



**EXHIBIT OSS – 34**  
**CLEC TAFI End User Training Manual**



# **CLEC TAFI**

# **End-User Training Manual**

**Issue 1 – March 2000**



# CLEC TAFI End-User Training Manual

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**1 REVISION HISTORY**

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

Date	Issue	Changes
3/00	1	Divided the original CLEC TAFI End-User Training and User Guide into two separate documents: CLEC TAFI End-User Training Manual and the CLEC TAFI User Guide

## 2 ABOUT THIS MANUAL

### 2.1 DESCRIPTION

This document serves as the primary training vehicle to acquaint the CLEC user with the operation of the CLEC TAFI system. It is used in conjunction with the CLEC TAFI User Guide and performing “hands on” exercises using the CLEC TAFI training database.

### 2.2 INTENDED AUDIENCE

This manual is intended for the CLEC users wishing to learn how to use the CLEC TAFI system.

### 2.3 ASSUMPTIONS

Information provided in this manual is limited to the mechanics of using the CLEC TAFI system. The following prerequisites are assumed:

1. The student 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 student is familiar with his/her CLEC’s methods and procedures for handling Customer Proprietary Network Information (CPNI) data.
3. The CLEC’s equipment is properly configured for accessing the CLEC TAFI system. This includes (a) Telnet terminal emulation, (b) keyboard configurations, (b) icons defined for a LAN-to-LAN connection, (c) proper modem configurations for dial line access and (d) SecurID cards (one per user) have been secured from BellSouth for dial access.
4. The student is familiar with the operation of the terminal and communications equipment used at the CLEC location including how to access the CLEC TAFI system. This includes the proper operation of the SecurID card for dial line access.
5. The student possesses the customer contact skills necessary to interact with their end-user customer population.
6. The CLEC instructors are familiar with traditional classroom practices, housekeeping, etc.

### 2.4 HOW TO READ

This training document is dependent upon the student having a copy of the CLEC TAFI User Guide. The student will be instructed to read certain sections of the user guide and then return to this document for hands on exercises and quizzes.



» **DO THIS:** Instructs the student to perform a specific function

**Instructor:** Provides information for the class instructor

⇒ **Note:** Emphasizes important information

**Note:** Uniquely important information will be highlighted in a box.

The CLEC TAFI system is functionally identical to the TAFI system used internally by BellSouth employees. Therefore the term “CLEC TAFI” and “TAFI” may be used interchangeably in this document.

The text will refer to the CLEC TAFI User Guide as the “Guide” and will refer to this document as the “Manual”.

## 2.5 ORGANIZATION

This manual is organized as described below:

1. **Revision History** provides a listing of changes between versions of the document.
2. **About this Manual** provides an overview of this document, its audience, assumptions, style, and organization.
3. **Before Starting** recaps support information needed report CLEC TAFI system problems along with how to process customer trouble reports without the CLEC TAFI system. It also provides information on the TAFI training database that is used with this course.
4. **Introduction** provides a brief history of TAFI, a general overview of the system and defines the course objectives.
5. The **System Overview** section begins the actual interaction with the CLEC TAFI system.

**3 BEFORE STARTING**

**3.1 GENERAL INFORMATION**

Before we begin the actual training on the TAFI application, it is important to understand the support structure and options available to you when processing your customer's trouble reports.

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 7.1.

Take a moment and find out who your SME is and how to contact them. Place this information in the space below for future reference:

For assistance with TAFI application questions or terminal problems I should call:

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Pager (or alternate #): \_\_\_\_\_

For after hours support, my company procedure is for me to:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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 7.3) and then call the BRMC - BellSouth Resale Maintenance Center (888-461-0612) to report the trouble for your customer.

### 3.2 NOTES ON THE TRAINING DATABASE

While you are in this class, you will be accessing the TAFI Training database to learn how to use the system. This is the same training database used for training BellSouth employees. All of your entries go nowhere and you can't "hurt" anything. This database has a number of test customer records that allow you to explore most of TAFI's features and functionality.

Since the CLEC TAFI system validates that each number entered belongs to a customer that is owned by the CLEC company, students will assume that all numbers in the database belong to their company. (Since this database is shared by many CLECs, the training profiles are set up as if the students were BST users - the system allows BST users to handle trouble reports on all numbers entered.)

As of this writing, there are several inconsistencies and errors (of omission) in this database. When you run into these anomalies, please recognize that TAFI will do the 'right thing' when you are working with actual customers. These known bugs include:

- When the entire class inputs the same telephone number (at the same time), some students may not obtain the correct customer record (i.e., get name = not found). When this happens, cancel your entry (F12) and re-input the telephone number and LIU status. Normally, only one user at a time will be accessing a customer's record at any given time and this problem does not occur in the production environment.
- The training database does not currently have examples of: (1) performing a Predictor verification, (2) simulating a MARCH (reprogramming) transaction, (3) a pending service order situation, or (4) central office / cable failures. The CLEC TAFI system handles these situations just fine in the "real world".
- Test results now come back (in the training database) in about 90 seconds. In the real world, the results could take 2 to 3 minutes depending upon the individual CO and the load on the test system.
- The commitment times reflect the date and time when the test records were built. Most of these were developed in July 1994. When doing exercises, just use the commitment 'time' and ignore the date (i.e., just say "...cleared by XXXX this evening or tomorrow, as appropriate"). If you enter a commitment date/time, use the

current date since TAFI edits will not allow you to enter a date/time sooner than the current value.

