

6 TAKING TROUBLE REPORTS

The procedure for processing trouble reports is quite simple:

1. Listen to what the customer is saying and then translate it into the appropriate trouble category.
2. Select the appropriate trouble category from the TAFI Main Menu.
3. Respond to TAFI's questions and do what TAFI says.

Being able to identify what the customer's trouble is (i.e., filtering what the customer tells you to determine the nature of the trouble) will enable you to select the appropriate starting point in TAFI. Once you have the correct starting point, TAFI takes care of the rest.

6.1 TROUBLE CATEGORIES

Each trouble category on the Main Menu is a broad description that corresponds to a family of possible trouble situations - the Sub-Menu items. In some cases, the Sub-Menu items have a further breakdown of possible trouble conditions in additional Sub-Menus. Using this approach, TAFI is zeroing in on the actual cause of the problem.

Following is a review of each Main Menu trouble category and a discussion of the various sub-menu options. To select a Sub-Menu option, the user may use the Down Arrow key or use the Hot Key selection method. The initial trouble categories were first discussed in Main Menu Window, section 5.4.5.

⇒ **Note:** A key to learning these descriptions is to always remember that the customer will be reporting trouble that affects the making or receiving of telephone calls.

The Sub-Menu options will further define the trouble condition and then lead you through the appropriate TAFI flow to process (resolve or refer to the appropriate entity for resolution) the report. We'll begin by reviewing each of these trouble categories and discuss what TAFI is looking for in each of the sub-menu items.

⇒ **Note:** LMOS requires a specific Trouble Description Code (TDC) to be entered for each report. These TDC's are automatically entered on the report by TAFI based upon the sub-menu option selected to process the report.

6.1.1 **DIAL TONE**

The central office equipment supplies the dial tone to a customer's line. Usually, you hear it the instant you pick up the phone. When this doesn't happen, the customer has a problem. Trouble reports of this nature are sent to LMOS with NDT as the trouble description code. There are several trouble conditions associated with Dial Tone problems. They are:

6.1.1.1 **NO DIAL TONE - NDT**

This trouble happens when there is a problem with the Central Office dial tone reaching the customer. The customer picks up the phone and hears either nothing or some other sound, but the dial tone does not come on, no matter how long the person waits. The problem could be with the CO, the network delivering the dial tone or the customer's wiring and/or equipment. TAFI will isolate where the problem is and recommend a course of action to fix it.

Examples of NDT trouble reports are:

"When I pick up the phone to place a call, I don't get the dialing tone."

"My phone is dead."

6.1.1.2 **AT TIMES NO DIAL TONE - ATNDT**

This is a trouble abbreviation for a dial tone problem. Sometimes the customer will pick up his phone and get dial tone. Other times there will be no dial tone. Usually this trouble is related to a central office overload condition but it can also be caused by trouble on the customer's line. ATNDT is the abbreviation for this trouble description. The customer might report to you:

"Every night around 7 o'clock, our phone goes dead for about 15 minutes."

6.1.1.3 **SLOW DIAL TONE - SDT**

Usually, you hear dial tone as soon as you pick up the telephone to call out. But with Slow Dial Tone trouble, the dial tone isn't there for a few seconds (or possibly minutes). Meanwhile, the

customer can't dial a number. This is a temporary problem, but a very irritating one. It might be reported like this:

"I have to wait several seconds before I get a dial tone."

6.1.1.4 **CAN'T BREAK DIAL TONE - CBDT**

After the first digit of a number is dialed, the dial tone normally disappears. When this happens, it is referred to as breaking the dial tone. A CBDT trouble means that the customer dialing can't get rid of the dial tone after dialing the first digit in the number. In fact, the dial tone stays, no matter how many digits are dialed. This means trouble because if the dial tone doesn't clear, customers can't get through to their number.

Your customer might say:

"The dial tone on my phone won't go away."

