

Large Filing Separator Sheet

Case Number : 05-834-TP-CSS

File Date : 5/2/07

Section : 3 of 3

Number of Pages : 76

Description of Document : Transcript

02-28-02 0652A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=02-23-02 152P 1.TH-KEY=02-19-02 821P 2.TH-KEY=01-08-021044A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=02-27-02 1001P O/S
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=102 DIS=0711 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=02-27-02 0924P COM=02-28-02 0600P RSA=543
CALLED-NO= - - CATEGORY=1 VER=B0 CVER=
NAR NDT CRA ICAS NDT AP/AC TEST:TST SYS BSY RPTD BY MS REQ RETEST
NAR A 0600A B 3308139173
02 DATE&TIME=02-27-02 0924P EC=543 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=B0
NAR ICAS98
03 DATE&TIME=02-27-02 0925P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=B0
NAR ICAS98 724AHSSMTEST E105
04 DATE&TIME=02-27-02 0925P EC=299 STATUS=PSH RTE=00000200 WP=SCR RSLT-CDE=908
NAR ICAS98 SSM FURTHER TESTING
05 DATE&TIME=02-27-02 0959P EC=917 STATUS=PS RTE=00000100 WP=SCR RSLT-CDE=108
NAR SSM53 PEND SCR RES OOS B0 OFF OVERFLOW TEST EQUIP BUSY OOS
06 DATE&TIME=02-27-02 1000P EC=598 STATUS=GBR RTE=00000598 WP=TST RSLT-CDE=108
NAR BKV2598
07 DATE&TIME=02-27-02 1001P EC=598 STATUS=CCA RTE=00000598 WP=CRI RSLT-CDE=
NAR BKV2598
08 DATE&TIME=02-27-02 1001P EC=598 STATUS=CLO RTE=00000598 WP=NWP RSLT-CDE=
NAR BKV2598 LN TST OK CHK CPE

03-07-02 1216P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=02-28-02 652A 1.TH-KEY=02-23-02 152P 2.TH-KEY=01-08-021044A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-07-02 1150A

DISPT #SUB=000
FL1=0 FL2=0 FL3=0 TYP=300 DIS=0381 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=03-02-02 0449P COM=03-07-02 1200P RSA=387

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR TRAN \$ICAS CH AP/AC TEST:TOK REQ DISP PM RPTD BY FRANCESCA RPT TRBL

NAR A 0600A B DO NOT CLOSE 3303139137

02 DATE&TIME=03-02-02 0449P EC=387 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR ICAS98

03 DATE&TIME=03-02-02 0451P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR ICAS98 724AHCONAS E32R

04 DATE&TIME=03-02-02 0451P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908

NAR ICAS98 CONSUMER AFFECTING SERVICE

05 DATE&TIME=03-02-02 0452P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 03-02-02 0553P

06 DATE&TIME=03-02-02 0452P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 03-03-02 1053A

07 DATE&TIME=03-02-02 0452P EC=899 STATUS=PRD RTE=00000072 WP=NWP RSLT-CDE=

NAR GDS FFEASSIGNED FOR WORK TODAY 03-07-02 0654A

08 DATE&TIME=03-02-02 0452P EC=899 STATUS=DPO RTE=00000072 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 03-07-02 1050A

09 DATE&TIME=03-07-02 1050A EC=899 STATUS=DPO RTE=00000072 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

10 DATE&TIME=03-07-02 1120A EC=072 STATUS=DPO RTE=00000072 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

11 DATE&TIME=03-07-02 1150A EC=072 STATUS=CCA RTE=00000169 WP=CRO RSLT-CDE=

NAR GDS ;TR2542;

12 DATE&TIME=03-07-02 1150A EC=899 STATUS=CLO RTE=00000169 WP=NWP RSLT-CDE=

NAR GDS DT GD TO JK NTF CM CLR SUB CHRONIC

03-14-02 0207P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=03-07-021216P 1.TH-KEY=02-28-02 652A 2.TH-KEY=01-26-021224P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-14-02 0157P O/S
DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=402 DIS=0381 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=03-13-02 0902P COM=03-14-02 0600P RSA=575

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR CBC CRA \$ICAS DMNDS DISP GCO CCO AP/AC TEST:TOK MTSSQ RPTD BY MRS

NAR A 0600A B 3308139137

02 DATE&TIME=03-13-02 0902P EC=575 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR ICAS98

03 DATE&TIME=03-13-02 0902P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR ICAS98 724AHCONOS E32R

04 DATE&TIME=03-13-02 0902P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=106
NAR ICAS98 CONSUMER OUT OF SERVICE

05 DATE&TIME=03-13-02 0903P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 03-14-02 0557A

06 DATE&TIME=03-13-02 0903P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 03-14-02 1114A

07 DATE&TIME=03-13-02 0903P EC=899 STATUS=DPO RTE=00000074 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 03-14-02 1131A

08 DATE&TIME=03-14-02 1131A EC=899 STATUS=DPO RTE=00000074 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=03-14-02 1146A EC=074 STATUS=DPO RTE=00000074 WP=FR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

10 DATE&TIME=03-14-02 0157P EC=074 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN - Docomp

11 DATE&TIME=03-14-02 0157P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;MP7482;REPLACED DROP AND HUNG NEW NID

03-18-02 1126A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=03-14-02 207P 1.TH-KEY=03-07-021216P 2.TH-KEY=01-26-021224P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-18-02 1115A O/S
DISPT #SUB= 2
FL1=0 FL2=0 FL3=0 TYP=102 DIS=0962 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=03-16-02 0955P COM=03-18-02 1200P RSA=663
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR NDT CRA APAC LINE IS DEAD SUB DMDS DISP MTSS
NAR A 0600A B PER FRANCHESCA 3308139137
02 DATE&TIME=03-16-02 0955P EC=663 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKV2663
03 DATE&TIME=03-16-02 0956P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR BKV2663 724AHCONOS E32R
04 DATE&TIME=03-16-02 0956P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108
NAR BKV2663 CONSUMER OUT OF SERVICE
05 DATE&TIME=03-16-02 0957P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 03-17-02 0620A
06 DTR=03-17-02 0701A COM=03-18-02 1200P RSA=540
CALLED-NO= - - CATEGORY=1 VER=NV CVER=
NAR NDT CRA APAC LINE IS DEAD SUB DMDS DISP MTSS
NAR BKV2540
NAR A 0600A B PER FRANCHESCA 3308139137
07 DATE&TIME=03-17-02 0701A EC=914 STATUS=PDO RTE=00000320 WP=NWP RSLT-CDE=000
NAR SSM53 OVR CUST DMDS DISPATCH OOS
08 DTR=03-18-02 0837A COM=03-18-02 1200P RSA=530 COM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR NDT ICAS DMDS DISP RPTD BY MS
NAR ICAS98
NAR A 0600A B PER FRANCHESCA 3308139137
09 DATE&TIME=03-18-02 0902A EC=899 STATUS=DPO RTE=00000899 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
10 DATE&TIME=03-18-02 1020A EC=899 STATUS=DPO RTE=00000899 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
11 DATE&TIME=03-18-02 1115A EC=899 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCOMP
12 DATE&TIME=03-18-02 1115A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;MD5913;NTF IFD COMP. TST OK TO NI

03-19-02 0346P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=03-18-021126A 1.TH-KEY=03-14-02 207P 2.TH-KEY=02-04-02 606A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-19-02 0336P O/S
DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=402 DIS=1341 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=03-18-02 0346P COM=03-19-02 0600P RSA=820
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR CBC CRA \$IC GCO.TMQ.RPT TRBL SAYS TEK JST LET,BUT TRBL CONTINUES.IC GCO AFTR
NAR FEW SECNDS.MTSS.POSS IW TRBL
NAR A 0600A B 3308339173

02 DATE&TIME=03-18-02 0346P EC=820 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKV2665

03 DATE&TIME=03-18-02 0348P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR BKV2665 724AHCONOS E32R

04 DATE&TIME=03-18-02 0348P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108
NAR BKV2665 CONSUMER OUT OF SERVICE

05 DATE&TIME=03-18-02 0350P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 03-18-02 0745P

06 DATE&TIME=03-18-02 0350P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 03-19-02 0726A

07 DATE&TIME=03-18-02 0350P EC=899 STATUS=PRD RTE=00000067 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 03-19-02 1020A

08 DATE&TIME=03-18-02 0350P EC=899 STATUS=DPO RTE=00000067 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 03-19-02 1022A

09 DATE&TIME=03-19-02 1022A EC=899 STATUS=DPO RTE=00000067 WP=DO RSLT-CDE=
NAR GDS DC-PROVIDED DISPATCH START TIME

10 DATE&TIME=03-19-02 1030A EC=067 STATUS=DPO RTE=00000067 WP=RR RSLT-CDE=
NAR GDS DC-PROVIDED ON-PREM DATE AND TIME

11 DATE&TIME=03-19-02 0148P EC=067 STATUS=RMR RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS MOVE TO TECH 935 PER FMAN S.MERRITT

12 DATE&TIME=03-19-02 0148P EC=899 STATUS=PRD RTE=00000067 WP=NWP RSLT-CDE=
NAR GDS MOVE TO TECH 935 PER FMAN S.MERRITT

13 DATE&TIME=03-19-02 0148P EC=899 STATUS=PRD RTE=00000935 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 03-19-02 0149P

14 DATE&TIME=03-19-02 0148P EC=899 STATUS=DPO RTE=00000935 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 03-19-02 0216P

15 DATE&TIME=03-19-02 0216P EC=899 STATUS=DPO RTE=00000935 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

16 DATE&TIME=03-19-02 0245P EC=935 STATUS=DPO RTE=00000935 WP=RR RSLT-CDE=
NAR GDS DC-PROVIDED ON-PREM DATE AND TIME

17 DATE&TIME=03-19-02 0336P EC=935 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCOMP

18 DATE&TIME=03-19-02 0336P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;AD1427;NO TROUBLE

03-28-02 1158A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=03-19-02 346P 1.TH-KEY=03-18-021126A 2.TH-KEY=02-09-02 943A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-28-02 1147A O/S
DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=102 DIS=0962 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=03-28-02 0750A COM=03-28-02 1200P RSA=119

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR NDT CRA \$ICAS CBC GCO NDT AT POSSIBLE IW TRBLE RPTD BY MRS BRUMLEY REQ DIS
NAR P

NAR A 0600A B 3308139137

02 DATE&TIME=03-28-02 0750A EC=119 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR ICAS98

03 DATE&TIME=03-28-02 0750A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR ICAS98 724AHCONOS E32R

04 DATE&TIME=03-28-02 0750A EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108

NAR ICAS98 CONSUMER OUT OF SERVICE

05 DATE&TIME=03-28-02 0752A EC=899 STATUS=DPO RTE=00000167 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO

03-28-02 0950A

06 DATE&TIME=03-28-02 1000A EC=899 STATUS=DPO RTE=00000167 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

07 DATE&TIME=03-28-02 1015A EC=167 STATUS=DPO RTE=00000167 WP=RE RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

08 DATE&TIME=03-28-02 1147A EC=167 STATUS=CFA RTE=00000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN - DOCOMP

09 DATE&TIME=03-28-02 1147A EC=899 STATUS=CLO RTE=00000899 WP=FWP RSLT-CDE=

NAR GDS ;BR3673;DT GOOD TO JACKS

MAINTENANCE TICKET

S-6218B

03-29-02 0404P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
 BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC

0.TH-KEY=03-28-021158A 1.TH-KEY=03-19-02 346P 2.TH-KEY=02-09-02 943A
 COTYPE=C NNID=330672 RRT=0108 CLEARED=03-29-02 0231P
 #SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1121 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=03-29-02 0228P COM=04-03-02 0600P RSA=396

CALLED-NO= - - CATEGORY=6 VER=LU CVER=

NAR MISC \$ICAS CUSTOMER REQUEST TROUBLE HISTORY RPTD BY MRS BRUMLEY HS HD PROB
 NAR SINCE 12-01 NVR RESOLED NO CRED

NAR A B 3306738972

02 DATE&TIME=03-29-02 0228P EC=396 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
 NAR ICAS98

03 DATE&TIME=03-29-02 0229P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
 NAR ICAS98 724AHSCREENASE1

04 DATE&TIME=03-29-02 0229P EC=299 STATUS=PS RTE=00000200 WP=SCR RSLT-CDE=908
 NAR ICAS98 SCREEN

05 DATE&TIME=03-29-02 0230P EC=123 STATUS=PSA RTE=00000123 WP=TST RSLT-CDE=908
 NAR LKWD123

06 DATE&TIME=03-29-02 0231P EC=123 STATUS=CCA RTE=00000123 WP=CRI RSLT-CDE=
 NAR LKWD123

07 DATE&TIME=03-29-02 0231P EC=123 STATUS=CLO RTE=00000123 WP=NWP RSLT-CDE=
 NAR LKWD123 CUS REQ CREDIT HISTORY REFD TO BJ FOR INFO

MAINTENANCE TICKET

S-6218B

04-01-02 0945A ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31

BLG=673 NPA=330 CABLE= 22 PAIR=0625 PP-CODE=

LN (NP) BRUMLEY, FRANC

SA 1339 FRANKLIN AV, KE

LOC

0.TH-KEY=03-29-02 404P 1.TH-KEY=03-28-021158A 2.TH-KEY=02-09-02 943A

COTYPE=C NNXID=330672 RRT=0108 CLEARED=04-01-02 0937A O/S

DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=400 DIS=0401 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=03-30-02 1031P COM=04-01-02 0500P RSA=620

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR CBC CNT HR OTHR PRY-DEAD AIR THN GCO TSTNG UNAVAILABLE REPEAT TRBL PLZ CK M

NAR TSS Z 22625

NAR A B PER MRS BRUMLEY

02 DATE&TIME=03-30-02 1031P EC=620 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU

NAR BKV2620

03 DATE&TIME=03-30-02 1031P EC=299 STATUS=PSH RTE=000000299 WP=NWP RSLT-CDE=LU

NAR BKV2620 724AHCONOS E32R

04 DATE&TIME=03-30-02 1031P EC=299 STATUS=PDO RTE=000000320 WP=SCR RSLT-CDE=108

NAR BKV2620 CONSUMER OUT OF SERVICE

05 DATE&TIME=03-30-02 1032P EC=899 STATUS=HLD RTE=000000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 03-31-02 0616A

06 DATE&TIME=03-30-02 1032P EC=899 STATUS=PDO RTE=000000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 03-31-02 0830A

07 DATE&TIME=03-30-02 1032P EC=899 STATUS=DPO RTE=000000935 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 04-01-02 0806A

08 DATE&TIME=04-01-02 0806A EC=899 STATUS=DPO RTE=000000935 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=04-01-02 0830A EC=935 STATUS=DPO RTE=000000935 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

10 DATE&TIME=04-01-02 0937A EC=025 STATUS=CCA RTE=000000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCTC

11 DATE&TIME=04-01-02 0937A EC=899 STATUS=CLO RTE=000000899 WP=NWP RSLT-CDE=

NAR GDS ;AD1427; PAIR CHANGE UNDER SUSPICION BOTH F1 AND F2 PAIR /CTINH8371

05-06-02 0945A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=04-01-02 945A 1.TH-KEY=03-29-02 404P 2.TH-KEY=03-19-02 346P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=05-06-02 0930A O/S

