Verizon Trouble Administration Gateway (VTAG)

VTAG Support:  TA-Assist@verizon.com
ID Support:  ConnectivityManagementTeam@verizon.com
Verizon Global Wholesale site navigation

• www.verizon.com/Wholesale is the main link to get to any of Verizon’s Global Wholesale applications, as well as a means to research any information related to this line of business.
• The front of the Global Wholesale page provides a Customer Login link, which allows users to log in directly to any Wholesale Portal applications (including VTAG)
• More information can be found; VTAG information will be primarily housed under “Doing Business’ and Systems”
FAQs & Contact Us

• At the top of the Verizon Global Wholesale pages, there is a navigation bar which allows you to select “FAQs”, “Contact Us”, and other information.
  – FAQs will give you the ability to search for information based on Topic and/or Keyword information.
  – Contact Us will provide you with the most current contact information for our centers, and for the TA Support team.

• You may also communicate with the Trouble Administration Support team by sending an email to TA-Assist@verizon.com
  – Emails sent to TA-Assist@verizon.com are reviewed Monday-Friday, 8AM-5PM ET.

• The Trouble Administration team members are:
  – Manager: David Deisher
  – Subject Matter Experts: Jennifer Howard and Bonni Mills

• Individual company training is available upon request by sending an email to TA-Assist@verizon.com; otherwise, this document will be posted to the VTAG website for review as needed.
• VTAG is a web-based application accessible from the Verizon Global Wholesale website. It can also be accessed directly at [www.verizon.com/wholesale/ldp/verizontag](http://www.verizon.com/wholesale/ldp/verizontag)
• From the VTAG home page, users can log into VTAG, request access, view training documentation, and more.
Requesting a VTAG ID

• In order to gain access to VTAG, your company must be tabled in the VTAG tables, and must have an Authorization Code assigned. Once your company is tabled in VTAG and has an Authorization code, a Company User Administrator (CUA) must be assigned.
  – If you are unsure if your company is tabled for VTAG, you may send a note to ConnectivityManagementTeam@verizon.com

• The CUA will submit the initial ID request for VTAG access, using the documentation provided when he/she contacted the VTAG team through TA-Assist.

• Once a CUA is assigned, he/she will distribute the Authorization Code to the company End Users. Those End Users will then submit an ID request at www.verizon.com/wholesale/ldp/vertontag at the “Apply for VTAG Account” link.

• The CUA is then responsible for approving the request through the CUA Console. Further instructions regarding this process are available at the VTAG home page under “CUA Job Aid”.

• Questions regarding this process can be directed to ConnectivityManagementTeam@verizon.com or to the TA-Assist@verizon.com mailbox.
Logging into VTAG

- Once an individual has requested and received his/her User ID and Password for VTAG, that individual will log into VTAG from the VTAG home page.
- Once logged into VTAG, selecting the “here” link will bring that user into VTAG.
• When first logging into VTAG, you will see the WorkList Filter. This is the ‘home’ page for the VTAG functions.
• The Work List Filter is also where you will see transaction responses, and can see previous transactions you have requested.
• The WorkList can be modified to pull data by transaction type, by Date, or by Circuit ID information.
• Utilizing the Refresh button will allow you to see the most recent transactions you’ve requested in VTAG.
• The Tools dropdown menu is the method to begin transactions in VTAG.
VTAG offers many functions for both pre and post ticketing.
- Self Service (Test, etc, generally pre-ticketing function)
- Trouble Ticket (Create, Modify, Escalate, etc)
- Status & Line History (including Enhanced Status Inquiry)

The VTAG Self Service functions will be covered first.
VTAG offers the option to search for lines/circuits based upon partial ID information. Depending upon the circuit type chosen, the search criteria will change (as is shown below). The partial information will do a line search based upon 2 criteria:

- Does the Line ID match some portion of the information input?
- Does the Line ID belong to the requesting company?

Based upon this information, the response will provide a list of matched options. From there, you may proceed to other transactions. This option is available for Verizon Telecom circuits only.
VTAG Performance Monitoring Request

- This transaction can be used to retrieve available performance monitoring data for your circuit from network elements in Verizon's network through which the circuit is routed. This can be done without making a call to the Verizon Test Center.

- By definition, this performance monitoring data is historical. This tool provides a view into Verizon's buffers and is not designed to provide automatically recurring requests. So, choosing Daily will allow you to look at up to 7 days of historical data, and 15 minutes will allow you to look at up to 8 hours (32 15 minute intervals) of historical data.