- Some training records show the “AS” commitment sooner than the “OS” commitment. (e.g., AS = 0500P and OS = 0700P, due on the same date). In the “real world”, the AS commitment date/time could be equal to the OS date/time, but never sooner than the OS date/time.

**Note:** TAFI has been programmed to populate the New Comm field with the appropriate date/time commitment for the given trouble situation. When TAFI looks at the LMOS established commitments, it looks at the actual date and time values - not the AS or OS indicators. Therefore, in this training database, you may have an out of service situation (i.e., NDT) and TAFI may populate the New Comm field with “AS”. However, when you look at the actual commitment times, TAFI picked the shortest interval.

Although there is a list of specific training telephone numbers with known characteristics (i.e., actual Names and Addresses, full CSRs, Test results, etc.), the student may input 999-555-xxxx, where xxxx is any random four digits, and process a trouble report. For these random numbers, the customer’s name will be “Name Surname” and his address will be “555 Some Road”.

### 3.3 OTHER INFORMATION

The training database ‘lives’ on the actual CLEC TAFI processor used for processing your customer’s trouble reports. Your company has been given a set of ‘Training IDs’ unique to your company. When you log into the system with one of these training Ids, the system will automatically connect you to the training database. When you log into the system with your normal (production) ID, the CLEC TAFI system will connect with you with the production system for processing your customer’s trouble reports.

## 4 INTRODUCTION

This training course has been designed to take two days to complete. You will be instructed to read sections of the CLEC TAFI User Guide and then return to this document for additional discussion and exercises.

This training material provides a comprehensive explanation of how to use the CLEC TAFI system and introduces the student to the various functions available to process a customer's trouble report. Although the system is almost 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

### 4.1 OBJECTIVES

Upon completing this course, the student will demonstrate the ability to:

1. Log into the CLEC TAFI system
2. Become familiar with the on-line resources that the CLEC TAFI system provides
3. Successfully process a customer's trouble report on a non-designed (POTS) line.
4. Queue (and later retrieve) a report thereby having the ability to work on multiple customer reports simultaneously.
5. Log off of the CLEC TAFI system
6. Convey this course material to CLEC's employees (applies to CLEC SME attending BST training)

### 4.2 GETTING STARTED

Section 1 of both documents (the Guide and the Manual) only provides a listing of changes since the initial version (Issue 1) was developed. Prior to this development, the User Guide and Training material were integrated as a single document. While that arrangement worked well in the classroom, the students turned users were forced to carry around all of the old exercises, etc. This new configuration will allow the Guide to become a more functional asset in your ongoing activities.

➤ **DO THIS:** Read Sections 1 through 4 of this Manual – Let your instructor know when your are finished for a group discussion.

**Instructor:** During your discussion, highlight the assumptions listed in Section 2.3. If hardware and communications requirements at your location are not met, the ability to execute this course (and process reports) is in jeopardy. Your students should already possess a working knowledge of the products and services they support, your company's internal procedures along with strong customer contact skills.

Discuss your company's process for reporting your customer's trouble reports without TAFI and the use of the Pre-Screening Script for Resellers in Section 7.3.

5

## SYSTEM OVERVIEW

➤ **DO THIS:** Read Sections 1 through 4 in the Guide – Let your instructor know when you are finished

**Instructor:** Lead a brief group discussion describing the evolution of TAFI. The significant issue is that the users do not need to know anything about BellSouth's OSS – TAFI does everything for them.

Highlight the TAFI limitations discussed in Section 3.2.

Review the proper use of your terminals (if needed) to access TAFI.

➤ **DO THIS:** Read Sections 5.1 through 5.3 in the Guide and then return for some hands on practice.

**Instructor:** Hand out the Training IDs for your students.

Suggest that your class may want to pull out the Function Key Map (Section 7.2) and have it handy for the hands on activities.

## 5.1 LOG INTO CLEC TAFI

- **DO THIS:** Using your local procedures log into the CLEC TAFI system using your Training IDs. (This will insure access to the training database.)

After entering the User ID and password, the user will be logged on to TAFI. The following screen will be presented and your attention should focus on the Initial Trouble Entry Window:

As mentioned in the Guide, the term 'windows' in TAFI represent areas of the screen, typically surrounded by a line, that contains specific information needed to resolve a customer's trouble and/or enter a quality trouble report in LMOS. The Initial Trouble Entry Window is that section

```

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

[DIAL] TN [REDACTED]
|OUTGO Queue Management? [REDACTED]
|INCOM F2profile F3queued F4supervise F6exit
|TRANS
|MEMOR
|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

```

in the center of the screen that provides the initial questions required to initiate a trouble report.

Every time the user completes a trouble report, TAFI will return to this Initial Trouble Entry Window to begin processing the next customer report or allows the user to log off.

➤ **DO THIS:** Log into the CLEC TAFI System:

- **LAN USERS: LOG-ON TO YOUR DESKTOP TERMINAL**
- **DIALS USERS: ESTABLISH YOUR DIALS CONNECTION TO TAFI**

Once your terminal is activated:

- **LAN USERS: SELECT THE TAFI (Production system) ICON FROM YOUR DESKTOP WINDOW AND DOUBLE CLICK IT WITH YOUR MOUSE.**
- **DIALS USERS: CONNECT TO THE TAFI PRODUCTION SYSTEM**

You should receive the TAFI LOG-ON screen as shown as Figure 3 in the Guide.

