                 |  |
| 44—Receiving Wrong Rings                      |  |
| 45—Other (Specify)                            |  |
| <b>GROUP 5—TELEPHONE SET</b>                  |  |
| 51—Telephone Set (All or Part) Broken/Damaged |  |
| 52—Loose Mounting                             |  |
| 53—Station Wiring Broken/Damaged              |  |
| 54—Lamps/Keys                                 |  |
| 55—Other (Specify)                            |  |
| <b>GROUP 6—MISCELLANEOUS</b>                  |  |
| 60—Lamp Equipment                             |  |
| 61—Recording/Answering Equipment              |  |
| 62—Automatic Dialer                           |  |
| 63—Data Self/typewriter                       |  |
| 64—Paystation Equipment (incl. Booth)         |  |
| 65—PBX/PABX Common Equipment                  |  |
| 66—Key System Common Equipment                |  |
| 67—Identifying Wrong                          |  |
| 68—Outside Plant Detect                       |  |
| 69—Other (Specify)                            |  |
| <b>GROUPS 7, 8, and 9—EXCLUDED</b>            |  |
| 71—Referred In                                |  |
| 81—Detected                                   |  |
| 91—Customer Excluded                          |  |

**EXHIBIT I. Inside Front Cover**

| DISPOSITION OF TROUBLE CODES           |                                       |
|--|---------------------------------------|
| GROUP 1-STATION SETS                   | GROUP 6-CENTRAL OFFICE                |
| 110 Transmitter                        | Common                                |
| 115 Receiver                           | 610 Flame                             |
| 120 Cord                               | 611 Time Sensitive Equipment          |
| 126 Meters                             | 612 Ringing Equipment                 |
| 130 Relay                              | 613 Power Equipment                   |
| 125 Dial Rotary                        | Dial Switching                        |
| 140 Dial Touch Tone                    | 620 Line Equipment                    |
| 145 Lamp/Light                         | 631 Bank or Shelf Wiring              |
| 150 Network                            | 622 Misc. Subline Equipment           |
| 155 Switch Hook                        | 623 Loadlock                          |
| 160 Coin Chute                         | 634 Selector 1                        |
| 165 Coin                               | 635 Selector 2                        |
| 170 Housing                            | 636 Selector 3                        |
| 175 Customer Equipment                 | 637 Selector 4                        |
| 180 Other (Specify)                    | 638 Selector 5                        |
| 639 Connector                          |                                       |
| <b>GROUP 2-OTHER STATION EQUIPMENT</b> | 640 Reversing Call Switch             |
| 210 Automatic Answering Device         | 641 Ticklers Equipment                |
| 215 Automatic Dialing Unit             | 642 Payphone Receiver                 |
| 220 Teletypewriter/Data                | 643 Common Control, Electromechanical |
| 225 Multiple-Rate                      | 644 Common Control, Electronics       |
| 230 Key System Customer Equipment      | 645 Clock/Synch                       |
| 235 Bank                               | 646 Identifying Equipment             |
| 240 Other (Specify)                    | 647 Other (Dual)                      |
|  | Manual                                |
| <b>GROUP 3-STATION WIRE</b>            | 650 Switchboard                       |
| 305 Drop Armal                         | Circuit Equipment                     |
| 310 Drop (Buret)                       | 660 Control Subcircuit                |
| 315 Protection                         | 661 Cables, Taps and Extensions (EAS) |
| 320 Inside Wire on Cable               | 662 Radio Maintenance                 |
| 325 Ground Wire                        | 663 Radio, Multiple Base Station      |
| 330 Other (Specify)                    | 664 Multiple                          |
|  | 665 Test Jacks                        |
|  | 666 Voice Amplifier                   |
|  | 667 Trunk Equipment                   |
|  | 668 Local Line Equipment              |
| <b>GROUP 4-PBX, PABX, CENTREX</b>      | 669 S.F. Switching Equipment          |
| 410 Key, Check, and Plug               | 670 Other Switching Equipment         |
| 415 Lamps and Jacks                    | Miscellaneous                         |
| 420                                    | 680 Concentration                     |
| 425                                    | 681 Other (Specify)                   |
| 430 Switch Mechanism                   | <b>GROUP 7-OTHER TROUBLE CODES</b>    |
| 435 Trunk Equipment                    | 710 Receiver Oil Hook (Incl. OPI)     |
| 440                                    | 715 Test O.K.                         |
| 445 Customer Equipment                 | 720 Federal D.K. Central Office       |
| 450 Batteries/Power Equipment          | 725 Federal D.K. District             |
| 455 MDP and Protection                 | 730 Referred Out                      |
| 460 Other (Specify)                    |                                       |
| <b>GROUP 5-OUTSIDE PLANT</b>           |                                       |
| 510 Cable Armal                        |                                       |
| 515 Cable Underground                  |                                       |
| 520 Cable Buret                        |                                       |
| 525 Armal Wire, Insulation C Wire      |                                       |
| 530 Pull Line, Heavy, Poly. & Armal    |                                       |
| 535 Distribution Wire, RLS, SD, and LD |                                       |
| 540 Protection                         |                                       |
| 545 Pole                               |                                       |
| 550 Cable Terminal Armal               |                                       |
| 555 Cable Terminal Branch              |                                       |
| 560 Cable Terminal Protection and U.G. |                                       |
| 565 Other (Specify)                    |                                       |

