NCIS Root Cause Codes

Measured	
Reported as Y	Total MTTR for a measured ticket is clocked against the backbone provider

BH	BCF	CWT	LC	LH
Backbone Hardware	Backbone Cable Failure	Cleared While Testing	LEC Cable Failure	LEC Hardware
Failures or errors caused by hardware maintained by Long Haul Provider	Failures or errors caused by Long Haul cabling or fiber damage	Events are detected in logs, PM's or tests but clears and normalizes before isolation or diagnosis.	Failures or errors caused by Local Exchange (LEC) cabling or fiber cuts	Failures or errors caused by hardware maintained by Local Exchange Provider (LEC)

Non-Measured	
Reported as N	Total MTTR for a measured ticket is not clocked against the backbone provider

NTF	CPE	MNT	FM
No Trouble Found	Customer Premise Equipment	Maintenance	Force Majeure
Events are NOT detected in logs, PM's or tests and service has normalized.	Event caused by Citi-owned equipment, Citi facility power, or extended dmarc cabling	Scheduled Maintenances, Location moves, duplicate tickets, or Administrative tickets	Failures caused by acts of God or complete fiber cuts

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