Case	Short Description
-Data down (from exchange) **-Data & Voice down** **SELT < 10 for MSAN** **SELT <150 for Exchange** **-Voice status: ringing – busy tone – no dial tone – temporary out of service.** **-Extra needed troubleshooting steps:** - **Use original adapter.** - **Connect from main with/without splitter.** - **CPE upgraded to the latest Firmware.** - **Details about CPE testing we request from CSO.**	- SELT: - Voice status: - Customer Name: - First & Second mobile number: - TE bills Paid as per system - Customer's CPE checked in CSO - Customer connection from the main - Customer check with and without Splitter
-Data down (not from exchange) **-Data & Voice down** **SELT > 10 for MSAN** **SELT >150 for Exchange** **-Voice status: ringing – busy tone – no dial tone – temporary out of service.** **-Extra needed troubleshooting steps:** - **Use original adapter.** - **Connect from main with/without splitter.** - **CPE upgraded to the latest Firmware.** - **Details about CPE testing we request from CSO.**	- SELT: - Voice status: - Customer Name: - First & Second mobile number: - TE bills Paid as per system - Customer connection from the main - Customer check with and without Splitter - Customer's CPE checked in CSO
-Bad line quality **- Voice status: ringing – busy tone – no dial tone – temporary out of service.** **-Extra needed troubleshooting steps:** - **Use original adapter.** - **Connect from main with/without splitter.** - **CPE upgraded to the latest Firmware.** - **Details about CPE testing we request from CSO.**	- Customer Name: - First & Second mobile number: - ASSIA Clear View: - ASSIA line status: - ASSIA flags & retrains: - Attainable Speed: - SELT: - Voice status: - TE bills Paid as per system - Customer connection from the main - Customer check with and without Splitter - Customer's CPE checked in CSO

-Physical instability
 	
-Voice status: ringing – busy tone – no dial tone – temporary out of service.
 	
-Extra needed troubleshooting steps:
    - **Use original adapter.**
    - **Connect from main with/without splitter.**
    - **CPE upgraded to the latest Firmware.**
    - **Details about CPE testing we request from CSO.**
	- Customer Name:
	- First & Second mobile number:
	- ASSIA Clear View:
	- ASSIA line status:
	- ASSIA flags & retrains:
	- Voice status:
	- Multi Logs appeared "NST"
	- TE bills Paid as per system
	- Customer connection from the main
	- Customer check with and without Splitter
	- Customer's CPE checked in CSO

-Wrong card & port **- Must validate ADSL number to avoid confusion with voice overlapping case** **-Voice status: ringing – busy tone – no dial tone – temporary out of service.**	- Customer Name: - First & Second mobile number: - Voice status: - Wrong card & port type: - TE bills Paid as per system - ADSL number validated.
-Voice over lapping **-If voice out of service and there is any recorded message except temporary out of service customer must visit his Exchange.**	- Customer Name: - First & Second mobile number: - Wrong telephone number if available: - TE bills Paid as per system
-Cross connection **-If voice out of service and there is any recorded message except temporary out of service customer must visit his Exchange.** **-Voice status: ringing – busy tone – no dial tone – temporary out of service.** **- ASSIA Clear View is Clear check flags and retrains**	- Customer Name: - First & Second mobile number: - ASSIA Clear View: - ASSIA line status: - ASSIA flags & retrains: - Voice status: - Multi Logs appeared "NST" - TE bills Paid as per customer - Customer connection from the main - Customer check with and without Splitter - Customer's CPE checked in CSO

-Unable to obtain IP **(Must have no retrains or flags)**	- Customer's CPE checked and configured on CSO - Customer's CPE Working fine on CSO - Customer received configured Test CPE. - Assia clear (no retrains or flags) - Line up - Customer Name: - First & Second mobile number:
-Logical instability **(Must have no retrains or flags)** **3 or more logs on same minute**	- Customer's CPE checked and configured on CSO - Customer's CPE Working fine on CSO - Customer received configured Test CPE. - Multi Logs appeared on NST - Line up - Assia clear (no retrains or flags) - Customer Name: - First & Second mobile number:
-Browsing **(Create technical call to Business Support)** **With problem type Technical Call and the description for Browsing case**	- Technical call From (- : -) to (- : -) - Agent EXT: - Senior EXT: - Customer Name: - First & Second mobile number: - Problem in (All sites – Certain Sites) - MTU Value: - DNS Value: - NST log status - Not suspended - AAA & LDAP profile available - Customer's CPE checked and configured on CSO - Customer received configured Test CPE. - Line up
-Slowness **(Create technical call to Business Support)** **With problem type Technical Call and the description for Slowness case**	- Technical call From (- : -) to (- : -) - Agent EXT: - Senior EXT: - Customer Name: - First & Second mobile number: - Download rate if available: - Has no BLQ