EXHIBIT II. Inside Back Cover

| CAUSE OF TROUBLE CODES                     |
|--|
| <b>GROUP 1-MANMADE</b>                     |
| 11- Company Workman                        |
| 12- Other Workman                          |
| 13- Customer Action                        |
| 14- Other (Specify, incl. vandalism)       |
| <b>GROUP 2-PLANT OR EQUIPMENT</b>          |
| 20- Dirt                                   |
| 21- Deterioration                          |
| 22- Adjustment                             |
| 23- Wet                                    |
| 24- Broken                                 |
| 25- Defective                              |
| <b>GROUP 3-WEATHER</b>                     |
| 30- Lightning                              |
| 31- Rain or Flood                          |
| 32- Wind                                   |
| 33- Sleet and Ice                          |
| 34- Snow                                   |
| <b>GROUP 4-TRAFFIC OVERLOAD</b>            |
| 40- All Trunks Busy                        |
| 41- All Senders Busy                       |
| 42- All Ticketers Busy                     |
| 43- Other (Specify)                        |
| <b>GROUP 5-MISCELLANEOUS</b>               |
| 51- Insects and Animals                    |
| 52- Trees and Foliage                      |
| 53- Other (Specify)                        |
| <b>GROUP 6-UNKNOWN</b>                     |
| 61- Unknown (TOK, FOK/CO, FOK/OS)          |
| 62- Referred Out                           |
| <b>CLASS OF SERVICE CODES</b>              |
| 1-BUS (Business)                           |
| 2-RES (Resident)                           |
| 3-RUR (Rural)                              |
| 4-PPS (Public Paystation)                  |
| 5-SPPS (Semipublic Paystation)             |
| 6-PBX, PABX                                |
| 7-CEN (Centrex)                            |
| 8-KEY (Key System)                         |
| 9-MOB (Mobile)                             |
| 0-OTH (Other)                              |
| <b>CLEARING TIME CODES</b>                 |
| 01-0-1 Hour                                |
| 02-1-2 Hours                               |
| 03-2-3 Hours                               |
| 04-3-4 Hours                               |
| 05-4-5 Hours                               |
| 06-5-6 Hours                               |
| 07-6-7 Hours                               |
| 08-7-8 Hours                               |
| 09-8-9 Hours                               |
| 10-9-10 Hours                              |
| 11-10-11 Hours                             |
| 12-1-1-2 Hours                             |
| 13-Over 12 hours but the same day          |
| 24-Less than 24 hours but not the same day |
| 25-Over 24 Hours                           |

