7. Symptom Codes

ACCESS	ACCESS
ACCESS LNE	ACCESS LNE
ACCT CODE	ACCT CODE
IP REQUEST	ADDITIONAL IP SPACE REQUEST
ADDRESSING	ADDRESSING REQUEST
ALARM GEN	ALARM GEN
ALMVIEW	ALARM VIEW TELEMETRY PROBLEM
ALT ROUTE	ALT ROUTE
APPOUTAGE	APPOUTAGE
ASST TEST	ASSIST TESTING
AUTH FAIL	AUTHENTICATION FAILURE
BUSY	CONSTANT BUSY (60 IPM)
CABLE	CABLE
CANT SURF	CONNECT BUT CANNOT SURF
CARDFAIL	CARD FAILURE ALARM / INDICATION
CBH / CH	CANT HEAR AND/OR CANT BE HEARD
CCDA	CANNOT CALL DIRECTORY ASSISTANCE
CCOUT	CANNOT CALL OUT
CHANGE REQ	CHANGE REQUEST
CKT DEAD	CANNOT TRANSMIT AND/OR RECEIVE
CKT ERROR	TAKING ERRORS ON CIRCUIT
CLIPPING	CLIPPING / VOICE CUT OFF
CNCLD	CAN NOT CALL LONG DISTANCE
CND INTL	CAN NOT DIAL INTERNATIONAL
CPE FAIL	CPE / CTE FAILURE
CUST APPL	CUSTOMER APPLICATION NOT WORKING
D CHANNEL	D CHANNEL DOWN (ISDN)
DATABASE	DATABASE / TRANSLATIONS / SOFTWARE ERR
DEAD AIR	DEAD AIR
DIALER	DIALER MALFUNCTION
DIALTONE	RETURN TO DIALTONE

DISCONNECT	DISCONNECT DURING CALL
DNS FAIL	UNABLE TO RESOLVE DNS
ECHO	ECHO ON LINE
ERRORS	ERRORS
FALSE RING	FALSE / CONSTANT RINGING
FAST BUSY	FAST BUSY
FAX	UNABLE TO SEND / RECEIVE FACSIMILE
FEATURE	FEATURE NOT WORKING
HARDWARE	HARDWARE PROBLEM
HUB DOWN	HUB DOWN
HUNTING	HUNTING NOT WORKING
INFO	REQUEST FOR INFORMATION
IP REQUEST	ADDITIONAL IP SPACE REQUEST
IP ROUTING	IP ROUTING ANOMALY
ISDN FAIL	ROUTER ISDN FAILED
LATENCY	LATENCY
LINK DOWN	LINK DOWN
LMI FAIL	LMI FAILURE
MAIL S-R	UNABLE TO SEND OR RECEIVE MAIL
MODEM	MODEM PROBLEM
MONITOR	MONITOR
NEWS FAIL	USENET NEWS FAILURE
NNI DOWN	NETWORK TO NETWORK INTERFACE DOWN
NO CARRIER	NO CARRIER MESSAGE / ALARM
NO LOOP BK	CAN NOT LOOPBACK
NO RESP	NO RESPONSE FROM OPC
NO SYNC	NO SYNC ANALOG / ISDN
NODE DOWN	NETWORK NODE DOWN
NOISE	NOISE OR STATIC ON LINE
OPR INTER	OPERATOR INTERCEPT
PACKT LOSS	DATA PACKET LOSS
POWER	POWER PROBLEM - COMMERCIAL OR EQUIPMEN
RECORDING	CUST RCVD RECORDING

REPORTING	REPORTING ISSUE
RFO	REASON FOR OUTAGE
RNA	RING NO ANSWER
ROUTING	CALL ROUTING INCORRECT
RTR BNCE	ROUTER INTERFACE BOUNCING
SCH MAINT	SCHEDULED MAINTENANCE
SERVER OUT	SERVER OUTAGE
SLA CREDIT	SLA CREDIT REQUEST
SLOW RESP	SLOW RESPONSE
SOFTWARE	SOFTWARE PROBLEM
TECH ASST	TECHNICAL ASSISTANCE PROVIDED
UP & DOWN	CIRCUIT GOING UP & DOWN
USAGE STAT	USAGE STATISTICS
VOICEMAIL	VOICEMAIL PROBLEM
WRONG NUM	WRONG NUMBER
ZERO USAGE	NO USAGE