DISPT #SUB=000
FL1=0 FL2=0 FL3=0 TYP=400 DIS=1321 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=05-04-02 0230P COM=05-06-02 1200P RSA=505

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR CBC \$ICAS C0373837977 DD 20020427 GCO CCO AP/NOT AC TEST:TOK REQ DISP RPTD B
NAR Y MS

NAR A 0800A B 3308137913

02 DATE&TIME=05-04-02 0230P EC=505 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR COLU111

03 DATE&TIME=05-04-02 0230P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR COLU111 724AHCONOS E32R

04 DATE&TIME=05-04-02 0230P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108
NAR COLU111 CONSUMER OUT OF SERVICE

05 DATE&TIME=05-04-02 0231P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 05-05-02 0554A

06 DATE&TIME=05-04-02 0231P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 05-05-02 0842A

07 DATE&TIME=05-04-02 0231P EC=899 STATUS=PRD RTE=00000091 WP=NWP RSLT-CDE=
NAR CDS PREASSIGNED FOR WORK TODAY 05-06-02 0700A

08 DATE&TIME=05-04-02 0231P EC=899 STATUS=DPO RTE=00000091 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DC 05-06-02 0745A

09 DATE&TIME=05-06-02 0745A EC=899 STATUS=DPO RTE=00000091 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

10 DATE&TIME=05-06-02 0800A EC=091 STATUS=DPO RTE=00000091 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

11 DATE&TIME=05-06-02 0930A EC=091 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCCMP

12 DATE&TIME=05-06-02 0930A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;CS3914;SUSPT CPE RETEST OK

05-09-02 0844A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=05-06-02 945A 1.TH-KEY=04-01-02 945A 2.TH-KEY=03-19-02 346P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=05-09-02 0841A

#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191

TROUBLE REPORTS AND STATUSES

01 DTR=05-09-02 0838A COM=05-16-02 0600P RSA=570
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR MISC ICAS CHCKNG TRBL HIST BUS OFC REQUESTED INFO RPTD BY B/O
NAR A B 0000000000
02 DATE&TIME=05-09-02 0838A EC=570 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111
03 DATE&TIME=05-09-02 0841A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHBOINFO E92F1131N
04 DATE&TIME=05-09-02 0841A EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC
05 DATE&TIME=05-09-02 0841A EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC

MAINTENANCE TICKET S-6218B
06-03-02 0318P ***TH*** TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=05-09-02 844A 1.TH-KEY=05-06-02 945A 2.TH-KEY=04-01-02 945A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=06-03-02 0316P

DISPT #SUB=000
FL1=0 FL2=0 FL3=0 TYP=300 DIS=1321 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=06-02-02 1003P COM=06-11-02 0700P RSA=800
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR TRAN MTSS LITE SOLOFFICE OVERFLOW CLD NOT ACCESS
NAR A B 3306738972
02 DATE&TIME=06-02-02 1003P EC=800 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKV2800
03 DATE&TIME=06-02-02 1004P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKV2800 724AHCONAS E32R
04 DATE&TIME=06-02-02 1004P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908
NAR BKV2800 CONSUMER AFFECTING SERVICE
05 DATE&TIME=06-02-02 1006P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 06-03-02 0557A
06 DATE&TIME=06-02-02 1006P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 06-03-02 1016A
07 DATE&TIME=06-02-02 1006P EC=899 STATUS=DPO RTE=00000436 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 06-03-02 0203P
08 DATE&TIME=06-03-02 0205P EC=899 STATUS=DPO RTE=00000436 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
09 DATE&TIME=06-03-02 0215P EC=436 STATUS=DPO RTE=00000436 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
10 DATE&TIME=06-03-02 0316P EC=436 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCOMP
11 DATE&TIME=06-03-02 0316P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;JW1816;OK AT NI NO TROUBLE FOUND

MAINTENANCE TICKET

S-6218B

07-10-02 1203P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

 MAIN= - - CS= VAL S-C= VAL OE=00002-00331-31
 BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC
 0.TH-KEY=06-03-02 318P 1.TH-KEY=05-09-02 844A 2.TH-KEY=05-09-02 844A
 COTYPE=C NNKID=330672 RRT=0108 CLEARED=07-10-02 1145A
 DISPT #SUB= 2
 FL1=0 FL2=0 FL3=0 TYP=300 DIS=0469 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=07-01-02 0711P COM=07-08-02 0600P RSA=029
 CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
 NAR TRAN ICAS SOL AP/AC TEST:TOK NID CH CHRONIC TRBL RPTD BY MRS BRUMLEY
 NAR A 0800A B 3306738972
 02 DATE&TIME=07-01-02 0711P EC=029 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
 NAR LANS111
 03 DATE&TIME=07-01-02 0712P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
 NAR LANS111 724AHCONAS E32R
 04 DATE&TIME=07-01-02 0712P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908
 NAR LANS111 CONSUMER AFFECTING SERVICE
 05 DATE&TIME=07-01-02 0855P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 07-02-02 0637A
 06 DATE&TIME=07-01-02 0855P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS DO STATUS CHANGED TO PLD 07-03-02 1143A
 07 DTR=07-08-02 0252P COM=07-10-02 0651P RSA=042 CCM
 CALLED-NO= - - CATEGORY=1 VER=LU CVER=
 NAR TRAN ICAS SOL AP/AC TEST:TOK NID CH CHRONIC TRBL RPTD BY MRS BRUMLEY
 NAR HOC1042
 NAR A 0800A B 3306738972
 08 DTR=07-08-02 0713P COM=07-10-02 1251P RSA=124 CCM
 CALLED-NO= - - CATEGORY=1 VER=LU CVER=
 NAR TRAN ICAS DMDS DISP SOL AP/AC TEST:TOK CH CHRONIC TRBL
 NAR LANS111
 NAR A 0800A B MSSD APPT 3306738972
 09 DATE&TIME=07-01-02 0855P EC=899 STATUS=DPO RTE=00000198 WP=NWP RSLT-CDE=
 NAR GDS JOB DISPATCHED BY DO 07-10-02 0809A
 10 DATE&TIME=07-10-02 0809A EC=899 STATUS=DPO RTE=00000198 WP=DO RSLT-CDE=
 NAR GDS DO-PROVIDED DISPATCH START TIME
 11 DATE&TIME=07-10-02 0845A EC=198 STATUS=DPO RTE=00000198 WP=RR RSLT-CDE=
 NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
 12 DATE&TIME=07-10-02 1145A EC=198 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
 NAR GDS SCREEN = DOCTC
 13 DATE&TIME=07-10-02 1145A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS ;MB1324; CHNGED O.E. /CTTNM2548

MAINTENANCE TICKET

S-6218B

07-26-02 0407P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=07-10-021203P 1.TH-KEY=06-03-02 318P 2.TH-KEY=06-03-02 318P

COTYPE=C NNXID=330672 RRT=0108 CLEARED=07-26-02 0400P

O/S

DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=102 DIS=0962 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=07-25-02 0631P COM=07-26-02 0600P RSA=520

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR NDT CRA ICAS NDT AP/AC TEST:TOK REQ DISP RPTD BY M

NAR A 0200P B CLL BFR AC 3306738972

02 DATE&TIME=07-25-02 0631P EC=520 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR COLU111

03 DATE&TIME=07-25-02 0634P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR COLU111 724AHCONOS E32R

04 DATE&TIME=07-25-02 0634P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108
NAR COLU111 CONSUMER OUT OF SERVICE

05 DATE&TIME=07-25-02 0636P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 07-25-02 0810P

06 DATE&TIME=07-25-02 0636P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 07-26-02 0941A

07 DATE&TIME=07-25-02 0636P EC=899 STATUS=DPO RTE=00000949 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 07-26-02 0152P

08 DATE&TIME=07-26-02 0152P EC=899 STATUS=DPO RTE=00000949 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=07-26-02 0230P EC=949 STATUS=DPO RTE=00000949 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

10 DATE&TIME=07-26-02 0400P EC=949 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCOMP

11 DATE&TIME=07-26-02 0400P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;PG1621;TOK NTF

07-29-02 0645A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PF-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=07-26-02 407P 1.TH-KEY=07-10-021203P 2.TH-KEY=06-03-02 318P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=07-27-02 0945P O/S
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=402 DIS=0701 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=07-27-02 0942P COM=07-31-02 0818P RSA=642 WKC APC

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR CBC CRA \$ICAS GCO OG OK AP/AC TEST:TOK NID CHK CUST AGREES TO CK CPE/NID RPT
NAR D BY MS. BRUMLEY

NAR A B 3306738972

02 DATE&TIME=07-27-02 0942P EC=642 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKVL111

03 DATE&TIME=07-27-02 0943P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR BKVL111 724AHICATSOS E158

04 DATE&TIME=07-27-02 0943P EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=108

NAR BKVL111 CATS

05 DATE&TIME=07-27-02 0944P EC=982 STATUS=CAT RTE=00000901 WP=TST RSLT-CDE=108

NAR RTEST53

06 DATE&TIME=07-27-02 0945P EC=982 STATUS=CCA RTE=00000982 WP=CRI RSLT-CDE=

NAR RTEST53

07 DATE&TIME=07-27-02 0945P EC=982 STATUS=CLO RTE=00000982 WP=NWP RSLT-CDE=

NAR RTEST53 /TOK CUST NOT CALL BACK FOR DISP. FROM CHECK AT NID/

08-01-02 0508P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=07-29-02 645A 1.TH-KEY=07-26-02 407P 2.TH-KEY=06-03-02 318P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=08-01-02 0445P
DISPT #SUB= 3
FL1=0 FL2=0 FL3=0 TYP=300 DIS=0962 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=07-29-02 1006A COM=07-31-02 0600P RSA=521
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR TRAN ICAS X'D AP/AC FURTHER ANALYSIS NEEDED RPTD BY MRS BRUMLEY
NAR A B 3306738972
02 DATE&TIME=07-29-02 1006A EC=521 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR COLU111
03 DATE&TIME=07-29-02 1011A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR COLU111 724AHSSMTEST E105
04 DATE&TIME=07-29-02 1011A EC=299 STATUS=PSH RTE=00000200 WP=SCR RSLT-CDE=908
NAR COLU111 SSM FURTHER TESTING
05 DATE&TIME=07-29-02 1016A EC=921 STATUS=PS RTE=00000200 WP=SCR RSLT-CDE=908
NAR SSM53 PEND SCR RES MLT REQUEST CANCELED
06 DATE&TIME=07-29-02 0256P EC=718 STATUS=PDO RTE=00000320 WP=TST RSLT-CDE=908
NAR BKV2718 TRAN LN X'D APAC T:OPEN
07 DTR=07-29-02 0756P COM=07-31-02 0600P RSA=633 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR TRAN ICAS CHK STATUS X'D AP/AC FURTHER ANALYSIS NEEDED
NAR BKVL111
NAR A B 3306738972
08 DATE&TIME=07-29-02 0323P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 07-30-02 0534A
09 DATE&TIME=07-29-02 0323P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 07-30-02 0612A
10 DTR=07-31-02 0449P COM=08-01-02 0451P RSA=114 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR TRAN ICAS CHK STATUS X'D AP/AC FURTHER ANALYSIS NEEDED
NAR HOC1114
NAR A B 3306738972
11 DATE&TIME=07-29-02 0323P EC=899 STATUS=DPO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 08-01-02 0141P
12 DATE&TIME=08-01-02 0141P EC=899 STATUS=DPO RTE=00000899 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
13 DATE&TIME=08-01-02 0151P EC=899 STATUS=RMR RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS LNR NT ALLOWED TO DO UNBUNDL/RESALE
14 DATE&TIME=08-01-02 0151P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS LNR NT ALLOWED TO DO UNBUNDL/RESALE
15 DATE&TIME=08-01-02 0151P EC=899 STATUS=DPO RTE=00000937 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 08-01-02 0241P
16 DTR=08-01-02 0422P COM=08-01-02 0451P RSA=631 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR TRAN ICAS CUST VERIFY COMM CHK STATUS X'D AP/AC FURTHER ANALYSIS NEEDED RPT
NAR D BY MRS. BRUMLEY BKVL111
NAR A B 3306738972
17 DATE&TIME=08-01-02 0241P EC=899 STATUS=DPO RTE=00000937 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
18 DATE&TIME=08-01-02 0330P EC=937 STATUS=DPO RTE=00000937 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED CN-PREM DATE AND TIME
19 DATE&TIME=08-01-02 0445P EC=937 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCCMP
20 DATE&TIME=08-01-02 0445P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;WK1827;NTF

MAINTENANCE TICKET

S-6218B

08-09-02 1049A ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=08-01-02 508P 1.TH-KEY=07-29-02 645A 2.TH-KEY=06-03-02 318P
COTYPE=C NNKID=330672 RRT=0108 CLEARED=08-09-02 1043A O/S

DISPT #SUB= 1
FL1=0 FL2=0 FL3=0 TYP=402 DIS=1311 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=08-07-02 0533P COM=08-09-02 1200P RSA=487

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR CBC CRA ICAS GCO OG OK APNOT AC:TST:TOK:REQ DISP:MTSS-Y: RPTD BY .