6.1.1.5 **DIAL TONE AFTER DIALING - DTAD**

In this case, the customer can start dialing the number as usual, and the dial tone disappears after dialing the first digit. The dial tone returns after dialing the second or third digit. Sometimes, the dial tone returns after you've dialed the seventh digit. You customer may report this trouble like this:

"My dial tone goes away, but it comes back and my call doesn't go through."

⇒ **Note:** It is very important that you recognize the difference between CBDT and DTAD. In Can't Break Dial Tone (CBDT) you can hear the dial tone after each digit you dial. In Dial Tone After Dialing (DTAD), the dial tone clears for one or more digits, but returns toward the end of the dialing or after you've finished dialing.

6.1.1.6 **BUSY/REORDER/RECORDING ON PICKUP - BSY/ROL**

This trouble description is used when the calling customer reports a busy signal, a fast busy (reorder), or a recording on the line after the customer dials several numbers. The trouble report might sound like this.

"I've been trying to call several 555 numbers all day and I get a busy signal every time."

6.1.2 OUTGOING CALL

When customers experience trouble with outgoing calls, the trouble is referred to as a CANT CALL - OTHER type trouble. The trouble description code CCO is entered in LMOS to describe Can't Call - Other troubles. These types of troubles are usually central office dialing problems. There are several types of troubles that fall under this trouble description.

One example of a CCO trouble report is:

"I can't dial out on my telephone. I get a busy every time I call someone."

6.1.2.1 BUSY/REORDER AFTER DIALING - BSY

This description is used when the calling customer reports a busy signal after dialing a number. The trouble report might sound like this.

"I've been trying to call 555-1234 all day and all I get is a busy signal."

When the customers get impatient with the busy signal, they might call and ask you:

"Will you check to see if the parties are really talking?"

"Will you check the line to see if there is trouble?"

"I've been trying to reach this number for over an hour. Will you check it?"

⇒ **Note:** If the customer asks you to only check the line to find out if there is a conversation, tell the customer:

"I'm sorry, I am unable to verify the line for you. However, I can check for trouble on the line if you wish."

If the customer feels that the busy signal is abnormal and feels there is trouble on the line, process the trouble report. This is a Calling/Called report (i.e., the party initiating the report (*the calling party*) is reporting a problem on the number he *called* and he is *not the owner* of the line in trouble). If the customer does not want to place a report, cancel the transaction in TAFI.

6.1.2.2 **ROL AFTER DIALING - ROL**

The calling customer gets a recording instead of the person that's being called. When the phone is answered (actually routed to a recording by the CO) there is a recorded message. For example:

"I'm sorry, the number you have reached is not in service at this time."

Or, maybe like this:

"I'm sorry, your call did not go through. Will you please check the number and try your call again?"

A call like this is called an intercept, because the recording cuts in instead of the call being completed to the dialed number. Select the appropriate sub-menu option to process these reports.

6.1.2.3 **DIAL TONE AFTER DIALING - DTAD**

The description of this trouble condition is the same as the one under the Dial Tone trouble category. The difference here is that the customer experiences this trouble *only when dialing certain numbers*.

6.1.2.4 **GETS WRONG NUMBER - GWN**

This trouble is just what it says. The customer gets a number that is not the one he dialed. When the calling customer gets the same wrong number time after time, you can be pretty sure there's something wrong.

6.1.2.5 **NO RING, NO ANSWER - NRNA**

The calling customer dials a number, hears the clicks or tones indicating the call went through, but does not hear a ring. After the number is dialed, nothing happens.

6.1.2.6 **GETS CUTS OFF - GCO**

This type of trouble can happen to either the calling or called customer. During conversation or even when on hold, the customer is cut off from the connection. The trouble can occur at times during the conversation, cutting off a few words at a time, or can be a complete cut off with dial tone returning to the line.

