

## SBC Trouble and Analysis Codes

Last Revision 12/02

### Trouble Codes:

CC = Came Clear  
 CO = Central Office  
 CPE = Customer Provided Equipment  
 FAC = Facility  
 IEC = InterExchange Carrier  
 INF = Information  
 NPC = Non Plan Classified  
 NTF = No Trouble Found  
 STN = Station Equipment  
 SVB = Serving Bureau  
 TOK = Tests OK

CODE	DESCRIPTION	VALID TROUBLE CODES
00	NO SITUATION EXISTS WHICH REQUIRES FURTHER INVESTIGATION NO TROUBLE DETECTED, NO CAUSE FOR TRBL CAN BE ESTABLISHED	TOK
01	ANALYSIS CODE DEFAULT	ALL
02	CAME CLEAR WHILE TESTING - NO HANDOFF	CC
03	TESTED TROUBLE/HANDED OFF- <b>OUT</b> /CAME CLEAR (Handed off -IN see C3)	CC
04	HANDED OFF TO CENTRAL OFFICE WITH NO OR INSUFFICIENT TEST ACCESS / TOK	TOK
05	DID NOT TEST TROUBLE/NTF AFTER DISPATCH <b>OUT</b> (For Dispatch IN see 91)	NTF
06	NON PLAN CLASSIFIED (NPC)	NPC
07	ADJUSTMENT OR RELEASE OF NCTE EQUIPMENT	SVB, INF, STN
08	TO BE USED FOR LONG DISTANCE TROUBLE MANAGEMENT SERVICE BILLING.	INF

<b>CODE</b>	<b>DESCRIPTION</b>	<b>VALID TROUBLE CODES</b>
09	FAILED TO GET RELEASE BEFORE TESTING	CO, FAC,STN, SVB
10	CENTRAL OFFICE EQUIPMENT). (Except where specific codes apply - see below.)	CO
11	DEFECTIVE CXR PLUG IN, SLOT or DACs Port FOR FIBER OR ANALOG CXR (Exclude Fiber low & high speed cards see 46 & 47, OCU & DS0 see 25, SLC plugs see 92.)	FAC, CO
12	INTEROFFICE CXR SYSTEM FAILURE	FAC
13	TRANSLATIONS (Exclude software facility cross-connects see 22.)	CO
14	KILLER CHANNEL UNIT	CO, FAC
15	FRAME BAY OR BACKPLANE HARDWIRING (Does not include missing/broken/loose/incorrect wiring see 66.)	CO, FAC
16	COILS/CARBONS/PROTECTORS	CO, FAC
17	FIBER TERM/MUX EQUIPMENT (Exclude plugs see 46,47,11 or software cross-connects see 22.)	CO, FAC
18	PHYSICAL FIBER or COAX CROSS CONNECT (Exclude software cross-connects see 22 and missing/broken/loose/incorrect see 66.)	CO, FAC
19	REPEATER (Exclude HDSL see 79)	CO, FAC
20	TEST ACCESS (SMAS, HEKIMIAN, TEST JACKS)	CO
21	BRIDGE/MJU	CO, STN
22	<b>DCS - DIGITAL OR FIBER SOFTWARE CROSS CONNECTS</b> For SONET use 72 For Async Mux use 73	CO,FAC, SVB
23	TIMING	CO, FAC

		<b>VALID</b>
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<b>CODE</b>	<b>DESCRIPTION</b>	<b>TROUBLE CODES</b>
24	DSX FRAME/WIRING/JACKS (Does not include missing/broken/loose/incorrect wiring see 66)	CO, STN, FAC
25	OCU & DSO	CO, FAC
26	MICROWAVE SYSTEM	CO, FAC
27	TRUNK UNIT	CO, STN
28	POWER FAILURE/FUSE (For T1 CXR power see 55)	CO, FAC, STN
29	CENTRAL OFFICE CONVERSION	CO
30	CABLE PAIR - (COPPER OR FIBER) LST (CHANGED PAIRS)	FAC
31	CABLE PAIR - REPAIRED	FAC
32	CABLE PAIR - BRIDGED TAP	FAC
33	CABLE PAIR - LOADING	FAC
34	CABLE PAIRS- INDUCTION/ BONDING/DISTURBERS	FAC
35	CABLE - WET	FAC
36	CABLE - CUT or DAMAGED- COPPER	FAC
37	FIBER - CUT OR DAMAGED	FAC
38	SPLICER ACTIVITY	FAC
39	DROP WIRE (BURIED OR AERIAL)	FAC
40	CROSS CONNECT AT SAC OR XCONN BOX	FAC
41	<b>VIRTUAL COLLOCATION – CIRCUIT PACK INSTALLED</b>	<b>CPE</b>
42	<b>VIRTUAL COLLOCATION – CIRCUIT PACK REPLACED</b>	<b>CPE</b>
43	SERVICE DISCONNECTED	CO, STN, FAC, INF
44	INCORRECT LINE CODING/FRAMING	CO, FAC
45	PATCHED TO SPARE SPAN (FAC)/ SWITCHED BACK TO MAIN SPAN (INF)	FAC/ INF
46	LOW SPEED FIBER CARD	CO, FAC
47	HIGH SPEED FIBER CARD	CO, FAC
48	FIBER RING - APS SWITCH FAILURE	CO, FAC
49	911 (MTCE CONTRACT - NO BILL/REBATE) SEE 94 IF NO MTCE CONTRACT	CC, CO, FAC, STN, SVB, CPE, INF
50	NCTE DEFECTIVE	STN

