



Resale at Retail Services Manual
Section V.
Trouble Administration

1.0 Trouble Administration

This section:

- Provides a high-level overview of the trouble administration process as it pertains to Resellers
- Describes trouble administration roles and responsibilities of both the Reseller and TDS Telecom.
- Lists Reseller procedures for submitting a trouble report to TDS Telecom.

2.0 Parity Treatment

TDS Telecom provides repair services to Resellers in the same manner that repair services are provided to TDS Telecom retail customers.

TDS Telecom personnel are prohibited from the following activities when dispatched on a Reseller trouble:

- Initiating sales and win-back attempts
- Discussing retail rates
- Performing any additional work not authorized by the Reseller

3.0 Trouble on Resold Lines

The trouble administration process begins with the discovery that a line is not functioning properly. For example, this could occur when an end user realizes that their Plain Old Telephone Service (POTS) is experiencing poor sound quality, no dial tone, or another trouble condition. When this occurs, the end user contacts their Reseller to report a trouble on their line.

1. Reseller Trouble Isolation
 - The Reseller is responsible for gathering facts from the end user.
 - The Reseller is also responsible for testing end user's lines for determination trouble is in facilities to be maintained by TDS Telecom.
2. Reseller Submits Trouble Report to TDS Telecom



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When the Reseller's end user reports that a problem exists on a line and the Reseller determines that the trouble is located in TDS Telecom's network, the Reseller submits a trouble report to TDS Telecom. Depending upon the results of the Reseller's analysis and testing, different information must be provided to TDS Telecom. At a minimum, the Reseller must provide certain required information as further detailed below. The process by which a Reseller reports a trouble to TDS Telecom is discussed in more detail in later parts of this section.

3. TDS Telecom Processes Trouble

Reseller trouble reports are placed in the same work queues as all other TDS Telecom retail troubles, and are prioritized based on service impact and type of service without regard to the provider.

4. TDS Telecom closes the trouble

When the trouble is resolved, TDS Telecom closes the trouble report and notifies the Reseller of the trouble condition found, work completed, cause of the trouble if known, and any applicable charges.

4.0 The Reseller's Role in Trouble Administration

4.1 Reseller Trouble Administration

The Reseller is required to perform trouble administration for its customers just as TDS Telecom is responsible for its retail customers. The Reseller must provide its customers with a process for reporting troubles associated with the end user services provided by the Reseller.

The Reseller is responsible for obtaining all trouble information from its end user. **Resellers should not provide its end users with TDS Telecom contact numbers.**

TDS Telecom requires the Reseller to provide a contact name and telephone number on all trouble reports where return calls can be made by TDS Telecom if access or additional information is needed.



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4.2 Maintaining Customer Data

TDS Telecom expects that each Reseller maintain its customer account information. This information includes, but is not limited to:

- Name, address and telephone number/ circuit number
- Billed services

4.3 Providing A Point Of Contact

Each Reseller is required to provide a appropriate point of contact information to resolve service related issues with TDS Telecom.

It is expected that the Reseller also provide alternative points of contact that are available or accessible 24 hours a day, 7 days a week.

TDS Telecom and the Reseller will review contact information periodically and provide updates as required.

4.4 Trouble Analysis By Reseller

The Reseller is responsible for performing trouble analysis on end user troubles. If the Reseller determines that the trouble is in the TDS Telecom local loop, the Reseller will submit a trouble report to TDS Telecom designated service center. The Reseller will handle any other types of end user trouble (i.e., Customer Premise Equipment (CPE), InterLATA carrier, IntraLATA carrier, etc.) accordingly. TDS Telecom does not handle CPE, InterLATA, or IntraLATA troubles (unless TDS Telecom is the IntraLATA carrier).

4.5 Reseller Submits Trouble To TDS Telecom

Once the Reseller has determined that the trouble is in TDS Telecom's network, the Reseller makes a trouble report to TDS Telecom.

4.6 Accurate Trouble Reporting

The Reseller is responsible for ensuring that the trouble report is accurate. TDS Telecom cannot process incorrect or incomplete trouble reports.