6.1.2.7 **CAN'T BREAK DIAL TONE**

This is exactly the same trouble category listed in the Dial Tone sub-menu (see Section 6.1.1.4). In some cases users had a hard time determining if a CBBDT condition was an Outgoing problem or a Dial Tone problem. To improve efficiency, the same option (and how TAFI process the report) appears in both sub-menu areas.

6.1.3 **INCOMING CALL**

Now you will learn about problems customers have with receiving calls. These are referred to as CAN'T BE CALLED troubles and the CBC trouble description code is sent to LMOS. You will use these trouble descriptions when the person reporting trouble has a problem receiving calls at all, or perhaps only a few people can't call the customer. There are several different troubles associated with this category.

6.1.3.1 **BELLS DON'T RING - BDR**

A CBC situation where the customer's phone does not ring when people call. This happens on all calls. Take this example:

"Mr. Brown tells me that the phone rings when he calls, but I don't answer. Now I've been home, and the phone certainly hasn't rung."

6.1.3.2 **BUSY WHEN DIALED - BSY**

This busy occurs when the called person is reporting trouble. The report would be something like this:

"People have been complaining that every time they call me they get a busy signal."

6.1.3.3 **BELL RINGS AFTER ANSWERING - BRAA**

This is another incoming call problem. The phone rings and the customer picks up the receiver but the phone continues to ring. The ringing will usually stop in a few minutes, but there are times when the bell continues to ring for some time.

⇒ **Note:** The customer would hear a loud ringing noise in the handset each time the CO sent an additional ringing signal. Depending upon the type of telephone sets the customers has will determine if the set actually rings or not. If the customer has a contemporary set with a tone ringer, it may make a noise. If the set is equipped with a bell, it may not actually ring.

6.1.3.4 **BELLS RING CAN'T ANSWER – RINGS & TRIPS**

In this situation, the customer answers the ringing telephone but he does not get connected to the calling party - nothing happens. Sometimes the phone just stops ringing in the middle of a ring.

⇒ **Note:** This situation is a little different from the CO shown below. In this case, nothing happens when the customer answers the phone. In the CO option, the customer answers the call OK and then gets cut off shortly after.

6.1.3.5 **GETS CALLS FOR WRONG NUMBER - CFWN**

Customer constantly receives calls for wrong numbers.

⇒ **Note:** If the customer reports that they received a call for a wrong number and it only happened one time (or very infrequently) then the caller may have just misdialed and there is no real trouble. On the other hand, if the caller tells the customer that they dialed a specific number and got them every time in error, then we do have a problem.

6.1.3.6 **CUT OFF - CO**

You just learned that this trouble can occur on outgoing calls. It can also happen on incoming calls. The customer answers a call but loses connection during the conversation. Therefore, the Gets Cut Off trouble category is selected either under the Outgoing or Incoming Main Menu selection, depending upon when it happened for the customer.

6.1.3.7 GETS ROL / INTERCEPT WHEN CALLED - ROL

Customers may report that when people try to reach them, they get a recording instead of being connected.

6.1.3.8 GETS NO ROL

In this situation, people tell the customer that when they tried to dial their number, nothing happened (no ringing, no recording - nothing).

6.1.3.9 GETS WRONG ROL

Again, when people try to dial this customer's telephone number they get a recording that's not appropriate. For example, if the caller is in the same area (city, etc.) as the customer and they get a recording saying "... you must dial a 1 or 0 before dialing this number."

6.1.3.10 RING / NO ANSWER - RNA

The calling customer dials the number of someone he is sure is there, but instead of getting an answer, the customer keeps hearing the sound of the phone ringing. It may be reported like this:

"I've been trying to reach John Doe for two days. I hear the phone ring, but no one answers."

Therefore, this trouble report would be entered as an Incoming problem on John Doe's telephone number. This case would also be considered a Calling/Called situation.

6.1.3.11 CALLING/CALLED

We have talked about calling/called troubles earlier. Remember this is the situation where the person reporting a problem (the calling party) is reporting a problem on the number that they are trying to reach (the called party).