NAR A 0800A B MS BRUMLEY 3306738972

02 DATE&TIME=08-07-02 0533P EC=487 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR COLU111

03 DATE&TIME=08-07-02 0534P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR COLU111 724AHCONOS E32R

04 DATE&TIME=08-07-02 0534P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108

NAR COLU111 CONSUMER OUT OF SERVICE

05 DATE&TIME=08-07-02 0536P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 08-07-02 0824P

06 DATE&TIME=08-07-02 0536P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 08-08-02 1041A

07 DATE&TIME=08-07-02 0536P EC=899 STATUS=PRD RTE=00000440 WP=NWP RSLT-CDE=

NAR GDS PREASSIGNED FOR WORK TODAY 08-09-02 0639A

08 DATE&TIME=08-07-02 0536P EC=899 STATUS=DPO RTE=00000440 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 08-09-02 0712A

09 DTR=08-09-02 0844A COM=08-09-02 1200P RSA=004 CCM

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR CBC ICAS CRA GCO OG OK APNOT AC:TST:TOK:REQ DISP:MTSS-Y: RPTD BY MRS BRUMLEY

NAR Y LANS111

NAR A 0800A B MS BRUMLEY 3306738972

10 DATE&TIME=08-09-02 0712A EC=899 STATUS=DPO RTE=00000440 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

11 DATE&TIME=08-09-02 0800A EC=440 STATUS=DPO RTE=00000440 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

12 DATE&TIME=08-09-02 1043A EC=440 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCOMP

13 DATE&TIME=08-09-02 1043A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS ;DN3763;NTF

08-10-02 0347P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=08-09-021049A 1.TH-KEY=08-01-02 508P 2.TH-KEY=06-03-02 318P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=08-10-02 0347P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191

TROUBLE REPORTS AND STATUSES

01 DTR=08-10-02 0346P COM=08-10-02 0525P RSA=663
CALLED-NO= - - CATEGORY=6 VER=T1 CVER=
NAR MISC \$VERY SAT-N, CHRONIC, TECH NVR CB 2 SUB 2 MK SUR WRKING, WRKS 4 COUPLE OF
NAR DYS THN GOES BAD AGAIN
NAR A B MRS AT 3306738972
02 DATE&TIME=08-10-02 0346P EC=663 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=T1
NAR BKV2636
03 DATE&TIME=08-10-02 0347P EC=299 STATUS=PSH RTE=000000299 WP=NWP RSLT-CDE=T1
NAR BKV2636 724AHBOINFO E92F1131N
04 DATE&TIME=08-10-02 0347P EC=299 STATUS=CCA RTE=000000299 WP=SCR RSLT-CDE=908
NAR BKV2636 INFO GVN TO BUS OFC
05 DATE&TIME=08-10-02 0347P EC=299 STATUS=CLO RTE=000000299 WP=NWP RSLT-CDE=908
NAR BKV2636 INFO GVN TO BUS OFC

MAINTENANCE TICKET S-6218B
 08-23-03 1056A ***TH*** TN 3306738972 RSB 040 UNIT 72467301

 MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
 BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC
 0.TH-KEY=08-22-031006A 1.TH-KEY=07-30-03 810A 2.TH-KEY=05-09-03 658A
 COTYPE=C NNXID=330672 RRT=0108 CLEARED=08-23-03 1055A
 #SUB=000
 FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231
 TROUBLE REPORTS AND STATUSES
 01 DTR=08-23-03 1055A COM=08-26-03 0700P RSA=789
 CALLED-NO= - - CATEGORY=1 VER=LU CVER=
 NAR MISC ICAS CUSTOMER REQUEST TROUBLE HISTORY RPTD BY MS
 NAR A B 0000000000
 02 DATE&TIME=08-23-03 1055A EC=789 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
 NAR BKVL111
 03 DATE&TIME=08-23-03 1055A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
 NAR BKVL111 724AHOTHRINFOE92F1131
 04 DATE&TIME=08-23-03 1055A EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
 NAR BKVL111 NON-SERV RELATED INFOR GVN
 05 DATE&TIME=08-23-03 1055A EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
 NAR BKVL111 NON-SERV RELATED INFOR GVN

BAUM, DAVID A (AIT)

From: nowadm@thpnow1.sbc.com
Sent: Monday, November 14, 2005 8:39 AM
To: BAUM, DAVID A (AIT)
Subject: Now Maintenance Tickets for 3306738972

C9-04-02 0605A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL CE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=08-10-02 347P 1.TH-KEY=08-09-021049A 2.TH-KEY=07-10-021203P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=09-02-02 1026A
#SUB=000
FL1=0 FL2=0 FL3=0 TYP=302 DIS=0701 CAS=600
TROUBLE REPORTS AND STATUSES
01 DTR=09-02-02 1022A COM=09-06-02 0818P RSA=562
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR TRAN CRA \$ICAS SOL AP/AC TEST:TOK NID CHK CUST AGREES TO CK CPE/NID RPTD BY
NAR FRANCHESCA
NAR A B 3306738972
02 DATE&TIME=09-02-02 1022A EC=562 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKVL111
03 DATE&TIME=09-02-02 1024A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR BKVL111 724AH!CATSAS E158
04 DATE&TIME=09-02-02 1024A EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=908
NAR BKVL111 CATS
05 DATE&TIME=09-02-02 1025A EC=983 STATUS=CAT RTE=00000901 WP=TST RSLT-CDE=908
NAR RTEST53
06 DATE&TIME=09-02-02 1026A EC=983 STATUS=CCA RTE=00000983 WP=CRI RSLT-CDE=
NAR RTEST53
07 DATE&TIME=09-02-02 1026A EC=983 STATUS=CLO RTE=00000983 WP=NWP RSLT-CDE=
NAR RTEST53 /TOK CUST NOT CALL BACK FOR DISP. FROM CHECK AT NID/

MAINTENANCE TICKET

S-6218B

09-14-02 0246P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32

BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=

LN (NP) BRUMLEY, FRANC

SA 1339 FRANKLIN AV, KE

LOC

0.TH-KEY=09-04-02 605A 1.TH-KEY=08-10-02 347P 2.TH-KEY=07-29-02 645A

COTYPE=C NNXID=330672 RRT=0108 CLEARED=09-14-02 0240P O/S

DISPT #SUB= 1

FL1=0 FL2=0 FL3=0 TYP=102 DIS=0401 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=09-13-02 0532P COM=09-17-02 0818P RSA=494

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR NDT CRA \$ICAS NDT AP/AC TEST:TOK NID CHK CUST AGREES TO CK CPE/NID RPTD BY F

NAR RANCHESCA Z 221106

NAR A B 3306738972

02 DATE&TIME=09-13-02 0532P EC=494 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR COLU111

03 DATE&TIME=09-13-02 0533P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR COLU111 724AHICATSOS E158

04 DATE&TIME=09-13-02 0533P EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=108

NAR COLU111 CATS

05 DTR=09-13-02 0829P COM=09-14-02 0500P RSA=390 CCM

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR NDT ICAS DMDS DISP X'S WITH OTHER LINE MTSS RPTD BY MS.

NAR IANS111

NAR A B 3306738972

06 DATE&TIME=09-13-02 0829P EC=934 STATUS=PDO RTE=00000320 WP=NWP RSLT-CDE=000

NAR SSM53 OVR CATS CUST DMDS DISP CS

07 DATE&TIME=09-13-02 0831P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP FDLGCODE 10K 09-13-02 1148P

08 DATE&TIME=09-13-02 0831P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 09-14-02 0734A

09 DATE&TIME=09-13-02 0831P EC=899 STATUS=DPO RTE=00000440 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 09-14-02 1100A

10 DATE&TIME=09-14-02 1100A EC=899 STATUS=DPO RTE=00000440 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

11 DATE&TIME=09-14-02 1120A EC=440 STATUS=DPO RTE=00000440 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

12 DATE&TIME=09-14-02 0240P EC=440 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCTC

13 DATE&TIME=09-14-02 0240P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS ;DN3763; CHG AER PR /CTTNN8311

09-15-02 1142A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=09-14-02 246P 1.TH-KEY=09-04-02 605A 2.TH-KEY=07-29-02 645A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=09-15-02 1132A
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191

01 DTR=09-15-02 1131A COM=09-20-02 0527P RSA=634 TROUBLE REPORTS AND STATUSES

CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR MISC ICAS POST CALL RNA RPTD BY MS

NAR A B 0000000000

02 DATE&TIME=09-15-02 1131A EC=634 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111

03 DATE&TIME=09-15-02 1132A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHBOINFO E92F1131N

04 DATE&TIME=09-15-02 1132A EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC

05 DATE&TIME=09-15-02 1132A EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC

10-08-02 1144A ***TH*** MAINTENANCE TICKET S-6218B
 TN 3306738972 RSB 040 UNIT 72467301

 MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
 BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC
 0.TH-KEY=09-15-021142A 1.TH-KEY=09-14-02 246P 2.TH-KEY=08-10-02 347P
 COTYPE=C NNXID=330672 RRT=0108 CLEARED=10-08-02 1132A CIR
 DISPT #SUB= 2
 FL1=0 FL2=0 FL3=0 TYP=300 DIS=0401 CAS=600
 TROUBLE REPORTS AND STATUSES
 01 DTR=10-05-02 1055A COM=10-08-02 0600P RSA=458
 CALLED-NO= - - CATEGORY=1 VER=21 CVER=
 NAR TRAN \$ICAS SOL AP/AC TEST:>=0.50K <=150K HARD TIP GND NID CHK RPTD BY MRS
 NAR Z 221106
 NAR A B 3306738972
 02 DATE&TIME=10-05-02 1055A EC=458 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=21
 NAR COLU111
 03 DATE&TIME=10-05-02 1058A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=21
 NAR COLU111 724AHCONAS E32R
 04 DATE&TIME=10-05-02 1058A EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908
 NAR COLU111 CONSUMER AFFECTING SERVICE
 05 DTR=10-07-02 0545P COM=10-08-02 0600P RSA=788 CCM
 CALLED-NO= - - CATEGORY=1 VER=LU CVER=
 NAR TRAN \$ICAS ADD INFO SOL AP/AC TEST:>=0.50K <=150K HARD TIP GND CHK RPTD BY N
 NAR EEDS ASAP RPTD BY FRANICE BKVL111
 NAR A B 3306738972
 06 DTR=10-07-02 0607P COM=10-08-02 0600P RSA=364 CCM
 CALLED-NO= - - CATEGORY=1 VER=LU CVER=
 NAR TRAN \$ICAS DMDS DISP SOL AP/AC TEST:>=0.50K <=150K HARD TIP GND CHK RPTD BY
 NAR MS BRUMLEY LANS111
 NAR A B PLZ CL WHEN DONE 3306738972
 07 DATE&TIME=10-05-02 1059A EC=899 STATUS=DPO RTE=00000297 WP=NWP RSLT-CDE=
 NAR GDS JOB DISPATCHED BY DO 10-08-02 1002A
 08 DATE&TIME=10-08-02 1001A EC=899 STATUS=DPO RTE=00000297 WP=DO RSLT-CDE=
 NAR GDS DO-PROVIDED DISPATCH START TIME
 09 DATE&TIME=10-08-02 1013A EC=297 STATUS=DPO RTE=00000297 WP=RR RSLT-CDE=
 NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
 10 DATE&TIME=10-08-02 1132A EC=297 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
 NAR GDS SCREEN = DOCTC
 11 DATE&TIME=10-08-02 1132A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS ;RX1369; F2 PR CHG /CTTNO3931

10-09-02 0205P ***TH*** MAINTENANCE TICKET S-6218B
 TN 3306738972 RSB 040 UNIT 72467301

 MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
 BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC
 0.TH-KEY=10-08-021144A 1.TH-KEY=09-15-021142A 2.TH-KEY=08-10-02 347P
 COTYPE=C NNXID=330672 RRT=0108 CLEARED=10-09-02 0200P
 #SUB=000
 FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191
 TROUBLE REPORTS AND STATUSES
 01 DTR=10-09-02 0158P COM=10-15-02 0527P RSA=649
 CALLED-NO= - - CATEGORY=6 VER=LU CVER=
 NAR MISC ICAS POST CL ATTEMPTD RNA RPTD BY PC
 NAR A B 0000000000
 02 DATE&TIME=10-09-02 0158P EC=649 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
 NAR BKVL111
 03 DATE&TIME=10-09-02 0200P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
 NAR BKVL111 724AHBOINFO E92F1131N
 04 DATE&TIME=10-09-02 0200P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
 NAR BKVL111 INFO GVN TO BUS OFC
 05 DATE&TIME=10-09-02 0200P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
 NAR BKVL111 INFO GVN TO BUS OFC

10-30-02 1116A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=10-09-02 205P 1.TH-KEY=10-08-021144A 2.TH-KEY=09-15-021142A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=10-29-02 1213P
#SUB= 2

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1010 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=10-29-02 1211P COM=10-30-02 0500P RSA=547
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR MISC \$ICAS CUS HAS REPEAT TRBLE-LOSES DIAL-AT TIMES REQUEST CALL BACK RPTD
NAR BY MRS
NAR A B 3306738972
02 DATE&TIME=10-29-02 1211P EC=547 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111
03 DATE&TIME=10-29-02 1212P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHCLBK E40
04 DATE&TIME=10-29-02 1212P EC=299 STATUS=RFC RTE=00000392 WP=SCR RSLT-CDE=908
NAR BKVL111 CL NEEDED FROM OC
05 DTR=10-29-02 1221P COM=10-30-02 0500P RSA=565 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR MISC \$ICAS CUST VERIFY COMM CUS HAS REPEAT TRBLE-LOSES DIAL-AT TIMES REQUE
NAR ST CALL BA RPTD BY MRS BRUMLEY BKVL111
NAR A B 3306738972
06 DTR=10-30-02 0830A COM=10-30-02 0500P RSA=895 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR MISC \$ICAS CHK STATUS CUS1 VERIFY COMM CUS HAS REPEAT TRBLE-LOSES DIAL-AT T
NAR IMES RPTD BY MS BRUMLEY LKWD111
NAR A B 3306738972
07 DATE&TIME=10-29-02 1213P EC=149 STATUS=CNA RTE=00000149 WP=CRI RSLT-CDE
NAR HOC5149
08 DATE&TIME=10-29-02 1213P EC=149 STATUS=CLO RTE=00000149 WP=NWP RSLT-CDE=
NAR HOC5149 FXD 2 4MAN PAUL THOMPSON 10-30 1106A

10-31-02 0201P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=10-30-021116A 1.TH-KEY=10-09-02 205P 2.TH-KEY=09-15-021142A
COTYPE=C NNKID=330672 RRT=0108 CLEARED=10-31-02 0155P

DISPT #SUB= 1
FL1=0 FL2=0 FL3=0 TYP=300 DIS=1342 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=10-30-02 0724P COM=11-05-02 0600P RSA=390
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR TRAN \$ICAS \$CLICKING ON LINE\$SOL AP/AC TEST:TOK NID CHK CUST AGREES TO CK CP
NAR E/NID RPTD BY MS.

NAR A B CLICKING ON LINE 3306738972
02 DATE&TIME=10-30-02 0724P EC=390 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR LANS111

03 DATE&TIME=10-30-02 0724P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR LANS111 724AHCONAS E32R

04 DATE&TIME=10-30-02 0724P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908
NAR LANS111 CONSUMER AFFECTING SERVICE

05 DATE&TIME=10-30-02 0725P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 10-31-02 0559A

06 DATE&TIME=10-30-02 0725P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 10-31-02 0637A

07 DTR=10-31-02 1008A COM=11-05-02 0600P RSA=998
CALLED-NO= - - CATEGORY=1 VER=LL CVER=
NAR TRAN CHK STATUS \SICAS \CLICKING ON LINE\ \$SOL AP/AC TEST:TOK NID CHK CUST A
NAR GREES T SAM2000

NAR A B CLICKING ON LINE J306738972
08 DATE&TIME=10-30-02 0725P EC=899 STATUS=PRD RTE=00000134 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 10-31-02 1210P

09 DATE&TIME=10-30-02 0725P EC=899 STATUS=DPO RTE=00000134 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 10-31-02 0125P

10 DATE&TIME=10-31-02 0124P EC=899 STATUS=DPO RTE=00000134 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

11 DATE&TIME=10-31-02 0129P EC=134 STATUS=DPO RTE=00000134 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

12 DATE&TIME=10-31-02 0155P EC=134 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCOMP

13 DATE&TIME=10-31-02 0155P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;JG2793;FOK TOK SOK ADV CUST 4 MAN TO ARRIVE LATER

11-01-02 0116P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=10-31-02 201P 1.TH-KEY=10-30-021116A 2.TH-KEY=C9-15-021142A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=11-01-02 0107P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191

TROUBLE REPORTS AND STATUSES

01 DTR=11-01-02 0105P COM=11-01-02 0527P RSA=584
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR MISC ICAS POST CL ATTEMPTED ANS MACH RPTD BY MR
NAR A B 0000000000
02 DATE&TIME=11-01-02 0105P EC=584 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111
03 DATE&TIME=11-01-02 0107P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHBOINFO E92F1131N
04 DATE&TIME=11-01-02 0107P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC
05 DATE&TIME=11-01-02 0107P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC

11-05-02 1035A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB C40 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PF-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=11-01-02 116P 1.TH-KEY=10-31-02 201P 2.TH-KEY=09-15-02 1142A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=11-05-02 1025A O/S