- VTAG Performance Monitoring is for all Access Serial Number, Local UNE Hicap and Carrier Facility circuits only.
The VTAG Performance Monitoring results will display you the data that was available in the Verizon Buffers at the time of Request.

The Special Service Test transaction clears the Verizon buffers. So, if both tests are needed, it is recommended to run the Performance Monitor Request prior to the Special Service Test.
VTAG Special Service Test - Request

- The Special Service Test request must be done before the Trouble Ticket Create request. The results of the test will help you determine if you need to report a trouble to Verizon.

- Use Special Service Test to initiate a test on Access or Local DSO or non-channelized DS1 circuits. VTAG Special Service Test will only work if the circuit routes through locations with remote test access capability.

- The VTAG test logic performs a loopback test for 15 seconds from the first access point closest to the POP to the loopback equipment at the network interface on the customer's premises.

- It is not an exhaustive test, but rather a quick test that attempts to isolate the fault to the customer premise equipment or the Verizon network.

- A return of test information can take up to 45 minutes.
The Special Service Test Response will provide you with the Test Diagnosis Summary and Details, which outlines the test results.

The Response will also provide you with the short trouble recommendation, which will be carried over to the Create screen comments, if you choose to do a Create from this screen.
• You can use the LoopBackUp request to request a loop on the Verizon circuit.

• Location indicates Loop Location. Near end is closest to the CFA and far end is closest to the end-user.

• The test direction of A corresponds to a request to place a LoopBack facing the Interexchange Carrier while the test direction of Z corresponds to a request to place a LoopBack facing the end-user.

• Duration indicates Test Duration, and will accept whole numbers, from 1-120.
The VTAG LoopBackUp Response will indicate whether or not your request was successful.

A successful LoopBackUp Response is shown below.

<table>
<thead>
<tr>
<th>Response Code</th>
<th>0000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Description</td>
<td>Transaction completed successfully.</td>
</tr>
<tr>
<td>Additional Response Information</td>
<td>DELPHI SUCCESSFULLY SET UP LOOPBACK</td>
</tr>
<tr>
<td>Circuit ID</td>
<td>32/HCGS/111111/CV</td>
</tr>
<tr>
<td>Verizon Trouble Ticket Number</td>
<td>PT111111</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return Code</td>
</tr>
<tr>
<td>Result Type</td>
</tr>
<tr>
<td>Information Message</td>
</tr>
</tbody>
</table>
You can use the VTAG LoopBackDown Request to release a loop, if your testing completes in a lesser interval than indicated on the LoopBackUp request.

The Verizon Trouble Ticket Number given as part of your LoopBackUp Request Response is needed to completely the LoopBackDown request.
The VTAG LoopBackDown Response will indicate whether or not your request was successful.

A successful LoopBackDown Response is shown below.
Pause for Questions
The Mechanized Loop Test transaction allows you to submit a request to Verizon for an MLT that diagnoses the condition of a POTS telephone number.

The MLT request is a full test, and into Verizon’s CO and out to the Verizon Loop, all the way to the customer's CPE. This will allow the customer to see the condition of the loop and whether the trouble is in the house (CPE) or in the Verizon Loop.
VTAG Mechanized Loop Test (MLT) - Response

- On your test results, you may receive the following information:
  - Ohms and volt readings
  - Central Office (CO) line status
  - CO Dial Tone
  - Capacitive Balance
  - Loop Length

### Successful Response

<table>
<thead>
<tr>
<th>Trouble Ticket Test</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Error Code</td>
<td>0000</td>
<td></td>
</tr>
<tr>
<td>Error Description</td>
<td>Transaction completed successfully.</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>MA</td>
<td></td>
</tr>
<tr>
<td>Type of Line Prefix</td>
<td>POTS;ISDN;Cntx;PBX;Sw Unbld</td>
<td></td>
</tr>
<tr>
<td>Verizon Circuit ID</td>
<td>6175551234</td>
<td></td>
</tr>
<tr>
<td>FEP</td>
<td>Copper</td>
<td></td>
</tr>
<tr>
<td>Trouble Type Code</td>
<td>0102</td>
<td></td>
</tr>
<tr>
<td>Chronic Indicator</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Short Trouble Recommendation</td>
<td>CPE,check phone/device,close/out</td>
<td></td>
</tr>
<tr>
<td>Long Trouble Recommendation</td>
<td>CPE,vercode=0,check phone/interface device,talk to customer,close if possible or send out</td>
<td></td>
</tr>
<tr>
<td>Test Result Code</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Test Result Summary</td>
<td>TEST OK</td>
<td></td>
</tr>
<tr>
<td>Trouble Codes</td>
<td>Draft DC Tip Ring Res In Kohms, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Draft DC Tip Ring Vlg In Volts, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Draft DC Tip Grd Res In Kohms, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Draft DC Tip Grd Vlg In Volts, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DC Tip Ring Res In Kohms, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DC Tip Ring Vlg In Volts, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DC Tip Grd Res In Kohms, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DC Tip Grd Vlg In Volts, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AC Tip Ring Res In Kohms, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AC Tip Ring Vlg In Volts, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AC Tip Grd Res In Kohms, 3500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AC Tip Grd Vlg In Volts, 3500</td>
<td></td>
</tr>
</tbody>
</table>