For example:

"I have been trying to reach my mother for over an hour and I keep getting a busy signal and I know that she never stays on the phone for more than 5 minutes."

When you recognize that your customer is reporting a calling/called situation, you always take the trouble report information on the called party's telephone number.

- ⇒ **Note:** If you take the report on the calling customer's number and answer all of TAFI's questions correctly, TAFI will tell you to cancel the report and issue a new report on the called party's number. By recognizing the calling/called situation, you will save a lot of time and appear professional to your customer.
- ⇒ **Note:** If the called number belongs to another vendor, TAFI will not allow you to enter the report and you must follow your company's procedure for handling these reports. (i.e., Either refer the caller to BellSouth or take the information and report the trouble to BellSouth.)

At critical thing to remember about a calling/called report is that the customer reporting the trouble IS NOT the customer who owns the line. Therefore, they can not make decisions for the customer who owns the service.

If the test results are not conclusive (i.e., TOK, ROH, etc.) we inform the caller that *"Our test indicates there is activity on the line and you should try your call again later"*. TAFI will walk you through handling this kind of report.

You NEVER, NEVER tell a calling/called caller what the test results indicate. Remember that the MLT results are a good indication of the problem but they are not always 100% correct - or they may be misinterpreted.

6.1.4 TRANSMISSION

The trouble description code **TRAN** is used to describe transmission / noise trouble reports to LMOS. This trouble occurs when customers experience transmission problems (i.e., poor sound quality or some kind of interference) while making or receiving calls. The customer can make and receive calls but the service is affected by some type of interference.

TRAN troubles can be described in several different ways.

An example of a TRAN trouble report is:

"Every time I make a call, there is a lot of static on the line."

6.1.4.1 ROARING/BUZZING/STATIC/HUMMING

Any of these sounds can interfere with the customer's service. *Have the customer describe the kind of noise that they are experiencing* and select the appropriate selection in the Transmission sub-menu.

⇒ **Note:** Different trouble conditions can cause the customer to hear different kind of noises. For example: a defective power supply in a cordless telephone set will generate a humming noise while a loose connection in a jack (or an intermittent break in a wire) can cause the customer to hear a static/scratchy noise.

6.1.4.2 CROSSED/HEARS OTHER CONVERSATIONS ON LINE

This trouble occurs when the customer reports hearing others on the line (HOOL). In some cases the customer is unable to talk with the other party on his line, they just hears parts of their conversation (HOOL). Other times the two parties can actually talk to each other (crossed).

6.1.4.3 HEARS RADIO (MUSIC) ON LINE

Customers also sometimes experience noise in this way -- a radio playing in the background of their phone conversations.

6.1.4.4 HEARS CB / HAM RADIO ON LINE

You might have experienced this one at some point. When a CB user or HAM (Amateur Radio Operator) is using their equipment, it sometimes cuts in on phone conversations.

6.1.4.5 **CAN'T HEAR - CH**

A Can't Hear trouble is exactly that. The customer reports that he cannot hear his party very well - the volume is much, much lower than normal.

6.1.4.6 **CAN'T BE HEARD - CBH**

A Can't Be Heard trouble is just the opposite. This time the customer reports he cannot be heard very well by the called number.

6.1.5 **MEMORY SERVICE**

Selecting this trouble category from the main menu will display a sub-menu with the following services:

- TouchStar
- Call Forwarding
- Flexible Call Forwarding
- Call Waiting
- Call Waiting Deluxe
- Internet Call Waiting
- Caller ID
- Visual Director
- Ringmaster
- Three-Way Calling
- Speed Calling
- Anonymous Call Rejection
- Call Park
- Call Retrieve
- Call Pickup
- Call Hold
- Automatic Callback
- Distinctive Ring
- Privacy Director

From the sub-menu, you would select the service with which your customer is reporting trouble. TAFI will then display another sub-menu just for that service. For example, when Caller ID is selected, the following sub-menu appears:

- Caller ID Regular
- Caller ID Deluxe

Based on what your customer has told you, you will choose the correct service or feature and TAFI will direct you through a trouble call flow for that feature.