DISPT #SUB=000
FL1=0 FL2=0 FL3=0 TYP=400 DIS=1341 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=11-04-02 1019P COM=11-05-02 050CP RSA=643

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR CBC \$ICAS BRCA OG OK HRS CLCK TH CUTS OUT TEST:TOK REPEAT REQ DISP RPTD BY M
NAR S BRUMLEY

NAR A B 3306738972

02 DATE&TIME=11-04-02 1019P EC=643 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR BKVL111

03 DATE&TIME=11-04-02 1020P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR BKVL111 724AHCONOS E32R

04 DATE&TIME=11-04-02 1020P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108

NAR BKVL111 CONSUMER OUT OF SERVICE

05 DATE&TIME=11-04-02 1021P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 11-05-02 0553A

06 DATE&TIME=11-04-02 1021P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 11-05-02 0632A

07 DATE&TIME=11-04-02 1021P EC=899 STATUS=DFO RTE=00000272 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 11-05-02 0924A

08 DATE&TIME=11-05-02 0923A EC=899 STATUS=DPC RTE=00000272 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=11-05-02 0924A EC=272 STATUS=DPO RTE=00000272 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM LATE AND TIME

10 DATE&TIME=11-05-02 1025A EC=272 STATUS=CMA RTE=00000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCCMP

11 DATE&TIME=11-05-02 1025A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS ;DA1625;DT OK AT NI

11-06-02 0326P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-C0061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=11-05-021035A 1.TH-KEY=11-01-02 116P 2.TH-KEY=09-15-021142A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=11-06-02 0325P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191

TROUBLE REPORTS AND STATUSES

01 DTR=11-06-02 0325P COM=11-07-02 0525P RSA=581
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR MISC ICAS VERY SAT-N BUS OFC REQUESTED INFO RPTD BY MS
NAR A B 0000000000
02 DATE&TIME=11-06-02 0325P EC=581 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111
03 DATE&TIME=11-06-02 0325P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHBOINFO E92F1131N
04 DATE&TIME=11-06-02 0325P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC
05 DATE&TIME=11-06-02 0325P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC

11-14-02 0726P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=11-06-02 326P 1.TH-KEY=11-05-021035A 2.TH-KEY=09-15-021142A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=11-14-02 0721P

#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=11-14-02 0721P COM=11-19-02 0600P RSA=340
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR MISC \$ICAS LOTS OF ? RE PREV RPR; HUNG UP OR GCO WHILE CSA GETTG EXEC APPEAL#
NAR RPTD BY MS BRUMLEY
NAR A B 0000000000
02 DATE&TIME=11-14-02 0721P EC=340 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR LKWD111
03 DATE&TIME=11-14-02 0721P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR LKWD111 724AHOTHRINFOE92F1131
04 DATE&TIME=11-14-02 0721P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR LKWD111 NON-SERV RELATED INFOR GVN
05 DATE&TIME=11-14-02 0721P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR LKWD111 NON-SERV RELATED INFOR GVN

11-18-02 0946A ***TH***

MAINTENANCE TICKET

TN 3306738972

S-6218B

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=C0023-00061-32
BLG=673 NFA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=11-14-02 726P 1.TH-KEY=11-06-02 326P 2.TH-KEY=09-15-021142A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=11-18-02 0939A
DISPT #SUB= 1

FL1=0 FL2=0 FL3=0 TYP=703 DIS=0962 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=11-16-02 1218P COM=11-19-02 1200P RSA=504
CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR PHYI ICAS PW/JACK NT WKG RPTD BY MS

NAR A 0800A B 3306738972

02 DATE&TIME=11-16-02 1218P EC=504 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR COLU111

03 DATE&TIME=11-16-02 1219P EC=299 STATUS=PSH RTE=000000299 WP=NWP RSLT-CDE=LU
NAR COLU111 724AHNONREG E140R

04 DATE&TIME=11-16-02 1219P EC=299 STATUS=PD6 RTE=000000302 WP=SCR RSLT-CDE=908
NAR COLU111 OVR JACK/IW/SET TRBL

05 DTR=11-16-02 0210P COM=11-19-02 1200P RSA=575 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR PHYI ICAS PW/JACK NT WKG RPTD BY MS

NAR BKVL111

NAR A 0800A B 3306738972

06 DATE&TIME=11-16-02 1220P EC=899 STATUS=PRD RTE=00000068 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 11-18-02 0659A

07 DATE&TIME=11-16-02 1220P EC=899 STATUS=DPO RTE=00000068 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 11-18-02 0855A

08 DATE&TIME=11-18-02 0854A EC=899 STATUS=DPO RTE=00000068 WP=DC RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=11-18-02 0909A EC=068 STATUS=DPO RTE=00000068 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

10 DATE&TIME=11-18-02 0939A EC=068 STATUS=CNA RTE=00000899 WP=CNO RSLT-CDE=
NAR GDS SCREEN = DOCOMP

11 DATE&TIME=11-18-02 0939A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;MW5693;DIATONE GOOD

MAINTENANCE TICKET

S-6218B

11-18-02 0107P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - - CS= VAL S-C= VAL OE=00023-00061-32
 BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC

0.TH-KEY=11-18-02 946A 1.TH-KEY=11-14-02 726P 2.TH-KEY=09-15-021142A
 COTYPE=C NNXID=330672 RRT=0108 CLEARED=11-18-02 0100P

#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=11-18-02 1258P COM=11-19-02 0600P RSA=555

CALLED-NO= - - - CATEGORY=6 VER=LU CVER=

NAR MISC ICAS CUST WNTS ANOTHER #, TIME, DEPT, OPER, ETC. RPTD BY MS

NAR A B 0000000000

02 DATE&TIME=11-18-02 1258P EC=555 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU

NAR COLU111

03 DATE&TIME=11-18-02 0100P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU

NAR COLU111 724AHOTHRINFOE92F1131

04 DATE&TIME=11-18-02 0100P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908

NAR COLU111 NON-SERV RELATED INFOR GVN

05 DATE&TIME=11-18-02 0100P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908

NAR COLU111 NON-SERV RELATED INFOR GVN

12-04-02 1226P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=11-20-02 607A 1.TH-KEY=11-18-02 107P 2.TH-KEY=10-09-02 205P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=12-04-02 1224P O/S

#SUB=000

FL1=0 FL2=0 FL3=0 TYP=400 DIS=0711 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=12-04-02 1221P COM=12-05-02 0500P RSA=528

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR CBC ICAS GCO OG OK AP/AC TEST:TOK RPTD BY MR BRUMLEY

NAR A B 0000000000

02 DATE&TIME=12-04-02 1221P EC=528 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR BKVL111

03 DATE&TIME=12-04-02 1224P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR BKVL111 724AHTOKOS E92F0711

04 DATE&TIME=12-04-02 1224P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=108

NAR BKVL111 TOK CUST AGREES TO CLOSE

05 DATE&TIME=12-04-02 1224P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=108

NAR BKVL111 TOK CUST AGREES TO CLOSE

12-19-02 0912A ***TH*** MAINTENANCE TICKET S-6218B
 TN 3306738972 RSB 040 UNIT 72467301

 MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
 BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC
 0.TH-KEY=12-04-021226P 1.TH-KEY=11-20-02 607A 2.TH-KEY=11-01-02 116P
 COTYPE=C NNKID=330672 RRT=0108 CLEARED=12-18-02 0400P
 #SUB=000
 FL1=0 FL2=0 FL3=0 TYP=800 DIS=1010 CAS=600
 TROUBLE REPORTS AND STATUSES
 01 DTR=12-18-02 0357P COM=12-19-02 0500P RSA=623
 CALLED-NO= - - CATEGORY=1 VER=LU CVER=
 NAR MISC \$ICAS TEK WS OUT TDY ON SD OF HS WNTS 2 KNW WHY? REQUEST CALL BACK RPTD
 NAR BY FRANCESCA
 NAR A B 3306738972
 02 DATE&TIME=12-18-02 0357P EC=623 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
 NAR BKVL111
 03 DATE&TIME=12-18-02 0359P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
 NAR BKVL111 724AHCLBK E40
 04 DATE&TIME=12-18-02 0359P EC=299 STATUS=RFC RTE=00000392 WP=SCR RSLT-CDE=908
 NAR BKVL111 CL NEEDED FROM OC
 05 DATE&TIME=12-18-02 0400P EC=158 STATUS=CNA RTE=00000158 WP=CRI RSLT-CDE=
 NAR HOC5158
 06 DATE&TIME=12-18-02 0400P EC=158 STATUS=CLO RTE=00000158 WP=NWP RSLT-CDE=
 NAR HOC5158 EMAILED FOREMAN 12-18-02 907A TB

12-21-02 1116A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PF-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=12-19-02 912A 1.TH-KEY=12-04-021226P 2.TH-KEY=11-01-02 116P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=12-21-02 1046A
DISPT #SUB=000
FL1=0 FL2=0 FL3=0 TYP=703 DIS=0400 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=12-20-02 0449P COM=12-21-02 1200P RSA=352
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR PHYI \$ICAS PW/JACK NT WKG ESCAL FRMN STD SAT APT OK NO CBR AVL RPTD BY MRS B
NAR RUMLEY
NAR A 0800A B GWEN-EXEC APLS 0000000000
02 DATE&TIME=12-20-02 0449P EC=352 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR LKWD111
03 DATE&TIME=12-20-02 0452P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR LKWD111 724AHNONREG E140R
04 DATE&TIME=12-20-02 0452P EC=299 STATUS=PD6 RTE=00000302 WP=SCR RSLT-CDE=908
NAR LKWD111 OVR JACK/IW/SET TRBL
05 DATE&TIME=12-20-02 0453P EC=899 STATUS=DPO RTE=00000796 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 12-21-02 0731A
06 DATE&TIME=12-21-02 0730A EC=899 STATUS=DPO RTE=00000796 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
07 DATE&TIME=12-21-02 0816A EC=796 STATUS=DPO RTE=00000796 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
08 DATE&TIME=12-21-02 1046A EC=796 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCTC
09 DATE&TIME=12-21-02 1046A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;TM2646; CCWW. /CTTNM9464

12-23-02 0157P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=12-21-021116A 1.TH-KEY=12-19-02 912A 2.TH-KEY=11-06-02 326P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=12-23-02 0149P
#SUB=000
FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191

TROUBLE REPORTS AND STATUSES

01 DTR=12-23-02 0147P COM=12-26-02 0525P RSA=645
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR MISC ICAS VERY SAT-N BUS OFC REQUESTED INFO RPTD BY STEPHANIE
NAR A B 0000000000
02 DATE&TIME=12-23-02 0147P EC=645 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111
03 DATE&TIME=12-23-02 0149P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHBOINFO E92F1131N
04 DATE&TIME=12-23-02 0149P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC
05 DATE&TIME=12-23-02 0149P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC

14

MAINTENANCE TICKET

S-6218B

01-24-03 0317P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PF-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=12-23-02 157P 1.TH-KEY=12-21-021116A 2.TH-KEY=12-04-021226P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=01-24-03 0313P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=300 DIS=0711 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=01-24-03 0312P COM=01-25-03 0600P RSA=645

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

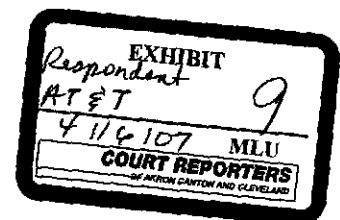
NAR TRAN ICAS ORDER C0373866792 DD 20030117 SOL AP/AC TEST:TOK RPTD BY MS
NAR A B 0000000000

02 DATE&TIME=01-24-03 0312P EC=645 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKVL111

03 DATE&TIME=01-24-03 0313P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR BKVL111 724AHTOKAS E92F0711

04 DATE&TIME=01-24-03 0313P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BKVL111 TOK CUST AGREES TO CLOSE

05 DATE&TIME=01-24-03 0313P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BKVL111 TOK CUST AGREES TO CLOSE



01-30-03 0606A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=01-24-03 317P 1.TH-KEY=12-23-02 157P 2.TH-KEY=12-04-021226P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=01-28-03 0224P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=302 DIS=0701 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=01-28-03 0219P COM=02-01-03 0818P RSA=544

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR TRAN CRA \$ICAS SOL AP/AC TEST:TOK NID CHK CUST AGREES TO CK CPE/NID RPTD BY
NAR FRANC

NAR A B 00000000000

02 DATE&TIME=01-28-03 0219P EC=544 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKVL111

03 DATE&TIME=01-28-03 0222P EC=299 STATUS=PSH RTE=000000299 WP=NWP RSLT-CDE=0
NAR BKVL111 724AHICATSAS E158

04 DATE&TIME=01-28-03 0222P EC=299 STATUS=CAT RTE=000000901 WP=SCR RSLT-CDE=908
NAR BKVL111 CATS

05 DATE&TIME=01-28-03 0223P EC=980 STATUS=CAT RTE=000000901 WP=TST RSLT-CDE=908
NAR RTEST53

06 DATE&TIME=01-28-03 0224P EC=980 STATUS=CCA RTE=000000980 WP=CRI RSLT-CDE=
NAR RTEST53

07 DATE&TIME=01-28-03 0224P EC=980 STATUS=CLO RTE=000000980 WP=NWP RSLT-CDE=
NAR RTEST53 /TOK CUST NOT CALL BACK FOR DISP. FROM CHECK AT NID/

MAINTENANCE TICKET

S-6218B

02-16-03 0354P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=01-30-03 606A 1.TH-KEY=01-24-03 317P 2.TH-KEY=12-23-02 157P

COTYPE=C NNID=330672 RRT=0108 CLEARED=02-16-03 0349P

DISPT #SUB= 2

FL1=0 FL2=0 FL3=0 TYP=302 DIS=0962 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=02-15-03 0155P COM=02-19-03 0818P RSA=588

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR TRAN CRA \$ICAS SOL TEST:TOK AP/AC NID CHK CUST AGREES TO CK CPE/NID RPTD BY
NAR MR

NAR A B 0000000000

02 DATE&TIME=02-15-03 0155P EC=588 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR BKVL111

03 DATE&TIME=02-15-03 0157P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR BKVL111 724AHICATSAS E158

04 DATE&TIME=02-15-03 0157P EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=908

NAR BKVL111 CATS

05 DTR=02-15-03 0220P COM=02-17-03 0700P RSA=618 CCM

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR TRAN \$ICAS REQ DISP SOL TEST:TOK AP/AC NID CHK CUST AGREES TO CK CPE/NID R R
NAR PTD BY MS BKVL111

NAR A B 0000000000

06 DATE&TIME=02-15-03 0221P EC=914 STATUS=PUO RTE=00000320 WP=NWP RSLT-CDE=000

NAR SSM53 CATS CUST REQ DISP OS

07 DTR=02-15-03 0301P COM=02-17-03 0700P RSA=106 CCM

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR TRAN \$ICAS CHK STATUS REQ DISP SOL TEST:TOK AP/AC NID CHK CUST AGREES TO CK
NAR CPE/ RPTD BY MRS LANS111

