

Specials and Trunk Maintenance Code Descriptions

Trunk Maintenance:

Included are Message Trunk troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for Special Access circuits provided under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customer's location) or in the Central Office (the trouble was found within the Bell Atlantic central office), and Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes. Subsequent calls on the same trouble are not included in these metrics.

Specials Services Maintenance:

Included are Special service troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for Special Access circuits provided under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customer's location) or in the Central Office (the trouble was found within the Bell Atlantic central office), and Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes. Subsequent calls on the same trouble are not included in these metrics. Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff service.