If you need help with the description of a feature, or you need to know how to use the feature, each feature can be found in the TAFI Master HELP Menu (F1) under the Feature Aids option.

6.1.6 **MEMORYCALL**

Selecting the MemoryCall option will produce a sub-menu of three options:

- Wireline
- Wireless
- Wireline and Wireless

The last two options require that the caller have an integrated wireline/wireless mailbox (i.e., both the cell phone calls and the land line calls go to the same mailbox). The CLEC user will most likely be reporting problems on the Wireline (traditional) service.

Selecting this trouble category from the main menu will display a sub-menu with the trouble situations:

- Call Will Not Go MemoryCall
- No Stutter Dial Tone
- Stutter With No Messages
- Too Few/Too Many Rings
- Password Won't Work
- Forgot Password
- Gets Generic Message
- Cannot Retrieve Messages
- Cannot Delete Messages
- Surrogate MemoryCall Doesn't Work
- Won't Work With RingMaster
- MemoryCall Plus Pager Doesn't Work
- MemoryCall Plus Doesn't Transfer On 'O'
- Message Delivery Service
- Business Delivery Service
- Business Community Messaging Service

Selecting one of these trouble situations will prompt TAFI to direct you through the trouble flow for this situation.

6.1.7 **CALLING PLANS/BILLING (ANI)**

Select the Main Menu option for Calling Plans/Billing (ANI).

6.1.7.1 **AREA CALLING PLAN**

Some customers subscribe to different calling plans offered by the local company (the old South Central or Southern Bell are BellSouth now). These plans are offered to customers as alternatives to basic local service. The plans offer ways to reduce and/or control the cost of monthly local service. Area Calling Plans and Measured Service are usually subscribed to by customers who want to reduce their basic monthly rate and/or the cost of intra-LATA long distance calls. The monthly rates for these plans vary according to the type plan subscribed to. These plans offer lower monthly telephone bills because customers pay for the amount of the monthly usage, some even are charged on a per call basis.

When customers call with a problem for this service, TAFI will check the CRIS CSR and PREDICTOR to verify customer is paying for the plan and guide you through the proper flow of the contact.

6.1.7.2 **INCORRECT BILLING (ANI)**

Remember that we are not resolving billing problems, rather determining if there is a trouble in the customer's translations that would cause unexpected billing. For resolving any billing discrepancies, transfer the customer to your business office after resolving any trouble situation. TAFI will guide you through a trouble flow for each of these situations.

6.1.7.3 **MEASURED SERVICE**

Again, TAFI compares what the customer is paying for (as shown in the CRIS CSR) against what is programmed in the central office for this customer.

6.1.7.4 **PIC VERIFICATION**

At times the customer may request verification as to which Long Distance carrier is assigned in BST's records. TAFI compares the entry on the CRIS CSR to what is programmed in the switch (CO).

6.1.8 LONG DISTANCE

Select the Long distance option on the Main Menu and press Enter. TAFI will respond with the following options:

- Outgoing
- Incoming

From time to time, customers call regarding their ability to place or receive long distance calls. With the introduction of Local Number Portability (LNP) the ability to receive calls (either LD or local) could be impacted by the customer's migration to another switch. TAFI's flows now check LNP status (and associated translations) for incoming trouble reports.

Once the user has determined that the customer's trouble is limited to long distance calls (i.e., the customer can make and receive local calls OK) the user will refer the customer to his long distance provider to resolve the problem.

Selecting either menu option above will provide a sub-menu of applicable choices to complete taking the LD trouble report.

6.1.9 PHYSICAL TROUBLES

The next trouble category is Physical. When this category is selected, the sub-menu for these trouble reports is displayed:

- Inside wire or jack trouble
- Defective CPE
- Outside plant
- Shock
- Wire tap
- Yard trouble
- Property Damage
- (BRC) Locate and Tag line
- (BRC) Vendor Meet

Physical troubles, as the name implies, relate to things that are physically broken/damaged according to the customer.

