

Dangled Drop Wire Trouble Ticket Process

How do I report Dangled Drop Wire issue?

When reporting a dangled or downed drop wire, use the following process:

1. The customer creates a ticket electronically in WISOR VFO Trouble Administration, or calls the trouble into the Repair Center, where a ticket is created.
2. In WISOR VFO, select TA, for Trouble Administration.
3. Then, select the "Ticket" tab, which will bring up a drop down list; select "Create Trouble Report".

	Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment
Modify Attributes	2:11 PM	11/25/08 12:11 PM	FRP	Open Active	Request Repair	OP-000000000404	Testnq	
Retrieve Trouble Info	3:52 AM	11/25/08 10:43 AM	FRP	Closed	Closed Out	OP-000000000403		
Retrieve Trouble Status	3:24 AM	11/25/08 09:24 AM	FRP	Force Closed	Closed Out	603-835-9100		
Change Assignment	3:01 AM	11/25/08 09:01 AM	FRP	New	New	603-835-9189		
Bulk Change Assignment	2:02 PM	11/24/08 02:43 PM	FRP	Closed	Closed Out	OP-000000000402		
<input type="checkbox"/> 20713	11/24/08 01:47 PM	11/24/08 01:48 PM	FRP	Force Closed	Closed Out	OP-000000000402		
<input checked="" type="checkbox"/> 20695	11/24/08 01:15 PM	11/24/08 02:43 PM	FRP	Closed	Closed Out	OP-000000000401	23232	
<input type="checkbox"/> 20679	11/24/08 01:02 PM	11/24/08 01:02 PM	FRP	Force Closed	Closed Out	7705869949	6	

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4. Populate the required highlighted fields: TRFD, Account Name, Network ID, Service ID.
5. Then, select the “Next” button.

The screenshot shows a web browser window titled "VFO - Create Trouble Report Request - Microsoft Internet Explorer provided by FairPoint Communications". The address bar shows the URL "https://vfotest-fairpoint.wisor.com/LoginController.do". The page features the FairPoint Communications logo and a navigation menu with tabs for TICKET, MLT, SEARCH, TEMPLATE, and ADMINISTRATION. The main heading is "Create Trouble Report Request". Below this, there is a "Use template" dropdown menu. The form contains several fields: "TRFD" with a dropdown menu showing "1 - Services with Premises Address", "Account Name" with a dropdown menu showing "VZE", "Network ID" with a dropdown menu showing "FRP", and "Service ID" with a text input field containing "207 648-1234". A "Next" button is located below the Network ID field.

VFO - Create Trouble Report Request - Microsoft Internet Explorer provided by FairPoint Communications

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Recycle Mail Print Taskbar Bluetooth

Address <https://vfotest-fairpoint.wisor.com/LoginController.do>

FairPoint
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TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Create Trouble Report Request

Use template

TRFD: 1 - Services with Premises Address

Account Name: VZE

Network ID: FRP

Service ID: 207 648-1234

Next

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- The "Create Trouble Report Request" page appears, with required fields highlighted.

VFO - Create Trouble Report Request - Microsoft Internet Explorer provided by FairPoint Communications

File Edit View Favorites Tools Help

Back Search Favorites

Address: https://vfo-test-fairpoint.wisor.com/LoginController.do

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TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Create Trouble Report Request

TRFD: 1 - Services with Premises Address Account Name: VZE Network ID: FRP Service ID: 207 648-1234

Ticket Info Loc & Access Info Authorization Escalation Call Back Info

Trouble Type Status Window Customer Trouble Ticket Num Called Number

Additional Trouble Info

Customer Work Center Trouble Detection Time Preferred Priority Repeat Report

Perceived Trouble Severity TSP Priority Commitment Time Request Commitment Time Request Type

TP State

Dialog

Manager Contact Person:

Name Number Phone Fax

Pager Respon Email

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7. At the "Trouble Type" drop down list, select "Wiring Problem".

The screenshot shows a web browser window with the following elements:

- Browser Title:** Microsoft Internet Explorer provided by FairPoint Communications
- Address Bar:** m./LoginController.do
- Navigation:** SEARCH, TEMPLATE, ADMINISTRATION
- Section Header:** Request
- Account Information:**
 - Account Name: VZE
 - Network ID: FRP
 - Service ID: 207 648-3218
- Escalation and Call Back Info:**
 - Status Window: [] days [] hrs [] mins
 - Customer Trouble Ticket Num: []
 - Called Number: []
- Form Fields:**
 - Customer Work Center: []
 - Perceived Trouble Severity: []
 - Trouble Detection Time: []
 - TSP Priority: []
 - Preferred Priority: []
 - Commitment Time Request: []
 - Repeat Report: []
 - Commitment Time: []

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8. Populate the "Additional Trouble Info" box with "Dangle Drop Wire".
9. Populate the remaining highlighted fields that are required.

Address <https://vfotest-fairpoint.wisor.com./LoginController.do>

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TA

TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Create Trouble Report Request

TRFD Account Name Network ID Service ID
1 - Services with Premises Address VZE FRP 207 648-3218

Ticket Info Loc & Access Info Authorization Escalation Call Back Info

Trouble Type Status Window Customer Trouble Ticket Num Called Number
Wiring Problem 1 days 0 hrs 0 mins 1234

Additional Trouble Info
Dangle Drop Wire

Customer Work Center Trouble Detection Time Preferred Priority Repeat Report

Perceived Trouble Severity TSP Priority Commitment Time Request Commitment Time Request Type

TP State

Dialog

Manager Contact Person:

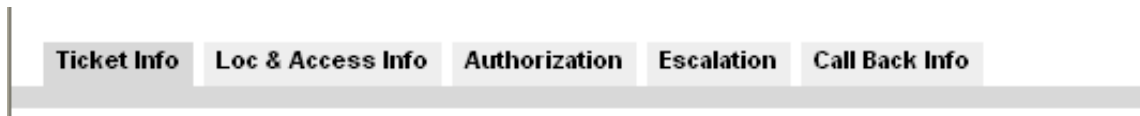
Name Number Phone Fax
John Doe

Pager Respon Email

Civic Address City State Zip

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10. In addition, select the remaining Tabs after "Ticket Info" ("Loc & Access Info", "Authorization", "Escalation", "Call Back Info") and populate the required highlighted fields.



11. Then, after all required fields have been completed, submit by selecting the "running man" at the top right of each page.



12. After the ticket is created in FairPoint's trouble administration system, the system automatically assigns a trouble ticket number and commitment date/time.
13. Based on the dispatch recommendation, a technician repairs the reported trouble.
14. Lastly, the trouble ticket is closed