### AC Tip Grd Vlg In Volts
- 184

### AC Ring Grd Res In Kohms
- 184

### AC Ring Grd Vlg In Volts
- Rings Tip Ring
- Rings Tip Grd
- Rings Ring Grd
- CO Line Circuit Stat
  - OK
- CO Dial Tone Stat
  - OK
- Cap Balance in Percentage
  - 100
- Loss Balance In DB
  - 65
- Loop Length In FT
  - 19100

### Length Fr CO For Open In

### Length Fr Station For Open In
- ISDN Rslt 1
- ISDN Rslt 2
- ISDN Rslt 3
- ISDN Rslt 4
- ISDN Rslt 5
- ISDN Rslt 6
- ISDN Rslt 7
- ISDN Rslt 8
- ISDN Rslt 9
- ISDN Rslt 10
- ISDN Rslt 11
- ISDN Rslt 12
- ISDN Rslt 13
- ISDN Rslt 14
- ISDN Rslt 15
- ISDN Rslt 16
- ISDN Rslt 17
- ISDN Rslt 18

### Company Code
- ZIPS
- LSWCTED219200710321300173
The ADSL High-Band Special Service Test transaction allows you to test the upper bandwidth of a line-shared circuit (e.g. SWXX) and looks at the loop.

You must remember that some of these tests are intrusive and will take the customers line out of service for the duration of the test.

Note that this service is not available in Verizon West.
VTAG ADSL High-Band Special Service Test Response

- This is an example of an ADSL High-Band Special Service Test Response.
- Scrolling through the Dialog results will provide you with the details.
This transaction is called Vertical Feature Verification in LSI-TA today. It is used to allow the customer to access the Verizon Switch for the end-user to determine what features currently reside in the switch for that number, i.e. caller ID, Call Waiting, LD Carrier, blocks on the phone, etc.

The Vertical Feature Verification transaction available POTS lines only, and only on lines in certain switches.
POTS Service Recovery allows the customer to implement temporary service alternatives, such as recorded announcements, call forwarding or make busy, until a permanent resolution can be made.

This feature is available only for Verizon East (NY and NE) states, and can only be utilized when there is an open Trouble that is in a Dispatched status.
Pause for Questions
VTAG offers many functions for both pre and post ticketing.

- Self Service (Test, etc, generally pre-ticketing function)
- Trouble Ticket (Create, Modify, Escalate, etc)
- Status & Line History (including Enhanced Status Inquiry)

The Trouble Ticket (Open) functions will be covered next.
Most of the transactions in VTAG will rely on the Pre-Validation screens. This screen will always follow the two basic format shown below, with a few variations.

After a ticket is created, the post-create screens will allow you to select how you would like to proceed. Choosing the Circuit/Line/2-6 Code option will display an input screen similar to the Create pre-validation screen. Customer Reference Number and Verizon Trouble Ticket Number will provide a single entry box for you to supply that information.
Creating a ticket via VTAG

- Once you have passed the pre-validation screen with a valid line or circuit ID that belongs to your company, you will be presented with the Trouble Ticket Create Screen.
- Depending upon the type of Line or Circuit selected on the pre-validation screen, additional fields may appear, and the Required fields may change.
- The information supplied on this screen will be used to work your trouble ticket to completion.
- The screen below is the standard screen for Verizon Telecom circuits.
Creating a ticket via VTAG