6.1.9.1 INSIDE WIRE OR JACK TROUBLE

Jack trouble:

The jack is a small box usually found mounted on the wall, for the purpose of connecting the telephone to the line. The customer might report:

"My jack is broken. I can't call out."

Inside Wire Troubles:

The inside wire is the connection between the jack and the protector. The customer might report:

“The wire along the baseboard was cut. My line is dead.”

If a customer inquires about charges for the repair of Inside Wire/Jack troubles (because they do not have a maintenance contract), follow your company’s procedure on this issue.

6.1.9.2 **DEFECTIVE CPE**

Flows for this option are under development.

6.1.9.3 **OUTSIDE PLANT**

These reports include trouble with the service wire, terminal, cable, pole or guy wires (wires that brace poles placed on corners). Here are some typical reports.

- *“That box on the pole is open. I see all kinds of wires in there.”*
- *“The wire that goes from my house to the pole is hanging very low.”*
- *“My company was digging a hole for a pool and we accidentally cut the cable.”*

After the user has selected the appropriate option from the Outside plant sub-menu, determine if the reported trouble condition is hazardous.

What is considered hazardous?

- Poles down, especially blocking traffic.
- Any wire that is hanging low.
- Any trouble condition that can cause harm to the public is considered dangerous.

If no telephone number is available, the information must be entered using the Message Report (MR) screen.

CLECs will always be reporting troubles on telephone numbers and therefore they will not be entering Message Reports. Should your customer call with this type of information please call BellSouth to report these conditions.

6.1.9.4 **SHOCK**

ACOUSTICAL AND ELECTRICAL SHOCK REPORTS

Let's talk about acoustical and electrical shock reports. What are they and what are the appropriate contact handling procedures for them?

An acoustical shock report is an expression of discomfort from the customer. An example is terrible noise on the line/phone. The customer might say:

"It hurt my ear."

"Made me dizzy."

or

"The top of my head almost came off."

HOW TO HANDLE ALLEGED ACOUSTICAL/ELECTRICAL SHOCK REPORTS

- **Do not discuss the possible cause or responsibility**
- **Do not express regret.** This implies responsibility for the cause of possible shock.
- **Do not arrange for a call back.**
- **Do not make a commitment.**

- Tell the customer, *“I will have an investigation made at once.”*
- Enter the trouble report and then *call the appropriate BellSouth center and notify a Management person.*

When a customer indicates a possible shock situation you **MUST immediately recognize what the customer is telling you and strictly adhere to the guidelines listed above.** It is critical that you follow these guidelines because not following them could lead to serious (and potentially legal) consequences.

When the customer reports a shock trouble, you MUST never discuss the possible cause of the situation - you would be guessing and may guess wrong. A team of experts in the Network organization investigate these reports and take appropriate actions. Enter *“possible acoustical shock”* in the narrative.

Although you typically express regret and apologize for the customer’s inconvenience when they report normal trouble conditions, you MUST NEVER say *“I’m sorry ...”* when handling a shock report. Since you don’t know what really happened, FOLLOW THE GUIDELINES and let the experts handle the situation.

The good news is that you will not get many shock reports - but you MUST be prepared if you should happen to get one.

6.1.9.5 WIRE TAP

Another kind of unusual report you may get is from a customer who thinks his line is tapped. There are two ways the customer may give this report to you.

- The customer might tell you his line is being tapped because the line is “noisy,” “clicking,” “making funny noises,” etc. Since this customer is reporting noise on the line, we take a “Transmission” report and offer the customer the commitment shown in the AS Field.

In the Narrative field enter *“customer thinks line is tapped”* and make sure to provide your reach number.

- The customer does not describe any trouble on the line but tells you of a suspicion that the line is tapped, make the following entries: (Check with your Manager and follow local procedures.)