EXHIBIT III. Outside Back Cover

|                                    |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
|------------------------------------|--|------------|--|-----------|--|---------------|--|------------|--|----------------|--|--|--|--|--|--|--|--|------|
| 475-050-301                        |  |            |  |           |  |               |  |            |  | Form 155A      |  |  |  |  |  |  |  |  |      |
| <b>CUSTOMER TROUBLE TICKET</b>     |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Name and Address:                  |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Cust. Tel. No. Aux. Line - TRK/STA |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Originating Equip.                 |  |            |  |           |  |               |  |            |  | Connecting No. |  |  |  |  |  |  |  |  |      |
| Trouble Reported                   |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  | Code |
| TIME RECEIVED                      |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Mo                                 |  | Day        |  | Time AM   |  | B/S           |  | A/S        |  | Rec'd By       |  |  |  |  |  |  |  |  |      |
| CLASS OF SERVICE                   |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Bus                                |  | Res        |  | Rural     |  | PPS           |  | SPPS       |  | PBX            |  |  |  |  |  |  |  |  |      |
| Centx                              |  | Keys       |  | Mobile    |  | Other         |  |            |  |                |  |  |  |  |  |  |  |  |      |
| URGENCY                            |  |            |  | APPT TIME |  |               |  | APPT ERROR |  |                |  |  |  |  |  |  |  |  |      |
| Emerg                              |  | ODS        |  | AM        |  | PM            |  | Missed     |  | No Access      |  |  |  |  |  |  |  |  |      |
| FACILITIES & TEST INFO             |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Cable                              |  | Pair       |  | Term      |  | BP            |  | Party      |  | Route          |  |  |  |  |  |  |  |  |      |
| Test                               |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Tstd By                            |  | Time Tstd  |  | Time Disp |  | Mo            |  | Day        |  |                |  |  |  |  |  |  |  |  |      |
| Trouble Found & Work Done          |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Trouble Cause                      |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  | Code |
| TIME CLEARED                       |  |            |  |           |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |
| Mo                                 |  | Day        |  | Time AM   |  | Clearing Time |  |            |  |                |  |  |  |  |  |  |  |  |      |
| ADVERSE REPORT                     |  |            |  |           |  |               |  |            |  | EMPLOYEE NO.   |  |  |  |  |  |  |  |  |      |
| Repaired                           |  | Subsequent |  | Install   |  |               |  |            |  |                |  |  |  |  |  |  |  |  |      |

EXHIBIT IV

|                          |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
|--------------------------|--|-----------|--|----------|----------|-----------|--|-----------|--|---------------|--|--|--|--|----------|--|--|--|--|
|                          |  |           |  |          |          |           |  |           |  | Form 155A     |  |  |  |  |          |  |  |  |  |
| <b>READOUT - INSTALL</b> |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| Name:                    |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| Address:                 |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| Telephone Number         |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| Order Number             |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| INSTALL                  |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| Service                  |  |           |  |          | Color    |           |  |           |  | Type          |  |  |  |  | Location |  |  |  |  |
|                          |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| ASSIGNMENT               |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| CABLE                    |  |           |  |          |          |           |  |           |  | TERMINAL      |  |  |  |  |          |  |  |  |  |
| Number                   |  |           |  |          | Pair     |           |  |           |  | Number        |  |  |  |  | B.P.     |  |  |  |  |
|                          |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| CROSS CONNECTS           |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| Dist. Ca.                |  |           |  |          | Dist. Pt |           |  |           |  | Dist. Box No. |  |  |  |  |          |  |  |  |  |
|                          |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| CENTRAL OFFICE           |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| L.F., GP., LLF.          |  | L.F. TERM |  | B.B. No. |          | Conn. No. |  | Ring Des. |  | Pty. No.      |  |  |  |  |          |  |  |  |  |
| VG                       |  | HG        |  | VF       |          | LLA #     |  | ANI       |  | CLASS         |  |  |  |  |          |  |  |  |  |
| BRIDGING NO.             |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |
| Remarks:                 |  |           |  |          |          |           |  |           |  |               |  |  |  |  |          |  |  |  |  |

EXHIBIT V