At the TAFI log-on screen:

- **ENTER USER ID**
- **ENTER PASSWORD**

⇒ **Note:** Check with your instructor for the UserID and Password to use to access the training database used for this course. CLEC specific training IDs will be provided for each company using TAFI.

When all entries are correctly typed:

- **DEPRESS THE ↵ ENTER KEY**

During the login process, TAFI will ask several questions and the user should select the default answer of 'NO' by just depressing the Enter Key.

Once successfully logged into TAFI, the system will return the Initial Trouble Entry Window.

Compare your screen with the example on the next page.



```

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

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

No troubles in queue 08:13:12

```

If the Initial Trouble Entry window is displayed on the terminal, you are now successfully logged on to TAFI. If you do not, ask your instructor for assistance.

» **DO THIS:** “Play” with the system for a few minutes – you can’t hurt anything!

Notice the various sections of the screen.

Get use to **NOT** using the mouse.

And then Log off.

**Instructor:** When everyone has logged off, have them complete the exercise on the next page.

5.1.1           **EXERCISE**

Answer the following questions:

A.    What entries are made on the TAFI Log-on screen?

---

---

B. What key strokes will log you off TAFI?

---

---

» **DO THIS NOW:**

- **ACCESS THE TAFI LOG-ON SCREEN**
- **LOG-ON TO TAFI**

## ANSWERS

- A. User ID and password
  
- B. F6 and then enter "Y" to the "Are you sure you want to exit?" question

(If you didn't enter a "Y", how else could you effect a logoff?)

### » DO THIS NOW:

- **LOG-OFF TAFI**

You should be back at the X-Terminal DeskTop Window (or DIALS users will have a blank Telnet window).

## 5.2 ON-LINE JOB AIDS

▶▶ **DO THIS:** Read Sections 5.4 through Section 5.5 in the Guide.

Log into the system and access several job aids.

Of particular interest should be the Feature Aids section

Duplicate the trouble report in Section 5.5.7 (No Dial Tone for 999-555-1049) and see how easy it is to use TAFI!

Let your instructor know when you have finished.

**Instructor:** Watch your students as they work with the system. Provide some timeframe for them to finish.

**Instructor:** When you have answered any questions that the students may have, have them complete the next TWO exercises beginning on the next page.

5.2.1            **EXERCISE**

Answer the following questions.

1. What is the function of the Query and Message window?

---

---

---

2. What is displayed in the Base Window Area?

---

---

3. Where are the trouble categories displayed?

---

---

4. Where is the flow of the contact summarized?

---

---

5. When is the Sub-Menu window activated?

---

---

6. What is the Pop-Up Area window used for?

---

---

7. What is displayed on the Status Line?

---

## ANSWERS

1. The Query and Message window displays questions to ask the customer or instructions for trouble analysis as directed by the flow of the contact.
2. The Base Window Area displays the Main Menu and the Trouble Entry Summary, including test results, facility trouble indicators, or special handling flags.
3. Main Menu
4. Trouble Entry Summary
5. Selection of a Main Menu option triggers the opening of a Sub-Menu.
6. The Pop-Up Area is used to display lists of information needed to complete the Trouble Report.
7. The Status line displays error and status messages, the elapsed time of the trouble entry process, and the current clock time (where the TAFI processor is located)

5.2.2 **EXERCISE**

1. What is TAFI?

---

---

---

2. What information does TAFI gather from the telephone number from LMOS and CRIS?

---

---

---

3. What courses of action will TAFI take based on the information you gathered from the customer and analysis of data obtained from downstream systems?

---

---

---

---

(Check your answers on the following page.)



## ANSWERS

1. TAFI is an expert system that provides automated trouble receipt, screening and resolution. TAFI guides you through a series of questions and instructions to resolve customer service and line problems.
2. TAFI gathers the customer's Name, Address, and Line Features from LMOS and CRIS. The Name and Address come from LMOS and the Line Features come from the customer's service record (CSR) in CRIS.
3. Based on information entered, TAFI analyzes the information and provides one of the following courses of action:
  - 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.
  - The problem is cleared by TAFI as a transfer situation.

## 6 TAKING A TROUBLE REPORT

Based upon your brief exposure so far, you see that TAFI is an interactive system. You pick a starting point (what's the reported trouble condition) and TAFI walks you through the resolution process.

The most difficult part of the entire procedure is translating what your customer is telling you into the appropriate Trouble Category in TAFI. Once you master that, its down hill all the way.

### 6.1 TROUBLE CATEGORIES

➤ **DO THIS:** Read Section 6.1 in the Guide

**This section discusses all of the various trouble categories TAFI handles.**

**It may be beneficial for you to log into the system and explore the main menu and a number of the sub-menus.**

**Caution: don't go too far for any given telephone number. Remember you can hit F6 to 'back up' and take a different path.**

**Instructor:** When your class finishes reading Section 6.1 in the Guide, have them complete the next six exercises. You may wish to break it up and have a discussion after each one to compare answers, etc.

6.1.1

## EXERCISE

Answer the following. Choose the most complete answer.