- Below is a sample of a POTS Create screen

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line or Circuit Type</td>
<td>POTS</td>
</tr>
<tr>
<td>State</td>
<td>NY</td>
</tr>
<tr>
<td>Customer Reference Number</td>
<td></td>
</tr>
<tr>
<td>Trouble isolated to the network side of NID/ONT</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Line Tested</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Trouble Type/Symptom Code Group</td>
<td>Select...</td>
</tr>
<tr>
<td>Trouble Narrative</td>
<td></td>
</tr>
<tr>
<td>Your Callback Name</td>
<td>Sys Admin Verizon</td>
</tr>
<tr>
<td>Do you authorize dispatch to end user premises?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Premises Name</td>
<td></td>
</tr>
<tr>
<td>Premises Address</td>
<td>21 FALLSRDHUDSON</td>
</tr>
<tr>
<td>Contact at Premises Name</td>
<td></td>
</tr>
<tr>
<td>Contact at Premises Email</td>
<td></td>
</tr>
<tr>
<td>Contact at Premises Pager</td>
<td></td>
</tr>
<tr>
<td>Your Email</td>
<td></td>
</tr>
<tr>
<td>Override Handling Code</td>
<td>-- Select</td>
</tr>
<tr>
<td>Premises Access Hours</td>
<td>□ 24 Hours Access</td>
</tr>
<tr>
<td>Your Callback TN</td>
<td>9727180056</td>
</tr>
<tr>
<td>Called Number</td>
<td></td>
</tr>
<tr>
<td>Premises TN</td>
<td></td>
</tr>
<tr>
<td>Contact at Premises TN</td>
<td></td>
</tr>
<tr>
<td>Contact at Premises Fax</td>
<td></td>
</tr>
<tr>
<td>Associated TN</td>
<td></td>
</tr>
<tr>
<td>Release for Intrusive Testing (Circuit Access)?</td>
<td>Yes, anytime</td>
</tr>
<tr>
<td></td>
<td>Yes, at these times</td>
</tr>
<tr>
<td></td>
<td>No, requesting circuit monitoring only</td>
</tr>
</tbody>
</table>

Quick resolution of your trouble can only be provided if you have verified your premises and circuit information above. Selecting this checkbox implies that you agree the premises address and contact information, as well as premises hours and circuit access hours shown above are valid and that Verizon may proceed with trouble ticket management.

Submit  Reset  Cancel

* Indicates required field.
Creating a Ticket via VTAG - Trouble Type Codes

- VTAG will provide the English description of all Trouble Type codes, as per Telcordia standards.
- Selecting the Trouble Type/Symptom group will drive the options available in the Trouble Type/Symptom Code dropdown.
VTAG also offers the ability to perform a Multi-Ticket Create. In order to perform a Multi-Ticket create, the lines must have the same common address, and the same common cause. Also, you can only enter all POTS lines, or all Serial; you may not mix line types.

The Create process for Multi-Ticket create has several steps.

- The customer must first populate the Trouble Type code and indicate the lead circuit. Once that information is submitted, the customer will see the secondary screen where additional lines can be entered. Once all data is populated, customer will be brought to Create screen for more information (see Create screens).
Creating a ticket via VTAG

- The screen below is one of the formats you will see for Verizon Business lines/circuits.
- Notice at the bottom of the screen, there are additional questions and sections to input information.
The Create and the Modify screens are very similar in VTAG. However, several notable differences are seen:

- The Verizon Trouble Ticket number is displayed
- The Trouble Type/Symptom Code is displayed and is non-editable
- If the customer authorized Dispatch to the End User Premises on create, this cannot be changed back to No as part of the Modify.
Create/Modify Response via VTAG

- Once you have submitted your Trouble Ticket Create or Modify Request, you will be able to view the response from the WorkList Filter.

- Viewing this response will reiterate the information you provided during the create process, and will provide you additional information supplied by Verizon. An example of the Verizon provided information is shown here.

- The screen shot gives only a portion of the information available in the Create Successful response.
VTAG offers the customers the ability Request to Cancel an open ticket via VTAG. This will place a request on the logs and will only initiate a ticket Cancel when a ticket is in a status available for cancellation. *It is wise to call the center if a true ticket closure is needed.*

**Cancel Trouble Ticket**

- **Cancel By:** [Enter Verizon Trouble Ticket Number]
- **Reason for the Request to Cancel:**

  *Indicates required field.*

  **Note:** This request will only place a note in the backend system logs. To have the ticket cancelled, please follow existing procedures. **Note:**
• Should you find it necessary to escalate a Verizon trouble ticket, you may do so from within the VTAG GUI by utilizing the “Request Escalation” Feature.

• Escalation Requests will display your current ticket status so that you may review any updates prior to your escalation.

• You can see the provided escalation level and contact person from this screen; to request further, select the requested escalation level and provide details in the Remarks section prior to Submit. This action will submit your request for review.