NAR A B 0000000000

08 DATE&TIME=02-15-03 0223P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 02-15-03 0334P

09 DATE&TIME=02-15-03 0223P EC=899 STATUS=PDO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 02-16-03 0955A

10 DATE&TIME=02-15-03 0223P EC=899 STATUS=PRD RTE=00000985 WP=NWP RSLT-CDE=

NAR GDS PREASSIGNED FOR WORK TODAY 02-16-03 0236P

11 DATE&TIME=02-15-03 0223P EC=899 STATUS=DPO RTE=00000985 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 02-16-03 0241P

12 DATE&TIME=02-16-03 0240P EC=899 STATUS=DPO RTE=00000985 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

13 DATE&TIME=02-16-03 0254P EC=985 STATUS=DPO RTE=00000985 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

14 DATE&TIME=02-16-03 0349P EC=985 STATUS=CNA RTE=00000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCOMP

15 DATE&TIME=02-16-03 0349P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS ;DP3132;TOK GOOD TO NI SNA

02-17-03 1217P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=02-16-03 354P 1.TH-KEY=01-30-03 606A 2.TH-KEY=12-23-02 157P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=02-17-03 1208P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=191

TROUBLE REPORTS AND STATUSES

01 DTR=02-17-03 1206P COM=02-17-03 0527P RSA=604
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR MISC ICAS POST CL ATTEMPTD RNA NO CBR BUS OFC REQUESTED INFO
NAR A B 0000000000
02 DATE&TIME=02-17-03 1206P EC=604 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111
03 DATE&TIME=02-17-03 1208P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHBOINFO E92F1131N
04 DATE&TIME=02-17-03 1208P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC
05 DATE&TIME=02-17-03 1208P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BKVL111 INFO GVN TO BUS OFC

03-27-03 1013A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL CE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=02-17-031217P 1.TH-KEY=02-16-03 354P 2.TH-KEY=01-30-03 606A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-27-03 1007A CIR
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=03-27-03 1006A COM=03-31-03 0700P RSA=271

CALLED-NO= - - CATEGORY=1 VER= 6 CVER=

NAR MISC \$ICAS SOL TST:TOK ADVSD SUB 2 CHK CPE NID SUB GT UPSET & HNG UP ON ME R
NAR PTD BY MRS BRUMLEY

NAR A B NO AUTH 2 DPO 0000000000

02 DATE&TIME=03-27-03 1006A EC=271 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=6
NAR LKWD111

03 DATE&TIME=03-27-03 1007A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=6
NAR LKWD111 724AHOTHRINFOE92F1131

04 DATE&TIME=03-27-03 1007A EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR LKWD111 NON-SERV RELATED INFOR GVN

05 DATE&TIME=03-27-03 1007A EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR LKWD111 NON-SERV RELATED INFOR GVN

04-10-03 0447P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 FP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=03-27-031013A 1.TH-KEY=02-17-031217P 2.TH-KEY=02-17-031217P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=04-10-03 0414P O/S
DISPT #SUB= 1

FL1=0 FL2=0 FL3=0 TYP=400 DIS=0981 CAS=232

TROUBLE REPORTS AND STATUSES

01 DTR=04-08-03 0831P COM=04-10-03 0400P RSA=576

CALLED-NO= - - CATEGORY=1 VER=11 CVER=

NAR CBC \$ICAS GCO OG OK AP/NOT AC TEST:<-35 >-53V HARD FEMF RING **CLBK NEED MTS
NAR S** RPTD BY FRANCESCA

NAR A B NO CBR 0000000000

02 DATE&TIME=04-08-03 0831P EC=576 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=11
NAR BKVL111

03 DATE&TIME=04-08-03 0831P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=11
NAR BKVL111 724ARCABOS E127R

04 DATE&TIME=04-08-03 0831P EC=299 STATUS=PDF RTE=00000380 WP=SCR RSLT-CDE=108
NAR BKVL111 CABLE OS

05 DTR=04-08-03 0841P COM=04-10-03 0400P RSA=538 CCM

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR CBC \$ICAS CHK STATUS CBC GCO OG OK AP/NOT AC TEST:<-35 >-53V HARD FEMF RING
NAR **CLBK N RPTD BY FRANCESCA INDI111

NAR A B NO CBR 0000000000

06 DATE&TIME=04-08-03 0832P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE TOK 04-08-03 1009P

07 DATE&TIME=04-08-03 0832P EC=899 STATUS=PDF RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 04-08-03 0911A

08 DATE&TIME=04-08-03 0832P EC=899 STATUS=PRD RTE=00000075 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 04-10-03 0752A

09 DATE&TIME=04-08-03 0832P EC=899 STATUS=DPO RTE=00000075 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 04-10-03 0804A

10 DATE&TIME=04-10-03 0829A EC=899 STATUS=DPO RTE=00000075 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

11 DATE&TIME=04-10-03 0844A EC=075 STATUS=DPO RTE=00000075 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

12 DATE&TIME=04-10-03 0910A EC=075 STATUS=RMR RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;JA8536; RETURN TO CABLE F2 - AERIAL R-

13 DATE&TIME=04-10-03 0910A EC=899 STATUS=PDF RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;JA8536; RETURN TO CABLE F2 - AERIAL R-

14 DATE&TIME=04-10-03 0910A EC=899 STATUS=DPO RTE=00000927 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 04-10-03 0259P

15 DATE&TIME=04-10-03 0258P EC=899 STATUS=DPO RTE=00000927 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

16 DATE&TIME=04-10-03 0319P EC=927 STATUS=DPO RTE=00000927 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

17 DATE&TIME=04-10-03 0414P EC=927 STATUS=CNA RTE=00000380 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DCCOMP

18 DATE&TIME=04-10-03 0414P EC=899 STATUS=CLO RTE=00000380 WP=NWP RSLT-CDE=
NAR GDS ;LR2325;NTF TOK AT NID NO ACC/CTTNM7983

04-11-03 1034A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=04-10-03 447P 1.TH-KEY=03-27-031013A 2.TH-KEY=02-17-031217P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=04-11-03 1031A
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1121 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=04-11-03 1028A COM=04-14-03 0527P RSA=201
CALLED-NO= - - CATEGORY=6 VER=LU CVER=

NAR MISC POST CL ATTEMPTD -RNA

NAR A B 0000000000

02 DATE&TIME=04-11-03 1028A EC=201 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BTLD201

03 DATE&TIME=04-11-03 1031A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BTLD201 724AHREFBOAS E92F1121

04 DATE&TIME=04-11-03 1031A EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR BTLD201 REF TO BUS OFF

05 DATE&TIME=04-11-03 1031A EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR BTLD201 REF TO BUS OFF

05-09-03 0658A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=04-11-031034A 1.TH-KEY=04-10-03 447P 2.TH-KEY=02-17-031217P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=05-07-03 0250P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=302 DIS=0701 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=05-07-03 0245P COM=05-11-03 0818P RSA=202
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR TRAN CRA SICAS SOL AP/AC TEST:TOK NID CHK CUST AGREES TO CK CPE/NID RPTD BY
NAR MRS
NAR A B 0000000000
02 DATE&TIME=05-07-03 0245P EC=202 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR LANS111
03 DATE&TIME=05-07-03 0248P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR LANS111 724AHICATSAS E158
04 DATE&TIME=05-07-03 0248P EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=908
NAR LANS111 CATS
05 DATE&TIME=05-07-03 0249P EC=983 STATUS=CAT RTE=00000901 WP=TST RSLT-CDE=908
NAR RTEST53
06 DATE&TIME=05-07-03 0250P EC=983 STATUS=CCA RTE=00000983 WP=CRI RSLT-CDE=
NAR RTEST53
07 DATE&TIME=05-07-03 0250P EC=983 STATUS=CLO RTE=00000983 WP=NWP RSLT-CDE=
NAR RTEST53 /TOX CUST NOT CALL BACK FOR DISP. FROM CHECK AT NID/

07-16-03 1226P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 04C UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=05-09-03 658A 1.TH-KEY=04-11-031034A 2.TH-KEY=05-09-03 658A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=07-06-03 0342P
#SUB=C00

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1010 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=07-06-03 0339P COM=07-07-03 0500P RSA=144
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR MISC \$ICAS WHY IS TECH ALWAYS AT SUBS DOOR REQUEST CALL BACK RPTD BY MS.
NAR A B 0000000000
02 DATE&TIME=07-06-03 0339P EC=144 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR LKWD111
03 DATE&TIME=07-06-03 0341P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR LKWD111 724AHCLBK E40
04 DATE&TIME=07-06-03 0341P EC=299 STATUS=RFC RTE=00000392 WP=SCR RSLT-CDE=908
NAR LKWD111 CL NEEDED FROM OC
05 DATE&TIME=07-06-03 0342P EC=159 STATUS=CCA RTE=00000159 WP=CRI RSLT-CDE=
NAR HOC1159
06 DATE&TIME=07-06-03 0342P EC=159 STATUS=CLO RTE=00000159 WP=NWP RSLT-CDE=
NAR HOC1159 REFERED TO WISE 4MAN IN AREA, VIA EMAIL 7/16/03

MAINTENANCE TICKET

S-6218B

07-25-03 1216P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=07-16-031226P 1.TH-KEY=05-09-03 658A 2.TH-KEY=05-09-03 658A
COTYPE=C NNID=330672 RRT=0108 CLEARED=07-25-03 1159A

O/S

DISPT #SUB= 1

FL1=0 FL2=0 FL3=0 TYP=400 DIS=0400 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=07-22-03 0103P COM=07-24-03 0600P RSA=598

CALLED-NO= - - CATEGORY=1 VER=11 CVER=

NAR CBC \$ICAS CHRONIC TRBLE GCO OG OK AP/AC TEST:>150K <801K MOD SHORT REF TO 4M

NAR AN MTSS RPTD BY MRS

NAR A B REPEAT 9X'S

0000000000

02 DATE&TIME=07-22-03 0103P EC=598 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=11

NAR BKVL111

03 DATE&TIME=07-22-03 0105P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=11

NAR BKVL111 724AHCONOS E32R

04 DATE&TIME=07-22-03 0105P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=108

NAR BKVL111 CONSUMER OUT OF SERVICE

05 DATE&TIME=07-22-03 0107P EC=899 STATUS=DPO RTE=00000297 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO

07-23-03 0238P

06 DATE&TIME=07-23-03 0237P EC=899 STATUS=DPO RTE=00000297 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

07 DATE&TIME=07-23-03 0349P EC=297 STATUS=RMR RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS F2 CRS NO SPRS

08 DATE&TIME=07-23-03 0349P EC=899 STATUS=FDO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS F2 CRS NO SPRS

09 DTR=07-24-03 0551P COM=07-25-03 0251P RSA=155

CCM

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR CBC \$ICAS CHRONIC TRBLE GCO OG OK AP/AC TEST:>150K <801K MOD SHORT REF TO 4M

NAR AN MTSS RPTD BY MRS

HOC1155

NAR A B REPEAT 9X'S

0000000000

10 DATE&TIME=07-23-03 0349P EC=899 STATUS=DPO RTE=00000441 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO

07-25-03 1056A

11 DATE&TIME=07-25-03 1055A EC=899 STATUS=DPO RTE=00000441 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

12 DATE&TIME=07-25-03 1114A EC=441 STATUS=DPO RTE=00000441 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

13 DATE&TIME=07-25-03 1159A EC=441 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCTC

14 DATE&TIME=07-25-03 1159A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS ;JP8736; NTF, TOK, NA, DIAL TONE GOOD AT NID, STRESS 24 /CTTNC6375

07-30-03 0810A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=07-25-031216P 1.TH-KEY=07-16-031226P 2.TH-KEY=05-09-03 658A
COTYPE=C NNKID=330672 RRT=0108 CLEARED=07-28-03 0406P O/S
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=402 DIS=0701 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=07-28-03 0404P COM=08-01-03 0818P RSA=092
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR CBC CRA \$ICAS BDR OG OK AP/AC TEST:TOK NID CHK CUST AGREES TO CK CPE/NID RPT
NAR D BY FRANCESCA

NAR A B 0000000000

02 DATE&TIME=07-28-03 0404P EC=092 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR LKWD111

03 DATE&TIME=07-28-03 0404P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR LKWD111 724AHICATSOS E158

04 DATE&TIME=07-28-03 0404P EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=108
NAR LKWD111 CATS

05 DATE&TIME=07-28-03 0405P EC=982 STATUS=CAT RTE=00000901 WP=TST RSLT-CDE=108
NAR RTEST53

06 DATE&TIME=07-28-03 0406P EC=982 STATUS=CCA RTE=00000982 WP=CRI RSLT-CDE=
NAR RTEST53

07 DATE&TIME=07-28-03 0406P EC=982 STATUS=CLO RTE=00000982 WP=NWP RSLT-CDE=
NAR RTEST53 /TOK CUST NOT CALL BACK FOR DISP. FROM CHECK AT END/

08-22-03 1006A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=07-30-03 810A 1.TH-KEY=07-25-031216P 2.TH-KEY=05-09-03 658A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=08-22-03 0958A

DISPT #SUB= 1
FL1=0 FL2=0 FL3=0 TYP=300 DIS=0400 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=08-15-03 0303P COM=08-21-03 0700P RSA=628

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR TRAN ICAS CLICKING ON LINE AP SME CLS RPTD BY MS. BUMMLEY

NAR A B 3306738972

02 DATE&TIME=08-15-03 0303P EC=628 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111

03 DATE&TIME=08-15-03 0303P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHCONAS E32R

04 DATE&TIME=08-15-03 0303P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908
NAR BKVL111 CONSUMER AFFECTING SERVICE

05 DTR=08-21-03 0536P COM=08-22-03 0451P RSA=042 CCM

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR TRAN ICAS CLICKING ON LINE AP SME CLS RPTD BY MS. BUMMLEY

NAR HOC1042

NAR A B 3306738972

06 DATE&TIME=08-15-03 0304P EC=899 STATUS=PRD RTE=00000459 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 08-22-03 0618A

07 DATE&TIME=08-15-03 0304P EC=899 STATUS=DPO RTE=00000459 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 08-22-03 0722A

08 DATE&TIME=08-22-03 0722A EC=899 STATUS=DPO RTE=00000459 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=08-22-03 0830A EC=459 STATUS=DPO RTE=00000459 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

10 DATE&TIME=08-22-03 0958A EC=459 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCTC

11 DATE&TIME=08-22-03 0958A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;BB1437; CAME CLEAR /CTTNA5705

08-28-03 0825A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=08-23-031056A 1.TH-KEY=08-22-031006A 2.TH-KEY=05-09-03 658A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=08-26-03 0409P
#SUB= 2