1. The Title Bar identifies

- a. the screen that you are using
- b. the name of the window
- c. the current date, application name, machine ID and application version
- d. the date, time, name of the window and the application name

2. The Customer Information window displays

- a. the customer's name, address and type of telephone service
- b. the customer's area code and telephone number, name and address, services, working condition, and trouble history
- c. the customer's area code and telephone number, name and address, services, & type of telephone set
- d. the customer's area code and telephone number, type of telephone service, office telephone number, and central office type

3. The first thing you should do is verify

- a. the customer's area code and telephone number
- b. the customer's line working condition
- c. the customer's trouble history
- d. the customer's name and address

(Turn the page to check your answers.)

## ANSWERS

1. c

2. b

3. d

6.1.2 **EXERCISE**

Write the trouble description for each trouble statement in the blank space provided. Include the abbreviation for the trouble condition with your answer. If you're not sure, review the lesson material.

1. I can't get a dial tone between 3 p.m. and 4 p.m. in the afternoon. The rest of the day it works fine.

---

2. I waited 10 minutes for a dial tone, then I gave up. This has happened several times this past month.

---

3. When I pick up the phone to place a call, it takes forever before the dial tone comes on.

---

4. Every time I dial I end up right back where I started, with another dial tone on the line.

---

5. Something must be wrong with my phone. I can't get anything on it but a dial tone. I even hear it in the middle of dialing.

---

6. My phone is dead. I can't get anything, no tone at all.

---

7. I want to place a long distance call to Washington, but I keep getting a dial tone after I finish dialing instead of a ringing sound.

---

8. After each digit I dial, I hear a dial tone instead of the clicks you're supposed to hear.

---

9. What's going on? When I pick up, there's this recording on the phone.

---

10. I'm trying to call this friend of mine, but instead of getting through to her, all I get is a dial tone right after I finish dialing. Sometimes it even comes on before I finish the number.

---

(Check your answers on the next page.)

## ANSWERS

1. No Dial Tone At Times - NDTAT
2. No Dial Tone At Times - NDTAT
3. Slow Dial Tone - SDT
4. Dial Tone After Dialing - DTAD
5. Can't Break Dial Tone - CBDT
6. No Dial Tone - NDT
7. Dial Tone After Dialing -DTAD
8. Can't Break Dial Tone -CBDT
9. Recording On Pickup - ROL
10. Dial Tone After Dialing -DTAD

If you had any problems with this exercise, ask the Instructor for help. Remember that 'now' is the time to 'get it' because tomorrow we'll be doing something else ... and we will be building upon what you did today.

### 6.1.3 EXERCISE

MATCH the statements below with the correct trouble description.

- \_\_\_\_\_ 1. Look, I'm in a very embarrassing situation. I'm trying to reach my lawyer. But either he's changed his number or a Chinese laundry has taken over his practice, because that's who keeps answering the phone.
- \_\_\_\_\_ 2. I've been dialing my home all evening and I keep getting a recording telling me that the number is not a working line.

- \_\_\_\_\_ 3. When I try to call someone, I get a dial tone all right. Then, after I've finished dialing, nothing happens. I don't hear any ringing.
- \_\_\_\_\_ 4. I've been trying to reach this number for over an hour. All I get is a busy signal.
- \_\_\_\_\_ 5. I'm so aggravated, I'm trying to call all my little leaguers and I keep losing the connection. They answer and then there's nothing.
- A. Busy/Reorder After Dialing - BSY
  - B. ROL After Dialing - ROL
  - C. Gets Wrong Number - GWN
  - D. No Ring No Answer - NRNA
  - E. Gets Cut Off - GCO

(Check your answers on the next page.)



## ANSWERS

1. C
2. B
3. D
4. A
5. E

If you had any problems with this exercise, ask the Instructor for help.

6.1.4 **EXERCISE**

Answer the following by naming the correct trouble description for the statements below.

1. What's wrong with my phone? I just got a telegram from my stockbroker. He's been trying to call me for the last three days. I lost my shirt on a stock because I didn't get this call. My phone didn't ring once.

---

2. I've been trying to call my mother. The phone rings but she doesn't answer and I know she's home. She is handicapped and can't go anywhere.

---

3. Something seems to be wrong with my phone. Several of my friends have told me that they've had trouble reaching me at times when I know I've been home. They say the line is busy whenever they call.

---

4. Something was wrong with my telephone two days ago and you sent a repairman to fix it. Well, he left a mess in my living room and he didn't fix anything. I haven't received a call since he was here.

---

5. Every time I pick up this phone when it rings, it keeps ringing. It's beginning to drive me crazy.

---

6. This is crazy. My number is 555-2060, but I keep getting calls for 555-6020. I even called that other number and my husband answered the phone.

---

(Check your answers on the next page.)

## ANSWERS

1. BDR
2. RNA
3. BSY
4. BDR
5. BRAA
6. CFWN

If you had problems with this session, ask the Instructor for help.

6.1.5 **EXERCISE**

Write the trouble description that matches the statements below. Include the abbreviations in your answer.

1. A number of people I've called recently have complained that they've had trouble hearing me. I can hear them just fine. I wonder if there's something wrong with my line.
- 

2. I just called my cousin. Right in the middle of our conversation I heard some people talking. They were on the same line we were.
- 

3. I just answered the phone and I could tell someone was there, but the voice was so faint I couldn't make out what was said.
- 

4. Every call I've had this morning has a loud roar on the line. I never heard such a noise in my life!
- 

5. When my phone rang, some other lady picked up the line. She started yelling and screaming that I was tapping her line.
- 

6. I called this number three times, as soon as they answer and say "Hello," I get the dial tone back.
- 

(Check your answers on the next page.)