• If your escalation is accepted, you will see the response in both the Quick Status screens and the Escalation Request screen.
Repair Verification via VTAG

- VTAG tickets rely on a Repair Verification process to finalize closure for Access and UNE Hicap circuits. POTS lines will auto-close.
- The Center Technicians will put a ticket that was electronically created into a Repair Verification status. At that point in time, the VTAG user is responsible for monitoring the Repair Verification filter to accept or deny closure. If the closure is not accepted or denied in VTAG, the ticket will auto-close after 72 hours.
- This filter defaults to the logged in user’s tickets only, but the Supervisor’s ID can be supplied in the Requested By field to retrieve all tickets within that user’s work group.

This report is cleared and is awaiting customer verification. Please verify and indicate below whether you accept or deny the trouble clearance. This trouble will be closed 72 hours after notification if no confirmation is received.

- **Circuit ID**: 32/HCGS/111111/NY
- **Customer Reference Number**: 323
- **Verizon Trouble Ticket Number**: T8999999
- **Cleared Date and Time**: 03/23/2011 10:57 PM
- **Closeout Narrative**: OCT TESTS OK IN V2 NETWORK PLS GV US YOUR FEEDBACK
- **Trouble Found**: NoTroubleFound

- **Yes, I concur. This trouble is cleared.**
- **No, this circuit still appears to be in trouble.**

**Additional Comments**

Required if "No" is selected.

Submit  Read  Done

* indicates conditional field.
Pause for Questions
• VTAG offers many functions for both pre and post ticketing.
  - Self Service (Test, etc, generally pre-ticketing function)
  - Trouble Ticket (Create, Modify, Escalate, etc)
  - Status & Line History (including Enhanced Status Inquiry)

• The VTAG Status and History options offered will be covered next.
• Prior to opening a trouble ticket with Verizon, the customer may submit a POTS Commitment Inquiry, which allows the customer to view the current offered commitment date and time for trouble maintenance without opening a trouble ticket.

**No Verizon Trouble Ticket is created during the Ticket Inquiry process.**
The Enhanced Status Inquiry report will allow you to see:
- A snapshot of the tickets opened on a given circuit
- A status snapshot on a given Customer Trouble ticket or Verizon Trouble Ticket.

Both the Enhanced Status Inquiry Summary & Report will retrieve information from the last 45 days.

Both Enhanced Status Inquiry Report & Summary are available for Verizon Telecom circuits only.

Enhanced Status Inquiry report will allow you to search by Circuit ID, 2-6 Code, Verizon Trouble Ticket Number or Customer Reference Number.

You can select any item in Red to hyperlink to more information.
To retrieve a list of Open tickets for your company, you may use the Enhanced Status Inquiry Summary option. You may refine your search as much as you like, but you must choose at least two of the following:

- Partial Circuit ID (Requires an exact partial match, i.e. capitalization)
- State
- Media (Current options include ALL, VTAG, EBTA, TAXI, and Manual)
To retrieve a list of Open or Closed tickets for your company, you may use the Enhanced Status Inquiry Summary option. The search functions are the same as for Open tickets, but you will choose the “Closed” radio button. In addition to the ticketing information shown for Open tickets, you will see the Trouble Ticket Close information when selecting the ticket hyperlink.
Quick Status via VTAG

- Users may access their ticket status via VTAG by choosing the Quick Status option in the Tools dropdown menu.

- The status screen will show basic ticket details, as well as the full technician’s notes to the customer.

- Customers may also choose the red magnifying glass next to the Trouble Ticket Status verbiage to see a full status progression on their ticket.

- Technician’s notes and the status progression are shown newest to oldest.

### Quick Status Successful Response

<table>
<thead>
<tr>
<th>Status Inquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Code</td>
</tr>
<tr>
<td>Response Description</td>
</tr>
<tr>
<td>Circuit ID or 2-6 Code</td>
</tr>
<tr>
<td>Verizon Trouble Ticket Number</td>
</tr>
<tr>
<td>Customer Reference Number</td>
</tr>
</tbody>
</table>

### Trouble Ticket Close Information

| Trouble Cause Description | - N/A |
| Trouble Disposition Description | - N/A |

### Trouble Ticket Status Progression

<table>
<thead>
<tr>
<th>Status Date and Time</th>
<th>Trouble Ticket Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/23/11 03:43 AM</td>
<td>CLEARED AWAITING CUSTOMER VERIFICATION</td>
</tr>
</tbody>
</table>

### Technician’s Notes to the Customer

- **Date and Time:** 03/23/11 03:43 AM
  - **Note:** /NETCTRGR8 VPS TESTER HAS PICKED UP AND IS WORKING THIS TICKET. FURTHER STATUS WILL BE FORTHCOMING.