FL1=0 FL2=0 FL3=0 TYP=302 DIS=0701 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=08-26-03 1136A COM=08-30-03 0818P RSA=605
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR TRAN \$ICAS SOL AP/AC TEST:TOK NID CHK CUST AGREES TO CK CPE/NID RPTD BY
NAR FRANCESCA
NAR A B 3306738972
02 DATE&TIME=08-26-03 1136A EC=605 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKVL111
03 DATE&TIME=08-26-03 1137A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR BKVL111 724AHICATSAS E158
04 DATE&TIME=08-26-03 1137A EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=908
NAR BKVL111 CATS
05 DTR=08-26-03 1234P COM=08-30-03 0818P RSA=500 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR TRAN \$ICAS CHK STATUS CLICKNG OL OH1P TOK CUST AGRS TO CK CPE & WL CL BK IF
NAR NEC RPTD BY MS LKWD111
NAR A B 3306738972
06 DTR=08-26-03 0407P COM=08-30-03 0818P RSA=137 CCM
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR TRAN \$ICA? ADE INFO CLICKNG OL OH1P TOK TRIED TO CALL SUB BACK, NO ANSWER RF
NAR TD BY MRS LKWD111
NAR A B 3306738972
07 DATE&TIME=08-26-03 0408P EC=980 STATUS=CAT RTE=00000901 WP=TST RSLT-CDE=908
NAR RTEST53
08 DATE&TIME=08-26-03 0409P EC=980 STATUS=CCA RTE=00000980 WP=CRI RSLT-CDE=
NAR RTEST53
09 DATE&TIME=08-26-03 0409P EC=980 STATUS=CLO RTE=00000980 WP=NWP RSLT-CDE=
NAR RTEST53 /TOK CUST NOT CALL BACK FOR DISP. FROM CHECK AT NID/

09-29-03 1101A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00023-00061-32
BLG=673 NPA=330 CABLE= 22 PAIR=1106 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=08-28-03 825A 1.TH-KEY=08-23-031056A 2.TH-KEY=07-30-03 810A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=09-29-03 1049A O/S

DISPT #SUB= 1
FL1=0 FL2=0 FL3=0 TYP=402 DIS=0421 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=09-28-03 0429P COM=10-02-03 0818P RSA=513
CALLED-NO= - - CATEGORY=1 VER= 6 CVER=
NAR CBC CRA ICAS GCO OG OK AP/AC TEST:OK MTSS RPTD BY MS BRUMLEY
NAR A B CLBK LN BUSY 0000000000
02 DATE&TIME=09-28-03 0429P EC=513 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=6
NAR LKWD111
03 DATE&TIME=09-28-03 0430P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=6
NAR LKWD111 724AHICATSOS E158
04 DATE&TIME=09-28-03 0430P EC=299 STATUS=CAT RTE=00000901 WP=SCR RSLT-CDE=108
NAR LKWD111 CATS
05 DTR=09-28-03 0718P COM=09-29-03 0600P RSA=242 CCM
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR CBC \$ICAS REQ DISP MTSS GCO OG OK AP/AC TEST:OK MTSS RPTD BY MS BRUMLEY
NAR LKWD111
NAR A B CLBK LN BUSY 0000000000
06 DATE&TIME=09-28-03 0719P EC=930 STATUS=PDO RTE=00000320 WP=NWP RSLT-CDE=000
NAR SSM53 CUST REQ DISPATCH
07 DATE&TIME=09-28-03 0721P EC=899 STATUS=PRD RTE=00000441 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 09-29-03 0622A
08 DATE&TIME=09-28-03 0721P EC=899 STATUS=DPO RTE=00000441 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 09-29-03 0703A
09 DATE&TIME=09-29-03 0800A EC=899 STATUS=DPO RTE=00000441 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
10 DATE&TIME=09-29-03 0801A EC=441 STATUS=DPO RTE=00000441 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
11 DATE&TIME=09-29-03 1049A EC=441 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCTC
12 DATE&TIME=09-29-03 1049A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;JP8736; REPRD F2 AND CHG F1 PRS, NA /CTTNB7256

12-04-03 0600P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=09-29-031101A 1.TH-KEY=08-28-03 825A 2.TH-KEY=09-29-031101A
CCTYPE=C NNXID=330672 RRT=0108 CLEARED=12-04-03 0559P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=567 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=12-04-03 0557P COM=12-09-03 0700P RSA=590
CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR CCL ICAS ROL NO COLL CALLS BLCKS RPTD BY MS

NAR A B 0000000000

02 DATE&TIME=12-04-03 0557P EC=590 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR BKVL111

03 DATE&TIME=12-04-03 0559P EC=299 STATUS=PSH RTE=000000299 WP=NWP RSLT-CDE=LU
NAR BKVL111 724AHOTHRINFOE92F1131

04 DATE&TIME=12-04-03 0559P EC=299 STATUS=CCA RTE=000000299 WP=SCR RSLT-CDE=908
NAR BKVL111 NON-SERV RELATED INFOR GVN

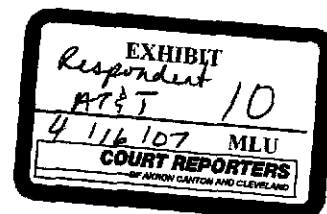
05 DATE&TIME=12-04-03 0559P EC=299 STATUS=CLO RTE=000000299 WP=NWP RSLT-CDE=908
NAR BKVL111 NON-SERV RELATED INFOR GVN

9

01-15-04 0940P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=12-04-03 600P 1.TH-KEY=09-29-031101A 2.TH-KEY=09-29-031101A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=01-15-04 0934P
#SUB=000
FL1=0 FL2=0 FL3=0 TYP=567 DIS=1378 CAS=242

TROUBLE REPORTS AND STATUSES
01 DTR=01-15-04 0934P COM=01-16-04 0700P RSA=651
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR CCL ICAS CC TO 8007590700 ROL 8XX # OH1P RPTD BY M
NAR A B 8008881800 0000000000
02 DATE&TIME=01-15-04 0934P EC=651 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR LKWD111
03 DATE&TIME=01-15-04 0934P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR LKWD111 724AHCARRIERAE92F1378
04 DATE&TIME=01-15-04 0934P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR LKWD111 REFD CUST TO IXC
05 DATE&TIME=01-15-04 0934P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR LKWD111 REFD CUST TO IXC



MAINTENANCE TICKET

S-6218B

02-19-04 1121A ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00010-00361-22
 BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
 LN (NF) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC
 O.TH-KEY=01-15-04 940P 1.TH-KEY=12-04-03 600P 2.TH-KEY=12-04-03 600P
 COTYPE=C NNXID=330672 RRT=0108 CLEARED=02-19-04 1112A
 DISPT #SUB=000
 FL1=0 FL2=0 FL3=0 TYP=300 DIS=0400 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=02-18-04 0909P COM=02-19-04 0200P RSA=074
 CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
 NAR TRAN ICAS REQ DISP SOL AP/AC TEST:TOK HUM ON LINE RPTD BY MR BRUMLEY
 NAR A B 3306739452
 02 DATE&TIME=02-18-04 0909P EC=074 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
 NAR LKWD111
 03 DATE&TIME=02-18-04 0912P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
 NAR LKWD111 724AHCONAS E32R
 04 DATE&TIME=02-18-04 0912P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908
 NAR LKWD111 CONSUMER AFFECTING SERVICE
 05 DATE&TIME=02-18-04 0913P EC=899 STATUS=PRD RTE=00000761 WP=NWP RSLT-CDE=
 NAR GDS PREASSIGNED FOR WORK TODAY 02-19-04 0644A
 06 DATE&TIME=02-18-04 0913P EC=899 STATUS=DPO RTE=00000761 WP=NWP RSLT-CDE=
 NAR GDS JOB DISPATCHED BY DO 02-19-04 0758A
 07 DATE&TIME=02-19-04 0758A EC=899 STATUS=DPO RTE=00000761 WP=DO RSLT-CDE=
 NAR GDS DO-PROVIDED DISPATCH START TIME
 08 DATE&TIME=02-19-04 0759A EC=761 STATUS=RMR RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS DSP IN ERROR
 09 DATE&TIME=02-19-04 0759A EC=899 STATUS=PRD RTE=00000761 WP=NWP RSLT-CDE=
 NAR GDS DSP IN ERROR
 10 DATE&TIME=02-19-04 0759A EC=899 STATUS=DPO RTE=00000761 WP=NWP RSLT-CDE=
 NAR GDS JOB DISPATCHED BY DO 02-19-04 0935A
 11 DATE&TIME=02-19-04 0935A EC=899 STATUS=DPO RTE=00000761 WP=DO RSLT-CDE=
 NAR GDS DO-PROVIDED DISPATCH START TIME
 12 DATE&TIME=02-19-04 0952A EC=761 STATUS=DPO RTE=00000761 WP=RR RSLT-CDE=
 NAR GDS DO-PROVIDED CN-PREM DATE AND TIME
 13 DATE&TIME=02-19-04 1112A EC=761 STATUS=CNA RTE=00000899 WP=CRO RSLT-CDE=
 NAR GDS SCREEN = DOCTC
 14 DATE&TIME=02-19-04 1112A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS ;JP1325; LT SHORT IN HOUSE SUB NOT HOME /CTTNC0769

MAINTENANCE TICKET

S-6218B

02-26-04 0420P ***TH***

TN 3306738972

RSB G40 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC

0.TH-KEY=02-19-041121A 1.TH-KEY=01-15-04 940P 2.TH-KEY=12-04-03 600P
COTYPE=C NNID=330672 RRT=0108 CLEARED=02-26-04 0409P
DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=300 DIS=1321 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=02-26-04 0234P COM=02-27-04 1200P RSA=712

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR TRAN \$ICAS RPPT BAD BUZZ OL AP/AC TRBL INSD PER PREV TECH T:V V V LT SHRT RE
NAR Q DISP RPTD BY FRANCESCA

NAR A 0800A B 3306738972

02 DATE&TIME=02-26-04 0234P EC=712 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR BKVL111

03 DATE&TIME=02-26-04 0236P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR BKVL111 724AHCONAS E32R

04 DATE&TIME=02-26-04 0236P EC=299 STATUS=PDO RTE=00000320 WP=SCR RSLT-CDE=908
NAR BKVL111 CONSUMER AFFECTING SERVICE

05 DATE&TIME=02-26-04 0238P EC=899 STATUS=DPO RTE=00000935 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 02-26-04 0300P

06 DATE&TIME=02-26-04 0300P EC=899 STATUS=DPO RTE=00000935 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

07 DATE&TIME=02-26-04 0330P EC=935 STATUS=DPO RTE=00000935 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

08 DATE&TIME=02-26-04 0409P EC=935 STATUS=CCA RTE=00000899 WP=CKO RSLT-CDE=
NAR GDS SCREEN = DOCOMP

09 DATE&TIME=02-26-04 0409P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;AD1427; ISOLATED TO CPE

02-26-04 0619P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= VAL S-C= VAL OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC
0.TH-KEY=02-26-04 420P 1.TH-KEY=02-19-041121A 2.TH-KEY=12-04-03 600P
COTYPE=C NNxid=330672 RRT=0108 CLEARED=02-26-04 0612P
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=02-26-04 0610P COM=02-27-04 0700P RSA=213
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR MISC \$ICAS CUST WNTS ANOTHER #, TIME, DEPT, OPER, ETC. RPTD BY MRS BRUMLEY
NAR A B 0000000000
02 DATE&TIME=02-26-04 0610P EC=213 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
NAR INDI111
03 DATE&TIME=02-26-04 0612P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
NAR INDI111 724AHOTHRINFOE92F1131
04 DATE&TIME=02-26-04 0612P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR INDI111 NON-SERV RELATED INFOR GVN
05 DATE&TIME=02-26-04 0612P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR INDI111 NON-SERV RELATED INFOR GVN

MAINTENANCE TICKET

S-6218B

02-27-04 0924A ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - - CS= VAL S-C= VAL OE=00010-00361-22
 BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC

0.TH-KEY=02-26-04 619P 1.TH-KEY=02-26-04 420P 2.TH-KEY=12-04-03 600P
 COTYPE=C NNXID=330672 RRT=0108 CLEARED=02-27-04 0915A

DISPT #SUB= 1

FL1=0 FL2=0 FL3=0 TYP=703 DIS=1311 CAS=121

TROUBLE REPORTS AND STATUSES

01 DTR=02-26-04 0625P COM=02-27-04 1200P RSA=057

CALLED-NO= - - - CATEGORY=1 VER=LU CVER=

NAR PHYI ICAS PW/JACK NT WKG PLS CHK ALL THE JKS N THE HOME RPTD BY MS
 NAR A 0800A B 3306738972

02 DATE&TIME=02-26-04 0625P EC=057 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
 NAR LKWD111

03 DATE&TIME=02-26-04 0626P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
 NAR LKWD111 724AHNONREG E140R

04 DATE&TIME=02-26-04 0626P EC=299 STATUS=PD6 RTE=00000302 WP=SCR RSLT-CDE=908
 NAR LKWD111 OVR JACK/IW/SET TRBL

05 DATE&TIME=02-26-04 0627P EC=899 STATUS=PRD RTE=00000761 WP=NWP RSLT-CDE=
 NAR GDS PREASSIGNED FOR WORK TODAY 02-27-04 0653A

06 DTR=02-27-04 0803A COM=02-27-04 1200P RSA=676 CCM

CALLED-NO= - - - CATEGORY=1 VER=LU CVER=

NAR PHYI \$ICAS CHK STATUS PW/JACK NT WKG PLS CHK ALL THE JKS N THE HOME RPTD BY
 NAR MS BKVL111

NAR A 0800A B: 3306738972

07 DATE&TIME=02-26-04 0627P EC=899 STATUS=DPO RTE=00000761 WP=NWP RSLT-CDE=
 NAR GDS JOB DISPATCHED BY DO 02-27-04 0610A

08 DATE&TIME=02-27-04 0300A EC=899 STATUS=DPO RTE=00000761 WP=DO RSLT-CDE=
 NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=02-27-04 0915A EC=761 STATUS=DPO RTE=00000761 WP=RR RSLT-CDE=
 NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

10 DATE&TIME=02-27-04 0915A EC=761 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
 NAR GDS SCREEN = DOCOMP

11 DATE&TIME=02-27-04 0915A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS ;JP1325;REWIRE IN BASEMENT

08-26-04 0225P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
0.TH-KEY=02-27-04 924A 1.TH-KEY=02-26-04 619P 2.TH-KEY=02-27-04 924A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=08-26-04 0145P

DISPT #SUB=000
FL1=0 FL2=0 FL3=0 TYP=300 DIS=0401 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=08-19-04 1032A COM=08-26-04 0600P RSA=996

CALLED-NO# - - CATEGORY=1 VER= 6 CVER=

NAR TRAN \$BONDR+NTM/1339 FRANK/INTERMITTENT CROSSTALK AND DROPPED CALLS ACC OK A

NAR UTH DISP*/M.STOREY 8667104004 Z 221137

NAR A B M.STOREY 8667104004

02 DATE&TIME=08-19-04 1032A EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=

NAR EBDGATE

03 DATE&TIME=08-19-04 1034A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 6

NAR EBDGATE 724ANRNO REGULAR RULE FOUND

04 DATE&TIME=08-19-04 1036A EC=911 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=908

NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE

05 DATE&TIME=08-19-04 1043A EC=850 STATUS=PDB RTE=00000320 WP=TST RSLT-CDE=908

NAR WII1850 TRAN,INTRMT XTLK & DRPPD CLLS,VRY LT GRD,OPN ACC,MK LN GD

06 DATE&TIME=08-19-04 1046A EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 08-19-04 0343P

07 DATE&TIME=08-19-04 1046A EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLO 08-20-04 1201P

08 DATE&TIME=08-19-04 1046A EC=899 STATUS=PRD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS PREASSIGNED FOR WORK TODAY 08-26-04 0716A