## ANSWERS

1. CBH
2. HOOL
3. CH
4. NSY -ROAR
5. LXD
6. GCO

If you had any problems with this exercise, ask your Instructor for help.

6.1.6 **EXERCISE**

For each statement below, write the answer in the space provided.

1. "My phone just rang and when I answered, the noise was so loud my head still hurts."

What entry you should make in the NARR field?

---

2. "Please check my line to see if it's being tapped. I can hear clicks."

What should you enter in the NARR field?

---

3. "Someone keeps calling and saying obscene things."

What would you tell this customer?

---

4. "This is the gas works, we are going to dig at Misty's Shopping Center."

What would you tell this customer?

---

5. "Look, I want this telephone pole moved. It's blocking my view."

What should this customer do?

---

(Check your answers on the next page.)

## ANSWERS

1. POSSIBLE ACOUSTICAL SHOCK
2. CUSTOMER THINKS LINE/WIRE IS TAPPED
3. "I'll be happy to transfer you to the ANNOYANCE CALL Center. (Depending upon local CLEC procedures for handling this type of call.)
4. "Call our cable locating service. Someone will tell you where our underground cables are located."
5. "Please call the Residence Service Center, someone will be glad to help you." (Follow your company's procedure.)

**Look at the answers for number 4 and 5 ... can you think of a better way to handle these calls?**

## 6.2 ACCESS AND COMMITMENT

➤ **DO THIS:** Read Section 6.2 through Section 6.13 in the Guide

**Let your instructor know when you are finished**

Instructor: When the class has finished reading these sections hold a brief discussion session to make sure everyone understood what they read.

Discuss the importance of FECO – how that helps your customer, etc.

Have the class answer the exercise on the next page



6.2.1           **EXERCISE**

Write a description of the fields listed below in the space provided.

1. Adtnl Narr

---

---

2. Reach

---

---

3. Trouble

---

---

4. New Comm

---

---

5. Remarks

---

---

6. Access

---

---

(Check your answers on the next page.)

## ANSWERS

1. The Additional Narrative field is used to enter information that must be placed on the LMOS trouble report narrative line and the report will be queued in TAFI (i.e. %CLEC).
2. The Reach field is used to enter the callback telephone number - a number where we can 'reach' the customer (i.e., the CLEC's reach number).
3. The Trouble field is used by TAFI to populate the appropriate LMOS trouble description codes. TAFI determines which codes to use based upon your interpretations of what the customer told you and how well you conveyed that information to TAFI.
4. The New Comm field is used to enter the date and time by which the customer's trouble will be cleared.
5. The Remarks field is used to enter additional information that pertains to the Reach number (CLECs may enter their trouble ticket number for tracking/cross-reference)
6. The Access field is used to enter the specific time that access is available if it is different from the standard commitment.

## 6.2.2. HANDS-ON EXERCISE

Let's put all of this together before we move on to the other trouble categories in the Main Menu. Some of the following TAFI responses may have changed. Your instructor will provide appropriate information if you see something unexpected.

### **DO THIS NOW: LOG INTO TAFI**

You will begin at the Initial Trouble Entry window. There are two lines of data that must be entered to begin processing a trouble:

- 1. TN - The area code and telephone number of the line in trouble**

You must ask your customers if they are talking on the phone line being reported in trouble. If the answer is yes (Y), TAFI knows to suppress MLT testing until the line is free. If the answer is no (N), TAFI knows it's OK to initiate MLT testing if required to analyze the problem.

» **DO THIS NOW: Type in Telephone Number: 999 555 6703**

**DEPRESS THE ENTER KEY**

6.2.2.1 **TROUBLE #1**

SELECT TROUBLE CATEGORY FOR DIAL TONE.

PRESS ENTER KEY.

SELECT NO DIAL TONE.

PRESS ENTER KEY.

FOLLOW TAFI'S FLOW OF THE CONTACT.

-ALL PHONES: YES

PRESS ENTER KEY.

-REACH: 9995555555  
-REMARKS: CLEC#12345  
-ACCESS: =

PRESS ENTER KEY.

WHAT HAPPENED?

ALL REPORTS MUST HAVE THE NAME OF THE PERSON  
REPORTING THE TROUBLE.

ENTER A NAME.

LOOK AT THE TROUBLE ENTRY SUMMARY WINDOW.

DO YOU HAVE A TEST RESULT?

WHAT IS TAFI'S RECOMMENDATION?

DO NOT PRESS ENTER KEY. WE WILL COMPLETE THE TROUBLE  
PROCESS LATER.

CLEAR THIS REPORT BY DEPRESSING F12, SELECT 'CANCEL', SELECT 'USER  
ENTRY ERROR', DEPRESS ENTER AND AT THE TROUBLE ENTRY SCREEN, DEPRESS  
ENTER AGAIN.

LET'S DO ANOTHER ONE WITHOUT ALL THE PROMPTING FROM THE LESSON MATERIAL.

YOU SHOULD BE AT THE INITIAL TROUBLE ENTRY SCREEN.

6.2.2.2 **TROUBLE #2**

MAKE THESE ENTRIES:

TELEPHONE NUMBER: 999 555 6703.

THE LINE IS NOT IN USE.

PRESS ENTER KEY.

SELECTION OUTGOING ROL TROUBLE (Can't be completed as dialed).