- Select the Main Menu option of Physical - Wire tap
- In the narrative field be sure to report any details provided by the customer.
- Be sure to provide your Reach number.

6.1.10 DATA PROBLEMS

This sub-menu for data problems display the following:

- Can't Connect
- Gets Cut Off
- No dial Tone
- Speed

6.1.10.1 DATA TROUBLE REPORTS

As technology expands, more and more residential customers are using their telephone lines to send and receive data either with modems and/or FAX machines. Not too many years ago, the telephone company offered "special data lines" (at a premium cost) for data transmission. And these were required for transmission speeds over 2400 baud. However, with today's improved error correction modems (a very common item), transmission speeds of 28,800 baud is typical.

BellSouth has committed to ensure data transmission at 19200 baud over all 1FR circuits

When customers have trouble transmitting data, for example, they can't send or receive data, or the data is garbled (i.e., they receive random characters instead of anticipated data), this is called data failure.

For sophisticated data users, we have a special group within the Business Repair Center (BRC) that handles these kind of reports. However, with so many homes having fax machines and PC's talking to information providers, customers may call you and you must be able to handle the report. The ability to translate what your customer is telling you into the correct TAFI option is the key to timely resolutions of data problems.

For each of the four Data trouble categories, TAFI will first check to see if the customer has subscribed to a *DLS (Digital Subscriber Line – high-speed data over voice) Service*. If the customer has DSL service, TAFI will advise you to tell your customer to contact their Data Service provider.

- **Can't Connect** – TAFI will check for Call Waiting, CW Deluxe or Message Waiting. If your customer has any of these features, TAFI will provide instructions and attempt a FECO. If your customer does not have any of these features, then TAFI will test the line. If the line tests OK, TAFI will route the report to the Maintenance Administrator for Further Analysis. If TAFI finds a problem on the line, TAFI will route the report per its internal table.
- **Gets Cut Off** – TAFI will check for Call Waiting and CW Deluxe. If your customer has either of these features, TAFI will advise you to tell your customer to activate the 'cancel call waiting' option (*70) when they initiate a data call. If the customer does not have call waiting, TAFI will ask if there are any extensions on the line. If there are extensions, TAFI will advise that picking up on an extension during a data connection could interrupt the transmission. If there are no extensions, TAFI will perform a MLT test and route accordingly.
- **No Dial Tone** – TAFI will check for Message Waiting. If the customer has MW, TAFI will provide instructions and attempt a FECO. (Most modems can not recognize stutter dial tone as dial tone.) If the customer does not have MW, TAFI will advise that the end-user check all of his connections and will attempt a FECO. If the customer refuses the FECO recommendation, TAFI will perform the MLT test and will route the report accordingly.
- **Speed** – TAFI will inquire if the customer can connect at 19.2 or consistently at any rate of speed via their modem. If they can, TAFI will attempt a FECO. If they can not, TAFI will route the report to the MA for Further Analysis.

TAFI will guide you through the Data trouble flow. In most cases, if the customer can use the line for voice calls without any problem (no noise / interference) the problem is usually with the customer's equipment, misuse of the equipment or Data Service provider problem.

There is only one basic question to ask the customer:

"Have you had your data equipment checked?"

Remember, terminal equipment problems must be handled by the customer.

6.1.11 ENHANCED SERVICES

As we discussed at the beginning of this course, BellSouth is constantly expanding its products and services to become the consumer's best choice for telecommunications, information and entertainment. As of this writing, BellSouth is working to introduce three new products.

- Video
- Internet
- Wireless

BellSouth has trials in selected areas for home video service and internet access (provided by BellSouth.net) is available in a number of major cities. PCS service is just around the corner. Once these products get out of the "trial" mode, customer with these new services may be calling you to report their troubles (if these offerings are resold).

With this in mind, TAFI flows are currently under development to assist you in handling these customer calls. As they become available, your SME will provide you with specific instructions.