09 DATE&TIME=08-19-04 1046A EC=899 STATUS=DPO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 08-26-04 1147A

10 DATE&TIME=08-26-04 1147A EC=899 STATUS=DPO RTE=00000899 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

11 DATE&TIME=08-26-04 1200P EC=899 STATUS=DPO RTE=00000899 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

12 DATE&TIME=08-26-04 0145P EC=899 STATUS=CNA RTE=00000194 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCTC

13 DATE&TIME=08-26-04 0145P EC=899 STATUS=CLO RTE=00000194 WP=NWP RSLT-CDE=

NAR GDS ;JH1983;Y DT GD TO NI,CHGD F2 /CTTNE5844

09-22-04 1006A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
0.TH-KEY=08-26-04 225P 1.TH-KEY=02-27-04 924A 2.TH-KEY=02-27-04 924A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=09-22-04 0959A

DISPT #SUB=000
FL1=NEO FL2=0 FL3=0 TYP=300 DIS=1241 CAS=232

TROUBLE REPORTS AND STATUSES

01 DTR=09-11-04 1220P COM=09-24-04 0500P RSA=996

CALLED-NO= - - CATEGORY=1 VER= 6 CVER=

NAR TRAN \$BONDR+NTM/1339 FRANK/STATIC ON LINE, NID ACCESS OK

NAR /T.AGTEMP12 8667104004

NAR A B T.AGTEMP12 8667104004

02 DATE&TIME=09-11-04 1220P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=

NAR EBDGATE

03 DATE&TIME=09-11-04 1223P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 6

NAR EBDGATE 724ANRNO REGULAR RULE FOUND

04 DATE&TIME=09-11-04 1225P EC=912 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=908

NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE

05 DATE&TIME=09-11-04 1241P EC=816 STATUS=PDB RTE=00000320 WP=TST RSLT-CDE=908

NAR WII1816 TRAN \$BONDR+NTM/1339 FRANK/STATIC ON LINE, NID ACCESS OK

06 DATE&TIME=09-11-04 1257P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 09-14-04 0436P

07 DATE&TIME=09-11-04 1257P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 09-14-04 0646P

08 DATE&TIME=09-11-04 1257P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 09-15-04 1034A

09 DATE&TIME=09-11-04 1257P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 09-15-04 0631P

10 DATE&TIME=09-11-04 1257P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 09-16-04 0642A

11 DATE&TIME=09-11-04 1257P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 09-16-04 1134A

12 DATE&TIME=09-11-04 1257P EC=899 STATUS=DPO RTE=00000074 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 09-22-04 0803A

13 DATE&TIME=09-22-04 0803A EC=899 STATUS=DPO RTE=00000074 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

14 DATE&TIME=09-22-04 0825A EC=074 STATUS=DPO RTE=00000074 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

15 DATE&TIME=09-22-04 0959A EC=074 STATUS=CNA RTE=00000074 WP=CRO RSLT-CDE=

NAR GDS BILL 71 IN ASON

16 DATE&TIME=09-22-04 0959A EC=899 STATUS=CLO RTE=00000074 WP=NWP RSLT-CDE=

NAR GDS ; DT GD @ NID LFT CARD

MAINTENANCE TICKET

S-6218B

10-09-04 1215P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
 BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC *SGZ*
 0.TH-KEY=09-22-041006A 1.TH-KEY=08-26-04 225P 2.TH-KEY=02-27-04 924A
 COTYPE=C NNID=330672 RRT=0108 CLEARED=10-09-04 1204P
 DISPT #SUB=000
 FL1=NEO FL2=0 FL3=0 TYP=300 DIS=1241 CAS=600
 TROUBLE REPORTS AND STATUSES
 01 DTR=10-08-04 0213P COM=10-11-04 0500P RSA=996
 CALLED-NO= - - CATEGORY=1 VER= 6 CVER=
 NAR TRAN \$BONDR+NTM/1339 FRANK/CALL DROPS WHILE TALKING, FULL ACC*
 NAR /P.PARK 8667104004
 NAR A B P.PARK 8667104004
 02 DATE&TIME=10-08-04 0213P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=
 NAR EBDGATE
 03 DATE&TIME=10-08-04 0215P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 6
 NAR EBDGATE 724ANRNO REGULAR RULE FOUND
 04 DATE&TIME=10-08-04 0216P EC=920 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=908
 NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE
 05 DATE&TIME=10-08-04 0256P EC=855 STATUS=PDB RTE=00000320 WP=TST RSLT-CDE=908
 NAR WII1855 TRAN,1X,NXT,CALLS DROP WHILE TALKING,TST OK,BOTH T/R LOW
 06 DATE&TIME=10-08-04 0301P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 10-08-04 0323P
 07 DATE&TIME=10-08-04 0301P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=
 NAR GDS DO STATUS CHANGED TO PLD 10-08-04 0456P
 08 DATE&TIME=10-08-04 0301P EC=899 STATUS=PRD RTE=00000831 WP=NWP RSLT-CDE=
 NAR GDS PREASSIGNED FOR WORK TODAY 10-09-04 1052A
 09 DATE&TIME=10-08-04 0301P EC=899 STATUS=DPO RTE=00000831 WP=NWP RSLT-CDE=
 NAR GDS JOB DISPATCHED BY DO 10-09-04 1053A
 10 DATE&TIME=10-09-04 1053A EC=899 STATUS=DPO RTE=00000831 WP=DO RSLT-CDE=
 NAR GDS DO-PROVIDED DISPATCH START TIME
 11 DATE&TIME=10-09-04 1130A EC=831 STATUS=DPO RTE=00000831 WP=RR RSLT-CDE=
 NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
 12 DATE&TIME=10-09-04 1204P EC=831 STATUS=CNA RTE=00000145 WP=CRO RSLT-CDE=
 NAR GDS BILLED IN ASON 71
 13 DATE&TIME=10-09-04 1204P EC=899 STATUS=CLO RTE=00000145 WP=NWP RSLT-CDE=
 NAR GDS ;GC9131;Y DT GD 2 NI BILL 71 LFT CRD

11-11-04 0236P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANK
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
0.TH-KEY=10-09-041215P 1.TH-KEY=09-22-041006A 2.TH-KEY=C9-22-041006A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=11-11-04 0230P
DISPT #SUB=000
FL1=NEO FL2=0 FL3=0 TYP=300 DIS=1241 CAS=600
TROUBLE REPORTS AND STATUSES
01 DTR=11-07-04 1014A COM=11-11-04 0500P RSA=996
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR TRAN \$BONDR+NTM/1339 FRANK/CROSSTALK CLEAR ACCESS AUTH DPO*
NAR /F.BRUMLEY 3306738972
NAR A B F.BRUMLEY 3306738972
02 DATE&TIME=11-07-04 1014A EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=
NAR EBDGATE
03 DATE&TIME=11-07-04 1015A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 0
NAR EBDGATE 724ANRNO REGULAR RULE FOUND
04 DATE&TIME=11-07-04 1016A EC=910 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=908
NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE
05 DATE&TIME=11-07-04 1024A EC=429 STATUS=PDB RTE=00000320 WP=TST RSLT-CDE=908
NAR WII1429 TRAN, OX, NTM, XTLK, LKG T/S
06 DATE&TIME=11-07-04 1033A EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 11-07-04 1144A
07 DATE&TIME=11-07-04 1033A EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 11-07-04 1205P
08 DATE&TIME=11-07-04 1033A EC=899 STATUS=PRD RTE=00000941 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 11-11-04 1255P
09 DATE&TIME=11-07-04 1033A EC=899 STATUS=DPO RTE=00000941 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 11-11-04 0231P
10 DATE&TIME=11-11-04 0130P EC=899 STATUS=DPO RTE=00000941 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
11 DATE&TIME=11-11-04 0210P EC=941 STATUS=DPO RTE=00000941 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
12 DATE&TIME=11-11-04 0230P EC=941 STATUS=CCA RTE=00000169 WP=CRO RSLT-CDE=
NAR GDS BILLED \$71.00 IN ASON
13 DATE&TIME=11-11-04 0230P EC=899 STATUS=CLO RTE=00000169 WP=NWP RSLT-CDE=
NAR GDS ;RW1281;Y DT GD TO NI-BILLED \$71.00-LC

12-30-04 0217P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW CE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*

0.TH-KEY=11-11-04 236P 1.TH-KEY=10-09-041215P 2.TH-KEY=11-11-04 236P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=12-30-04 0200P O/S
DISPT #SUB=000

FL1=NEO FL2=0 FL3=0 TYP=300 DIS=1242 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=12-29-04 0610P COM=12-30-04 0500P RSA=996
CALLED-NO= - - CATEGORY=1 VER= 6 CVER=
NAR TRAN \$BONDR+NTM/1339 FRANK/NO PETS OR LOCKED GATES
NAR /C.BOYETT 8667104004
NAR A B C.BOYETT 8667104004
02 DATE&TIME=12-29-04 0610P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=
NAR EBDGATE
03 DATE&TIME=12-29-04 0612P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 6
NAR EBDGATE 724ANRNO REGULAR RULE FOUND
04 DATE&TIME=12-29-04 0614P EC=917 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=908
NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE
05 DATE&TIME=12-29-04 0615P EC=368 STATUS=PDB RTE=00000320 WP=TST RSLT-CDE=108
NAR WII1368 TRAN,SOL,TST BUSY SPEECH,DMNDS DPO,ACCA NYTIME
06 DATE&TIME=12-29-04 0617P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 12-30-04 0558A
07 DATE&TIME=12-29-04 0617P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 12-30-04 0809A
08 DATE&TIME=12-29-04 0617P EC=899 STATUS=DPO RTE=00000411 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 12-30-04 1249P
09 DATE&TIME=12-30-04 1249P EC=899 STATUS=DPO RTE=00000411 WP=DC RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
10 DATE&TIME=12-30-04 0115P EC=411 STATUS=DPO RTE=00000411 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
11 DATE&TIME=12-30-04 0200P EC=411 STATUS=CCA RTE=00000411 WP=CRO RSLT-CDE=
NAR GDS BILL 71 IN ASON
12 DATE&TIME=12-30-04 0200P EC=899 STATUS=CLO RTE=00000411 WP=NWP RSLT-CDE=
NAR GDS ;RH1213;YDT GD @ NID SPK 2 MRS

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
0.TH-KEY=12-30-04 217P 1.TH-KEY=11-11-04 236P 2.TH-KEY=11-11-04 236P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=01-19-05 0101P
DISPT #SUB=000
FL1=NEO FL2=0 FL3=0 TYP=300 DIS=0421 CAS=600

01 DTR=01-19-05 1029A COM=01-19-05 0500P RSA=996
CALLED-NO= - - CATEGORY=1 VER= 6 CVER=
NAR TRAN \$BONDR+NTM/1339 FRANK/ECHOING ON LINE AND NOISES ON LINE
NAR /A.FREEMAN 8667104004
NAR A B A.FREEMAN 8667104004
02 DATE&TIME=01-19-05 1029A EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=
NAR EBDGATE
03 DATE&TIME=01-19-05 1030A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 6
NAR EBDGATE 724ANRNO REGULAR RULE FOUND
04 DATE&TIME=01-19-05 1031A EC=920 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=908
NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE
05 DATE&TIME=01-19-05 1033A EC=234 STATUS=PDB RTE=00000320 WP=TST RSLT-CDE=908
NAR WII1234 TRAN,NTM,OX,NSY,ECHO,BZ SPCH,OPEN AXS
06 DATE&TIME=01-19-05 1036A EC=899 STATUS=DPO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 01-19-05 1106A
07 DATE&TIME=01-19-05 1106A EC=899 STATUS=DPO RTE=00000899 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
08 DATE&TIME=01-19-05 1200P EC=899 STATUS=DPO RTE=00000899 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
09 DATE&TIME=01-19-05 0101P EC=899 STATUS=CCA RTE=00000169 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCTC
10 DATE&TIME=01-19-05 0101P EC=899 STATUS=CLO RTE=00000169 WP=NWP RSLT-CDE=
NAR GDS ;BM1769:NDT GD TO NI-REPRD F1-AVD SON /CTTNC9372

F1 22-1121-11/2/05

22-796 11/11/05

22-625 4/1/02

22-1106 4/25/03 4/1/02

3/14/04 NEW NIO

F1 22-625

22-625 11/16/01

22-1106 4/1/02

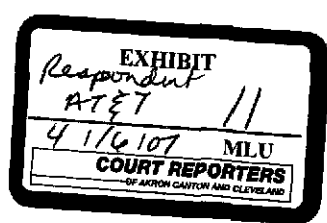
22-1106 4/1/02

F2 2-28-05
2-28-04
2-8-02
2-9-25-03

F2

891-

891-



02-28-05 0235P ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*

0.TH-KEY=01-19-05 109P 1.TH-KEY=12-30-04 217P 2.TH-KEY=12-30-04 217P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=02-28-05 0234P

DISPT #SUB= 1

FL1=NEO FL2=0 FL3=0 TYP=300 DIS=0401 CAS=311

TROUBLE REPORTS AND STATUSES

01 DTR=02-23-05 0214P COM=03-01-05 0500P RSA=996

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR TRAN \$BONDR+NTM/1339 FRANK/CUST STATES LINE CUTS OFF/OPEN ACCESS

NAR /C.BOYETT 8667104004 Z 221137

NAR A B C.BOYETT 8667104004

02 DATE&TIME=02-23-05 0214P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=

NAR EBDGATE

03 DATE&TIME=02-23-05 0217P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 0

NAR EBDGATE 724ANRNO REGULAR RULE FOUND

04 DTR=02-23-05 0218P COM=03-01-05 0500P RSA=748

CALLED-NO= - - CATEGORY=6 VER=LU CVER=

NAR TRAN \$BONDR+NTM/1339 FRANK/CUST STATES LINE CUTS OFF/OPEN ACCESS

NAR /C.BOYETT 8667104004 W111748

NAR A B C.BOYETT 8667104004

05 DATE&TIME=02-23-05 0219P EC=910 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=908

NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE

06 DATE&TIME=02-23-05 0219P EC=837 STATUS=POB RTE=00000320 WP=TST RSLT-CDE=908

NAR W111957 \$ULS CFO-SGZ, OX, NTM, LEAKAGE T-R AND R-GRND CLLS DROP

07 DATE&TIME=02-23-05 0227P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO JEP HELGCODE ROK 02-23-05 0434P

08 DATE&TIME=02-23-05 0227P EC=203 STATUS=POB RTE=00000203 WP=NWP RSLT-CDE=

NAR GDS DO STATUS CHANGED TO PLD 02-24-05 0907A

09 DATE&TIME=02-23-05 0227P EC=899 STATUS=PRD RTE=00000074 WP=NWP RSLT-CDE=

NAR GDS PREASSIGNED FOR WORK TODAY 02-28-05 0732A

10 DATE&TIME=02-23-05 0227P EC=899 STATUS=DPO RTE=00000074 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 02-28-05 1102A

11 DATE&TIME=02-28-05 1102A EC=899 STATUS=DPO RTE=00000074 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

12 DATE&TIME=02-28-05 1105A EC=074 STATUS=DPO RTE=00000074 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

13 DATE&TIME=02-28-05 1108A EC=074 STATUS=RMR RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS MOVE TECHS LOAD ON SITE OTH TCK

