First Level Troubleshooting Service Impairment Categories

Internet Broadband Circuits (DSL, CABLE, FIOS)

(note, device must be connected and light status provided. <u>This assumes modem and circuit have been identified</u>.)   We want three green lights on the modems (power, DSL/CABLE, INT). We will need to know status of all three. Options to try:

A. Check equipment
   1) Power cycle device.
   2) Reseat cabling on the provider router side.
   3) Test connection on second port of modem if not working on first or if available.
   4) If Wi-Fi enabled, try connecting directly to network port on modem.
B. Provide circuit ID obtained from Site and/or Store #.
C. Call or email Company to open a ticket with the service provider.
D. Company will need light status of modem and confirmation the above has been performed.
E. Company will open a provider repair ticket when there is a circuit or modem identified to have an issue on the provider side.

Internet T1/Ethernet Engineered Circuits

From the provider supplied router and/or T1 smart jack check the circuit connectivity light. If no lights check for power to location. Once power returns follow next steps.
   o Green = Contact you internal Network Operations Center for an internal equipment check
   o Red/Amber/or Flashing = Contact Company first
A. Before calling check Provider Router Device and perform the following.
   1) Power cycle device.
   2) Reseat cabling on the provider device.
   3) Check for activity / alarm lights on router – report status.
B. Call or email Company to open a ticket with the service provider.
C. Company will open a provider repair ticket when the circuit is identified to have an issue on the provider side.

POTS Line

Identify type of trouble being reported. Guideline of questions to be asked to help determine proper resolution path.

   o No dial tone
      a. If you have cordless phones, have you tried plugging a corded phone in and do you get the same results? If the phone isn't plugged directly into the jack please do so and see if you get the same results.
      b. If no dial tone, what happens when you call the line?
   o Static issues
      a. Have you tried plugging a different phone in and do you get the same results? If the phone isn't plugged directly into the jack, please do so and see if you get the same results.
   o One-way audio

email info@carrieraccessinc.com
phone 515-987-9200
web www.carrieraccessinc.com

a. If you have cordless phones, have you tried plugging a corded phone in and do you get the same results? If the phone isn't plugged directly into the jack please do so and see if you get the same results.

o Can't make local calls
a. Have you tried to call the number from a cell phone, if not do so and see if you get the same results.

o Can't dial long distance or toll-free number
o Need detail of a call example from within 24 hrs. (Number called, calling from, time, recording.)
o To verify if PIC and LPIC are set correctly please use the following dial code PIC test (700-555-4141) LPIC test (area code-700-4141), you should get something that says welcome to "LD Provider Name", if you get that message then it's a long-distance provider issue and not a local provider issue. If you do not get that message but a fast busy or something, then PIC/LPIC will need to be checked with the local provider.