TROUBLE IS ON ALL PHONES

TROUBLE IS ON LOCAL CALLS

NOT ONLY WHEN DIALING ONE NUMBER

WHAT'S TAFI DOING?

FOLLOW TAFI'S RECOMMENDATION

CANCEL THIS REPORT TO OBTAIN FRESH TROUBLE ENTRY SCREEN.

Your Instructor will check the screen entries.

6.2.2.3 **TROUBLE #3**

TELEPHONE NUMBER: 999 555 4067.

THE LINE IS NOT IN USE.

SELECT TROUBLE CATEGORY FOR "NOISY".

(Roaring/Buzzing/Static/Humming)

FOLLOW TAFI'S FLOW OF THE CONTACT.

- READ TAFI'S MESSAGE

(Wait for Test Results before stating commitment to customer)

- ALL PHONES: YES.

- CUSTOMER HAS MORE THAN 1 PHONE

FOLLOW TAFI'S INSTRUCTIONS.

- CUSTOMER HAS CORDLESS PHONE

(Provide trouble shooting hints to customer - i.e., 'we know from experience that cordless phones often generate noise problems from time to time. Unplug all your telephones (including the cordless connections to the line and AC power), wait 5 minutes, plug in one standard telephone to verify problem gone. Plug in remaining phones one at a time, etc.)

CUSTOMER AGREES TO FECO

YOU WILL COME TO THE "TROUBLE REPORT SCREEN" - STOP AT THIS POINT AND WE WILL DISCUSS THIS SCREEN IN THE NEXT SECTION

Your Instructor will check the screen entries.

**DO NOT CLEAR THIS TROUBLE REPORT SCREEN.**

6.2.3           **EXERCISE**

Write the trouble report commitment which is appropriate for the given situation in the space provided.

1.       I hear static on the line at all times. It's really annoying.

---

2.       My phone is dead. I haven't had a call in two days and I don't get any dial tone.

---

3.       I just called my mother and the strangest thing happened; we could hear a radio announcer in the background.

---

4.       What's wrong with my phone? I've been expecting three very important calls this morning. Finally, I called people, only to find out they'd been calling me, but they couldn't get an answer.

---

5.       All my phones are absolutely dead. No one can call me, and I can't seem to call anyone else.

---

6.       I've tried to call a number of clients today and I keep getting wrong numbers. I can make some calls go through.

---

(Check your answers on the next page.)

## ANSWERS

1. AFFECTED SERVICE
2. OUT OF SERVICE
3. AFFECTED SERVICE
4. OUT OF SERVICE
5. OUT OF SERVICE
6. AFFECTED SERVICE



6.2.4

## EXERCISE

For each example of a trouble report below, write the type of commitment (AS, OS or Emergency) in the blank space provided. You may refer to the information on the previous pages.

1. This is Miss Anderson. We have a lot of static on the line.

---

2. This is Sandra Mann at 422 Montrose Place. My home phone seems to be out of order. I can't place any calls and I haven't received any for some time.

---

3. This is St. Mary's Hospital. We've been trying to monitor one of our cardiac patients, but her home phone is out.

---

Now, WITHOUT looking at material, write the commitment (AS, OS, Emergency) you would give for each report.

4. This is Lt. Mitchell at the 47th Police Precinct. There's been an accident at 5th and Vine and a telephone wire is lying in the street.

---

5. This is Dr. Kenneth. We can't receive calls on our phones or call out. We must have them repaired soon.

---

6. I was just driving south on Highway 41 and there was a pole blocking the north bound lane.

---

(Check your answers on the next page.)

## ANSWERS

1. AS
2. OS
3. Emergency
4. Emergency
5. OS
6. Emergency

If you had any problems with this exercise, ask your Instructor for help.

6.2.5           **EXERCISE**

Answer TRUE or FALSE for the following statements.

- \_\_\_\_ 1.       Handle codes are used on all trouble reports.
  
- \_\_\_\_ 2.       Handle codes must be typed exactly as they appear in the Handle code table.
  
- \_\_\_\_ 3.       If you type an incorrect Handle code, the computer will enter the correct one.
  
- \_\_\_\_ 4.       Handle codes are placed in the Narrative field.
  
- \_\_\_\_ 5.       The Handle code "CABFAIL" should never be removed.

(Check your answers on the next page.)

## ANSWERS

1. FALSE - Trouble reports that you close on the initial contact do not have Handle Codes
2. TRUE - TAFI automatically enters the correct value.
3. FALSE - A “trick question” since you don’t type in Handle codes.
4. FALSE - TAFI places Handle codes in the Handle field
5. FALSE - If the reported trouble is not related to the known cable failure, then TAFI will automatically populate the correct Handle code for the situation.

### 6.3 REVIEW

You have learned all of the pertinent information about processing an Initial Trouble Report.