In addition, TDS Telecom is not responsible for delays and/or charges resulting from inaccurate trouble information provided by the Reseller.



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4.7 Access Arrangements

When the Reseller reports a trouble to TDS Telecom and receives an appointment time, the Reseller is responsible for coordinating premises access arrangements with its end user.

4.8 Charges Issued To Resellers

When necessary, TDS Telecom issues charges to the Reseller and not to the Reseller's end user. The Reseller is responsible to research and investigate any charges it determines are incorrect or unwarranted.

5.0 Submitting Trouble Reports

5.1 Manual Trouble Reporting

The manual trouble administration process is contained in five (5) basic steps:

- Initial trouble reporting and verification of account
- Testing and fault isolation
- Resolution
- Close-out of trouble
- Notification of repair

5.2 Initial Trouble Reporting and Verification of Account

The Reseller receives trouble reports from the end user and determines the trouble is located in the TDS Telecom network.

Resellers report troubles for all types of service to the TDS Telecom CSC by calling:

TDS Telecom Designated Service Center
(Usually the Repair Number in the Local Directory)



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Resellers reporting troubles must identify themselves and provide the following information:

Company Name: The correct name of the Reseller company.

OCN: The Operating Company Number (OCN) assigned to Reseller.

Trouble: The Reseller identifies the trouble by using the exact format provided by TDS Telecom when provisioned. This information can be either a 10 to 15 digit telephone number or a circuit number.

Listed Customer Name: The name of the end user listed on the account.

Service Address: The end user's address.

Trouble Description: The Reseller provides the following information to TDS Telecom:

- Trouble condition reported by the end user and Reseller trouble isolation efforts.
- Any additional information that may be helpful in isolating the fault.

5.3 Testing and Fault Isolation

Once the account has been identified, TDS Telecom maintenance personnel will assist the Reseller, where possible, in isolating the fault. For POTS type services that are MLT testable, TDS Telecom maintenance personnel will perform a MLT test and will enter the trouble into the TDS Telecom Trouble Tracking System.

The Reseller will decide whether a dispatch is warranted. TDS Telecom personnel will assist the Reseller in determining whether the trouble is located in the central office or located in the outside plant. The Reseller is responsible for authorizing the dispatch. An authorization for a dispatch includes all work operations required to repair the trouble. If the Reseller authorizes a dispatch, then the Reseller is responsible for any charges resulting from an erroneous dispatch and is to provide a Purchase Order Number (PON) at the time of the authorization.



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5.4 Resolution

If the Reseller authorizes TDS Telecom to perform work, a trouble is entered in the Trouble Tracking System at the appropriate work center. The Reseller must supply the following information:

Access: The Reseller arranges access hours to the end user's location.

Access Person And Contact Number: The Reseller provides a contact name and number. This person's telephone number should be provided so that access can be verified at the end user's location.

Reseller Contact Person and Contact Number: The Reseller provides a contact person's name and a contact number to TDS Telecom.

Reseller Ticket Number: If the Reseller has a ticket number used in their system for reference, the Reseller provides the ticket number to TDS Telecom. TDS Telecom uses this ticket number as a cross reference.

Remarks and Helpful Information: The Reseller provides any additional information needed for the TDS Telecom technician. Additional information includes directions to the customer location or hazards that exist around the service area.

TDS Telecom prioritizes "Out of Service" troubles higher than "Affecting Service" troubles.

Once the report is taken and forwarded to the appropriate center, TDS Telecom performs process monitoring. TDS Telecom personnel check the trouble as it nears the scheduled appointment time to ensure that it is processed properly.

Appointment Times: Once the trouble is entered into the Trouble Tracking System, the Reseller is advised of the appointment time assigned to the trouble, if the trouble is on a POTS service. For special services, an estimated restoration time is provided.

Reseller troubles receive the same appointment time assigned to TDS Telecom retail troubles.



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5.5 Close-Out of Troubles

TDS Telecom personnel will contact the Reseller contact person and will provide the following close out information:

Trouble Found: A description of the trouble found.

Work Completed: A description of the work performed to repair the trouble.

Trouble Cause: A description of what caused the trouble, if known.

Applicable Charges: Any charges associated with the repair effort.