<b>CODE</b>	<b>DESCRIPTION</b>	<b>VALID TROUBLE</b>
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		<b>CODES</b>
51	NCTE REPLACED	STN, INF
52	WIRING AT DEMARC	STN
53	MISSING BRIDGE CLIPS (STN) MISSING COILS (FAC,CO)	CO, STN, FAC
54	MOUNTING NCTE	STN
55	EQUIPMENT RELATED TO T1 CXR	CO
56	BUILD OUT	ALL
57	UN-BUNDLED LOOP	ALL
58	NONREGULATED CUSTOMER PREMISES WIRING/CABLE INCLUDES INLINE ( NO BILLING)	CPE, NTF
59	NONREGULATED CUSTOMER PREMISES EQUIPMENT INCLUDES DATA INLINE (NO BILLING)	CPE, NTF
60	GOOD TO DEMARC - CPE/IEC TROUBLE (BILLING IS APPLICABLE)	CPE, IEC
61	CPE OR IEC (NO DISPATCH) OR CUSTOMER CANCELS REPORT PRIOR TO ISOLATION.	INF (Non- IECC)  CPE, IEC (IECC Only)
62	DISPATCH TO LOCATE OR TAG DEMARC (NO TROUBLE REPORTED) NON-BILLABLE	STN
63	CUSTOMER/VENDOR ACTION OR NEGLIGENCE	CPE,IEC, INF
64	TOK CUSTOMER REQUESTED DISPATCH/ VENDOR MEETING, NO SBC TROUBLE UPON DISPATCH	NTF
65	BOTH MAIN AND SPARE DOWN - REPAIRED ONE AND PATCHED TO RESTORE SERVICE.	FAC
66	MISSING/BROKEN/LOOSE/INCORRE CT WIRE (For CO MDF wiring see 71)	CO, STN,FAC
67	MISSING/INCORRECT OPTIONS (excluding framing or line coding options see 44)	CO, STN,FAC
68	MISSING/INCORRECT PLUGS	CO, STN,FAC

<b>CODE</b>	<b>DESCRIPTION</b>	<b>VALID TROUBLE CODES</b>
69	REPORTED IN ERROR/THIRD	IEC, INF

	PARTY	
70	TEST ASSIST	INF
71	MDF (Main Distributing Frame) WIRING (All other wiring errors see 66)	CO
72	SONET - DIGITAL OR FIBER SOFTWARE CROSS CONNECTS	CO,FAC, SVB
73	ASYN MUX - DIGITAL OR FIBER SOFTWARE CROSS CONNECTS	CO,FAC, SVB
74	OCS/ALL SETS, PRINTERS, CT, CONTROLLER, ETC.	TOK, CC, CO, SVB, NTF, STN, FAC
75	PACKET NODE HARDWARE	INF, CO
76	PACKET NODE SOFTWARE	INF, CO
77	NON MEASURED CLOSED/CR OPENED	INF
78	CHANGED O.E. (Office Equipment/Len) ON SUSPICION	CO
79	HDSL-HRU-HLU-DOUBLER (For option problems see 67, missing plug see 68)	FAC, CO, STN
80	SPECIAL STUDY	
81	SPECIAL STUDY	
82	SPECIAL STUDY	
83	SPECIAL STUDY	
84	SPECIAL STUDY	
85	SPECIAL STUDY	
86	SPECIAL STUDY	
87	SPECIAL STUDY	
88	DEREGULATED BILLING	INF
89	CKT RELEASE/MAINTENANCE BUSY PER CUSTOMER	INF
90	TEST SHOE LEFT IN PAIR ON PROTECTOR FRAME	CO
91	DID NOT TEST TROUBLE/NTF AFTER DISPATCH IN (For Dispatch OUT see 05)	NTF
92	SLC CHANNEL UNIT OR SLOT	CO, FAC
93	SLC EQUIPMENT	CO, FAC
94	911 (NO MTCE CONTRACT - BILLING/REBATE APPLIES) (SEE 49 IF MTCE CONTRACT APPLIES)	CC,CO, FAC, STN, SVB, CPE, INF

CODE	DESCRIPTION	VALID TROUBLE CODES
95	INDEPENDENT LEC	INF, IEC

96	CLASS 'A'	INF, CPE, IEC, NTF
97	WEATHER/DISASTER	Any trouble code
98	VANDALISM	STN, FAC, CO, INF
99	BUSINESS OFFICE/CPC ERROR	CO, FAC, STN, IEC, CPE
C3	TESTED TROUBLE/HANDED OFF- <b>IN</b> / CAME CLEAR (Handed Off-OUT see 03)	CC
F3	DEFECTIVE PAIR ON 4-WIRE HDSL. CONVERT TO 2-WIRE HDSL TO REPAIR.	FAC