Remember to always:

- Review the customer information window (to confirm that you have the correct customer's record displayed)
- Use excellent customer contact skills to make the customer feel confident that we understand their situation and will resolve their problem.
- Use 'open' and 'closed' questions to gather correct information about the trouble.
- Pay attention and LISTEN to what the customer is telling you so you can select the correct trouble category and begin the resolution process.
- Answer TAFI's questions accurately. Remember that you do not always have to ask the customer every question because you may already know the answer based upon what the customer has told you already. Also, it is often more appropriate to use your own words when asking a TAFI prompted question - TAFI is asking 'you' for the answer and you get the answer from your customer.
- Complete all appropriate fields on the Trouble Report screen - remember which fields are required.
- Be sure to enter all relative information in the narrative so the downstream people can respond correctly. (i.e., Put yourself in the field technician's position when completing a trouble report. Did the customer tell you something that will help you fix the trouble more quickly?)
- Remember to:
  - REVIEW the commitments (if any)
  - Convey our future availability, and
  - Thank the customer for using BellSouth (brand the contact)

## 6.4 MORE

We have covered a lot of material so far and, like learning how to ride a bicycle, the more you use it, the better you'll be at it. Remember that our objective in this class is to introduce you to the various features and functions that TAFI provides you to resolve customer problems. By the time you finish this class, you will be comfortable navigating around the system and talking with customers. Remember that TAFI is a 'dynamic' system. As our procedures change and/or we add new products and services, TAFI will be updated to correctly handle these situations.

There are a few additional functions in TAFI that we will discuss in this section. These functions will provide you with additional information about your customer and/or help you in processing of the report. Also, we will spend some time discussing the 'queuing' feature in TAFI. By learning how (and when) to queue a report, you will be able to work on multiple customer troubles at the same time.

You have learned about our Memory Services and MemoryCall features and benefits. In many cases, just providing operational instructions will resolve the customer's problem. Other times, the service is not functioning and you will impact the repair. Let's look at a few examples of how TAFI address these Memory Services and MemoryCall customer reports:

►► **DO THIS:** Log into TAFI and enter a trouble report for 999-949-5038, Duplicate the trouble report we just discussed (MemoryCall ...) and compare what you see on the screen with the screens printed in this section (beginning on page Error! Bookmark not defined.). When you complete this report, send the Trouble Report screen and TAFI will return the Initial Trouble Entry Window for your next report.

**TRY ENTERING THIS REPORT AGAIN BUT ANSWER SOME OF TAFI'S QUESTIONS DIFFERENTLY AND SEE WHERE TAFI LEADS YOU. WHEN YOU FINISH, GET BACK TO THE INITIAL TROUBLE ENTRY WINDOW.**

**IF YOU HAVE ANY PROBLEMS, ASK YOUR INSTRUCTOR FOR HELP.**

## 6.5 TROUBLE ISOLATION

Once you determine what kind of trouble the customer is reporting, TAFI will guide you through determining where the problem is. Isolating the cause of the problem will determine the appropriate steps to resolve it.

Telephone problems can be isolated to four major types:

- BellSouth trouble?
  - Central Office problem
  - Feature problem
  - Network problem
- Customer location trouble?
  - Terminal equipment problem
  - Jack / inside wiring problem
  - Feature (understanding) problem
- Calling/Called trouble?
- Long Distance trouble?

### 6.5.1 BELLSOUTH TROUBLE

The first step in the isolation process is to confirm where the problem is located and who is responsible for repairing it. In broad terms, the trouble is either in BellSouth's equipment (CO, Feature Translations or Network) or in the Customer's equipment (terminal equipment, jack / inside wiring or the customer's understanding/operation of a feature).

⇒ **Note:** The Calling/Called and Long Distance troubles are special cases and we will discuss them in a minute.

Any trouble from the network interface to the central office will be repaired by our company. Troubles isolated to the customer's inside wiring and/or jack will be repaired by our technician

and the customer may or may not be billed for the effort depending upon the type of maintenance contract arrangement he has with BellSouth.

To determine whether the trouble involves the network or the terminal equipment, ask the customer:

*"Is the trouble on all phones?"*

A "yes" or "don't know" answer would indicate that there might be network trouble because the same problem is experienced on all of the phones in the house.

⇒ **Note:** If the customer indicates that they only have ONE phone, then answer the question 'YES'

⇒ **Note:** At this point we have determined that there 'might be' a network/CO problem and further analysis will be required to determine the actual cause of the problem. (i.e., A telephone set off hook in one room will cause a NDT condition on all phones in the house.)

TAFI will guide you through the process of resolving the customer's trouble condition.

## 6.5.2 CUSTOMER LOCATION TROUBLE

Let's assume that the customer answered "NO" to the question:

*"Is the trouble on all phones?"*

This indicates that our service works OK somewhere in the house (another phone in another room, etc.) and the trouble is either with the telephone set or in the jack/inside wiring to the defective set location.

TAFI will prompt you to ask the customer: "Have you tried **that set in another jack?**"

- If the answer is "Yes, then you know that the set is okay and we will continue processing the report to resolve the defective jack/inside wire problem.
- If the answer is "No, the set doesn't work", then the customer should be told that we do not repair telephones sets and they are responsible for having it repaired.



Refer the customer to their supplier(s) for telephone equipment problems (either the store where they purchased the phone or the manufacturer of the set). In some cases, it may be easier for the customer to just replace the set ... and again, that's the customer's decision.

- ⇒ **Note:** TAFI will prompt you to ask the correct question at the correct point in your contact with the customer and your responses to TAFI will generate the next question or resolution sequence. Remember you don't have to use TAFI's exact words ... as long as you ask the customer the right thing and answer TAFI correctly. **DO NOT** anticipate the next question! **Follow TAFI and everything will work out just fine.**
  
- ⇒ **Note:** The "Is the trouble on all phones" question is valid for feature related problems as well. For example, the customer reports that their \*69 feature is not working on the bedroom phone. Given that the answer to the question is "NO", then we know that our Call Return feature is working properly and perhaps the '\*' button on the bed room phone is 'off frequency'.