- **Date and Time:** 03/23/11 03:24 AM
  - **Note:** /TOS-TOK WE DO NOT SEE TROUBLE IN THE VERIZON NETWORK, PLEASE ACCEPT THIS REQUEST TO CLOSE OR CALL TO INITIATE COOPERATIVE TESTING.

- **Date and Time:** 03/23/11 03:23 AM
  - **Note:** DELPHI: RESULT: CIRCUIT TESTS OK. NO TROUBLE INDICATED

- **Date and Time:** 03/23/11 03:23 AM
  - **Note:** DELPHI: PERFORMANCE-MONITORING OBSERVED ERRORS TOWARDS Z-END.

- **Date and Time:** 03/23/11 03:22 AM
  - **Note:** DELPHI: CHECKING FOR PERFORMANCE MONITORING DATA

- **Date and Time:** 03/23/11 03:19 AM
  - **Note:** DELPHI: PATTERN 1IN8 (302 SEC.) TO THE Z-END NETWORK INTERFACE PASSED

- **Date and Time:** 03/23/11 03:19 AM
  - **Note:** DELPHI: PATTERN QRS (302 SEC.) TO THE Z-END NETWORK INTERFACE PASSED
VTAG offers two History Functions that will allow you to see ticket history on a single circuit/line, the Circuit Ticketing History and Extended Circuit Ticketing History.

Circuit Ticketing History will show the 5 most recent tickets within 45 days

The Extended Circuit Ticketing History presents closed trouble report history on a circuit for the past 12 months for Verizon East circuits and for the past 400 days on Verizon West circuits.

### Extended Trouble History Information

<table>
<thead>
<tr>
<th>Instance</th>
<th>Recvd Dt</th>
<th>Closed Dt</th>
<th>Trbl Typ Cd</th>
<th>Dispo Cd</th>
<th>Trbl Ht Num</th>
<th>Cause Cd</th>
<th>Final Status</th>
<th>Trbl Seq</th>
<th>Trbl Rtn Cat</th>
<th>Closeout Narr</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>02/03/11 06:24:00 AM</td>
<td>1014</td>
<td>0416</td>
<td>TB9999999</td>
<td>0317</td>
<td>Unknown Code:0416</td>
<td>1</td>
<td>CR</td>
<td>CNT UP S3/HDD/MD/HTEC CHNGD DEF LG PR</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>02/23/11 05:53:00 PM</td>
<td>1014</td>
<td>N/A</td>
<td>TB0000000</td>
<td>N/A</td>
<td>No Trouble Found</td>
<td>1</td>
<td>CR</td>
<td>NO ACCESS TO PREM, LEFT VM NO RESPONSE, CHECKED F1 BUT</td>
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<td>3</td>
<td>02/07/11 02:02:00 PM</td>
<td>1014</td>
<td>1200</td>
<td>TB7777777</td>
<td>0600</td>
<td>Unknown Code:1200</td>
<td>1</td>
<td>CR</td>
<td>CUS NEEDS TO SCHEDULE ACCESS, PLS open Vender meet TKT</td>
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<td>4</td>
<td>06/30/10 05:01:00 PM</td>
<td>0802</td>
<td>N/A</td>
<td>TB6666666</td>
<td>N/A</td>
<td>Facility</td>
<td>1</td>
<td>CR</td>
<td>DOWN/CHANGED PAIR</td>
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**Note:** All times displayed on this page are in Eastern Time.
### Open forum and Q&A

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<th>VTAG Transaction Name</th>
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<td>Look Up Circuit ID</td>
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<tr>
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<td>Performance Monitoring</td>
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<tr>
<td>Trouble Ticket Test</td>
<td>Mechanized Loop Test</td>
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<tr>
<td>Special Service Test</td>
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<td>ADSL High-Band Special Service Test</td>
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<td>POTS Feature Verification</td>
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<td>Extended Circuit Ticketing History</td>
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- [www.verizon.com/wholesale](http://www.verizon.com/wholesale)
- [www.verizon.com/wholesale/ldp/verizontag](http://www.verizon.com/wholesale/ldp/verizontag)
- VTAG Support: TA-Assist@verizon.com
- ID Support: ConnectivityManagementTeam@verizon.com