6.5.3

## EXERCISE

Answer the questions below. Choose the correct field from the answer column. Write the letter in the space given. Each field can be used once.

1. What field allows the user to enter a re-negotiated commitment?

Answer \_\_\_\_\_

2. On a subsequent trouble report, where is the pending trouble description located?

Answer \_\_\_\_\_

3. You can give the customer an update of the trouble report using which section?

Answer \_\_\_\_\_

4. What is the category of most pending trouble reports?

Answer \_\_\_\_\_

5. Which field indicates new information is being reported?

Answer \_\_\_\_\_

### Answers

- A. New Info
- B. New comm
- C. CX
- D. Original Report Info window
- E. Trouble Status Summary.

(Check your answers on the next page.)

## ANSWERS

1. B - New comm
2. D - Original Report Info window
3. E - Trouble Status Summary
4. C - CX
5. A - New Info

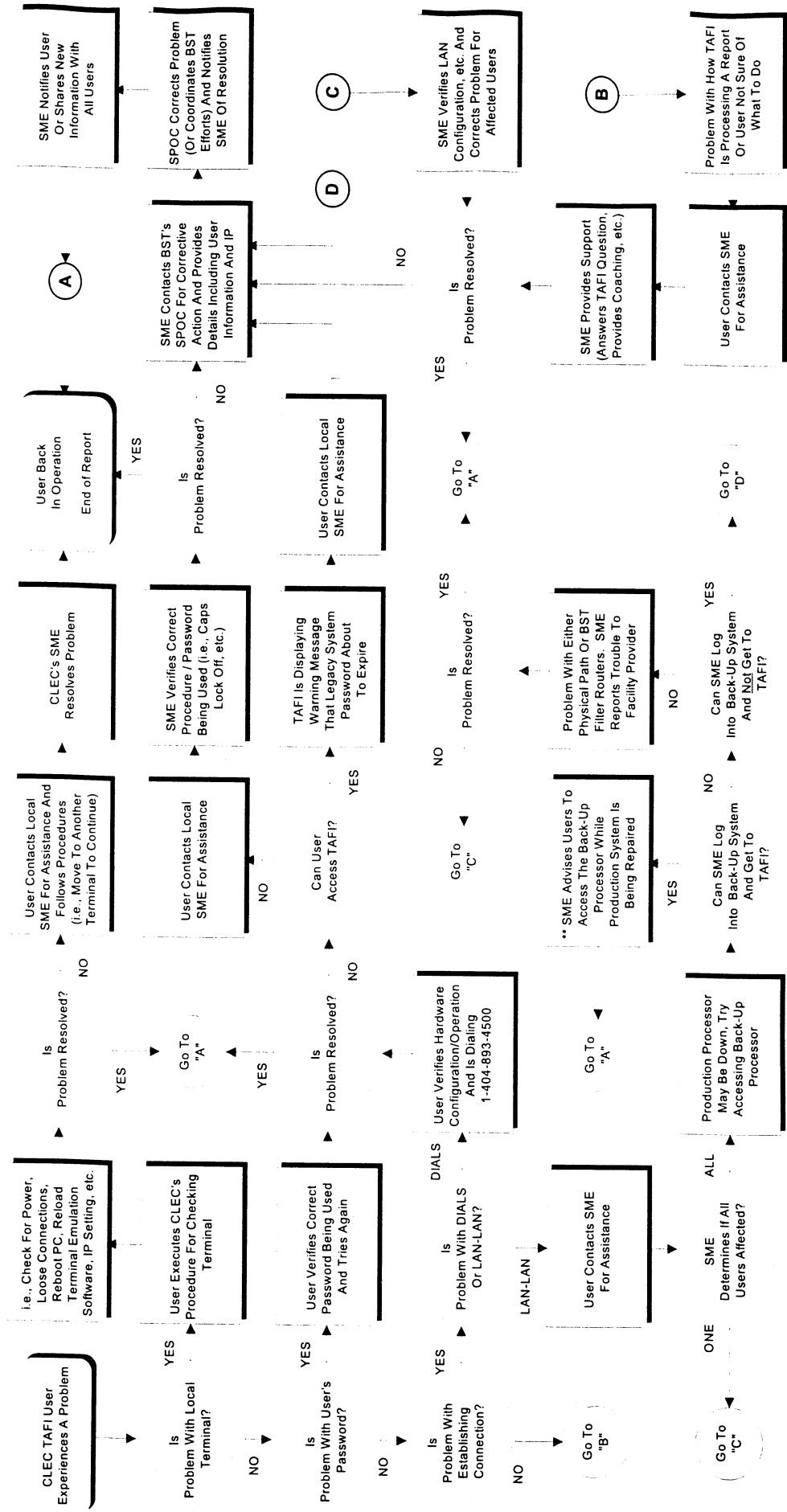
**ATTACHMENTS**

- Attachment I ..... Process for CLEC TAFI User to Report System Troubles
- Attachment II..... Pre-Screening Script for Resellers
- Attachment III .....

# 7.1 PROCESS FOR CLEC TAFI USER TO REPORT SYSTEM TROUBLES

\*\* 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.

This Process Assumes Connectivity At CLEC Location Worked Initially And User Properly Configured In TAFI



Attachment I

7.2 **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)						
-----------------	------	----	------	---------	----------	---------------	--	--	--	--	--	--

### 7.3 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: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