14 DATE&TIME=02-28-05 1108A EC=899 STATUS=PRD RTE=00000074 WP=NWP RSLT-CDE=

NAR GDS MOVE TECHS LOAD ON SITE OTH TCK

15 DATE&TIME=02-28-05 1108A EC=899 STATUS=DPO RTE=00000074 WP=NWP RSLT-CDE=

NAR GDS JOB DISPATCHED BY DO 02-28-05 0114P

16 DATE&TIME=02-28-05 0114P EC=899 STATUS=DPO RTE=00000074 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

17 DATE&TIME=02-28-05 0120P EC=074 STATUS=DPO RTE=00000074 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

18 DATE&TIME=02-28-05 0234P EC=074 STATUS=CCA RTE=00000362 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCTC

19 DATE&TIME=02-28-05 0234P EC=899 STATUS=CLO RTE=00000362 WP=NWP RSLT-CDE=

NAR GDS ;ME7482;Y DT GD TO NI, CHNG F2-GRND /CITNBC287

03-02-05 0946A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
0.TH-KEY=02-28-05 235P 1.TH-KEY=01-19-05 109P 2.TH-KEY=12-30-04 217P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-02-05 0941A
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=03-02-05 0939A COM=03-04-05 0500P RSA=427
CALLED-NO= - - CATEGORY=6 VER= 0 CVER=
NAR MISC TRANSFER TO DSL/LS GRP
NAR A B ASHLEY/SAGE
02 DATE&TIME=03-02-05 0939A EC=427 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR WII1427
03 DATE&TIME=03-02-05 0941A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR WII1427 724AHOTHRINFOE92F1131
04 DATE&TIME=03-02-05 0941A EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR WII1427 NON-SERV RELATED INFOR GVN
05 DATE&TIME=03-02-05 0941A EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR WII1427 NON-SERV RELATED INFOR GVN

03-02-05 1136A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*

0.TH-KEY=03-02-05 946A 1.TH-KEY=02-28-05 235P 2.TH-KEY=12-30-04 217P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=03-02-05 1133A O/S
DISPT #SUB=000

FL1=NEO FL2=0 FL3=0 TYP=400 DIS=1241 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=03-02-05 0956A COM=03-02-05 0500P RSA=421

CALLED-NO= - - CATEGORY=1 VER= 6 CVER=

NAR CBC \$ULSCPO,SGZ,NTM,DURING CONV DISC THEN FAX TONE,EQUIP CHECKD,NI LOC OUT O
NAR PN ACCCUST DMDS DPO

NAR A B ABDI-SAGE 2144954839

02 DATE&TIME=03-02-05 0956A EC=421 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=6
NAR WII1421

03 DATE&TIME=03-02-05 0958A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=6
NAR WII1421 724AHRSLDISPOE131RN

04 DATE&TIME=03-02-05 0958A EC=299 STATUS=PDB RTE=00000320 WP=SCR RSLT-CDE=108
NAR WII1421 RESELLER DISPATCH OS

05 DATE&TIME=03-02-05 1000A EC=899 STATUS=DPO RTE=00000762 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 03-02-05 1043A

06 DATE&TIME=03-02-05 1043A EC=899 STATUS=DPO RTE=00000762 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME

07 DATE&TIME=03-02-05 1050A EC=762 STATUS=DPO RTE=00000762 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

08 DATE&TIME=03-02-05 1133A EC=762 STATUS=CNA RTE=00000762 WP=CRO RSLT-CDE=
NAR GDS BILLD 71

09 DATE&TIME=03-02-05 1133A EC=899 STATUS=CLO RTE=00000762 WP=NWP RSLT-CDE=
NAR GDS ;BB1397;Y DT GD 2 NID/BILL 71/NTF LEFT CARD

MAINTENANCE TICKET

S-6218B

04-03-05 0329P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*

0.TH-KEY=03-02-051136A 1.TH-KEY=03-02-05 946A 2.TH-KEY=01-19-05 109P
COTYPE=C NNXID=330672 RRT=0108 CLEARED=04-03-05 0324P

O/S

#SUB=000

FL1=0 FL2=0 FL3=0 TYP=100 DIS=1363 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=04-03-05 0318P COM=04-04-05 0500P RSA=996

CALLED-NO= - - CATEGORY=1 VER= 6 CVER=

NAR NDT \$BONDR+NTM/1339 FRANK/AUTH DPO*

NAR /M.DUCKWORTH 8667104004

NAR A B M.DUCKWORTH 8667104004

02 DATE&TIME=04-03-05 0318P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=

NAR EBDGATE

03 DATE&TIME=04-03-05 0319P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 6

NAR EBDGATE 724ANRNO REGULAR RULE FOUND

04 DATE&TIME=04-03-05 0320P EC=939 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=108

NAR SSM53 ELEC BOND OOS ELECTRONIC BONDING RESALE OOS

05 DATE&TIME=04-03-05 0324P EC=598 STATUS=TST RTE=00000598 WP=TST RSLT-CDE=108

NAR WII1598

06 DATE&TIME=04-03-05 0324P EC=598 STATUS=CCA RTE=00000598 WP=CRI RSLT-CDE=

NAR WII1598

07 DATE&TIME=04-03-05 0324P EC=598 STATUS=CLO RTE=00000598 WP=NWP RSLT-CDE=

NAR WII1598 NDT,MLT=TEST CLEAR.NTF NO DSP

05-02-05 0946A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
0.TH-KEY=04-03-05 329P 1.TH-KEY=03-02-051136A 2.TH-KEY=03-02-051136A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=05-02-05 0942A O/S
DISPT #SUB=000
FL1=0 FL2=0 FL3=0 TYP=400 DIS=1241 CAS=231
TROUBLE REPORTS AND STATUSES
01 DTR=05-01-05 0126P COM=05-02-05 0500P RSA=996
CALLED-NO= - - CATEGORY=1 VER= 6 CVER=
NAR CBC \$BONDR+NTM/1339 FRANK/INTERMITTEN ISSUE CAN'T RCV CALLS@NID, ACC OK, AUT
NAR H DISP* /D.PETERSON 8667104004
NAR A B D.PETERSON 8667104004
02 DATE&TIME=05-01-05 0126P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=
NAR EBDGATE
03 DATE&TIME=05-01-05 0126P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE= 6
NAR EBDGATE 724ANRNO REGULAR RULE FOUND
04 DATE&TIME=05-01-05 0127P EC=911 STATUS=IIR RTE=00000285 WP=SCR RSLT-CDE=108
NAR SSM53 ELEC BOND OOS ELECTRONIC BONDING RESALE OOS
05 DATE&TIME=05-01-05 0131P EC=317 STATUS=PDB RTE=00000320 WP=TST RSLT-CDE=108
NAR WII1317 TOK VFY CBC AT NI
06 DATE&TIME=05-01-05 0137P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 05-01-05 0339P
07 DATE&TIME=05-01-05 0137P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO FLD 05-01-05 0340P
08 DATE&TIME=05-01-05 0137P EC=899 STATUS=DPO RTE=00000324 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 05-02-05 0801A
09 DATE&TIME=05-02-05 0800A EC=899 STATUS=DPO RTE=00000324 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
10 DATE&TIME=05-02-05 0942A EC=924 STATUS=CNA RTE=00000034 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCOMP
11 DATE&TIME=05-02-05 0942A EC=899 STATUS=CLO RTE=00000034 WP=NWP RSLT-CDE=
NAR GDS ;JP7541; TSTD AT NID TRRL IN SHT DT AT NI 3-20 LC VRP 3

05-09-05 1056A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
0.TH-KEY=05-02-05 946A 1.TH-KEY=04-03-05 329P 2.TH-KEY=03-02-051136A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=05-09-05 1043A O/S
DISPT #SUB=000
FL1=NEO FL2=0 FL3=0 TYP=102 DIS=1242 CAS=242
TROUBLE REPORTS AND STATUSES
01 DTR=05-04-05 0657P COM=05-09-05 0100P RSA=415
CALLED-NO= - - CATEGORY=1 VER=71 CVER=
NAR NDT CRA \$ULS CPOSGZ,IX,NTM REQ VNDR MEET ON 5/9 AT 9AM @NI,INTERMIT NDT,TST
NAR ROH,PRV TKT=GD @ NI,CBR 8666542680
NAR A 0900A B ANN-SAGE 9727474432
02 DATE&TIME=05-04-05 0657P EC=415 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=71
NAR WII1415
03 DATE&TIME=05-04-05 0659P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=71
NAR WII1415 724AHVNDRMTOSE109
04 DATE&TIME=05-04-05 0659P EC=299 STATUS=TSA RTE=00000394 WP=SCR RSLT-CDE=108
NAR WII1415 OVR VNDRMT ARRANGED
05 DATE&TIME=05-04-05 0659P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO UPDATE OF 1ST CODE 05-05-05 0818A
06 DATE&TIME=05-04-05 0659P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 05-05-05 0818A
07 DATE&TIME=05-04-05 0659P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 05-05-05 0946A
08 DATE&TIME=05-04-05 0659P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS DO STATUS CHANGED TO PLD 05-05-05 1158A
09 DATE&TIME=05-04-05 0659P EC=899 STATUS=PRD RTE=00000459 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 05-09-05 0853A
10 DATE&TIME=05-04-05 0659P EC=899 STATUS=PRD RTE=00000824 WP=NWP RSLT-CDE=
NAR GDS PREASSIGNED FOR WORK TODAY 05-09-05 0913A
11 DATE&TIME=05-04-05 0659P EC=899 STATUS=DPO RTE=00000824 WP=NWP RSLT-CDE=
NAR GDS JOB DISPATCHED BY DO 05-09-05 0928A
12 DATE&TIME=05-09-05 0928A EC=899 STATUS=DPO RTE=00000824 WP=DO RSLT-CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
13 DATE&TIME=05-09-05 1000A EC=824 STATUS=DPO RTE=00000824 WP=RR RSLT-CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
14 DATE&TIME=05-09-05 1043A EC=824 STATUS=CNA RTE=00000899 WP=CRO RSLT-CDE=
NAR GDS SCREEN = DOCOMP
15 DATE&TIME=05-09-05 1043A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR GDS ;JM3676;TRBLE SHOWS IN;\$ 71.00 -ORD GEN;/CTTNC8822

08-10-05 1127A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
COTYPE=C NNXID=330672 RRT=0108 CLEARED=08-10-05 1126A
#SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=08-10-05 1123A COM=08-12-05 0600P RSA=368
CALLED-NO= - - CATEGORY=1 VER= 0 CVER=
NAR MISC GAVE 05-09-05 CLOSING NOTES TO WILLIAM
NAR A B
02 DATE&TIME=08-10-05 1123A EC=368 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0
NAR WII1368
03 DATE&TIME=08-10-05 1126A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0
NAR WII1368 724AHOTHRINFOE92F1131
04 DATE&TIME=08-10-05 1126A EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
NAR WII1368 NON-SERV RELATED INFOR GVN
05 DATE&TIME=08-10-05 1126A EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
NAR WII1368 NON-SERV RELATED INFOR GVN

09-22-05 1005A ***TH*** MAINTENANCE TICKET S-6218B
TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*

0.TH-KEY=08-10-051127A

COTYPE=C NNKID=330672 RRT=0108 CLEARED=09-22-05 0950A

O/S

DISPT #SUB= 2

FL1=NEO FL2=0 FL3=0 TYP=100 DIS=1242 CAS=600

TRouble REPORTS AND STATUSES

01 DTR=09-19-05 1201P COM=09-22-05 0100P RSA=253

CALLED-NO= - - CATEGORY=1 VER= 0 CVER=

NAR NDT \$ULS CPO-SGZ,OX,NTM CLEC DEMANDS VNDRMT 09-22 @0900A, RE:INTERMITTANT D/

NAR T,LST DPO 8-9-05,OVR T-OK

NAR A 0800A B 1000A CLIFF - SAGE

8003071407

02 DATE&TIME=09-19-05 1201P EC=253 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=0

NAR WII1253

03 DATE&TIME=09-19-05 1201P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=0

NAR WII1253 724AHVNDRMT05E109

04 DATE&TIME=09-19-05 1201P EC=299 STATUS=TSA RTE=00000394 WP=SCR RSLT-CDE=108

NAR WII1253 OVR VNDRMT ARRANGED

05 DATE&TIME=09-19-05 0103P EC=151 STATUS=PDX RTE=00000320 WP=NWP RSLT-CDE=

NAR HOC4151 OVR= VNDR MEET 9-22 9A

06 DTR=09-21-05 0222P COM=09-22-05 0100P RSA=315

CALLED-NO= - - CATEGORY=6 VER=LU CVER=

NAR NDT \$ULS CPO-SGZ,OX,NTM CLEC DEMANDS VNDRMT 09-22 @0900A, RE:INTERMITTANT D/

NAR T,LST DPO 8-9-05,OVR T-OK

WII1315

NAR A 0800A B 1000A CLIFF - SAGE

8003071407

07 DTR=09-22-05 0830A COM=09-22-05 0100P RSA=504

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR NDT \$ULS CPO-SGZ,OX,NTM CLEC DEMANDS VNDRMT 09-22 @0900A, RE:INTERMITTANT D/

NAR T,LST DPO 8-9-05,OVR T-OK

WII1504

NAR A 0800A B 1000A CLIFF - SAGE

8003071407

08 DATE&TIME=09-22-05 0811A EC=859 STATUS=DPO RTE=00000935 WP=DO RSLT-CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=09-22-05 0845A EC=935 STATUS=DPO RTE=00000935 WP=RR RSLT-CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

10 DATE&TIME=09-22-05 0950A EC=935 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=

NAR GDS SCREEN = DOCOMP

11 DATE&TIME=09-22-05 0950A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=

NAR GDS ;AD1427;PC-N;GOOD TO NIEB; NO TROUBLE FOUND; BILLED CLE

MAINTENANCE TICKET

S-6218B

09-22-05 0415P ***TH***

TN 3306738972

RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00361-22
 BLG=673 NPA=330 CABLE= 22 PAIR=1137 PP-CODE=
 LN (NP) BRUMLEY, FRANC
 SA 1339 FRANKLIN AV, KE
 LOC *SGZ*

0.TH-KEY=09-22-051005A 1.TH-KEY=08-10-051127A
 COTYPE=C NNXID=330672 RRT=0108 CLEARED=09-22-05 0411P
 #SUB=000

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES

01 DTR=09-22-05 0408P COM=09-23-05 0600P RSA=434

CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR MISC \$ULS CPO-SGZ, OX, NTM, GAVE CLOSURE INFO TO WILLIAM @ SAGE

NAR A B WILLIAM SAGE 0000000000

02 DATE&TIME=09-22-05 0408P EC=434 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
 NAR WII1434

03 DATE&TIME=09-22-05 0411P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=LU
 NAR WII1434 724AHOTHRINFOE92F1131

04 DATE&TIME=09-22-05 0411P EC=299 STATUS=CCA RTE=00000299 WP=SCR RSLT-CDE=908
 NAR WII1434 NON-SERV RELATED INFOR GVN

05 DATE&TIME=09-22-05 0411P EC=299 STATUS=CLO RTE=00000299 WP=NWP RSLT-CDE=908
 NAR WII1434 NON-SERV RELATED INFOR GVN

4

MAINTENANCE TICKET S-6218B
01-10-06 1154A ***TH*** TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00003-00031-21
BLG=673 NPA=330 CABLE= 22 PAIR=0796 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
COTYPE=C NNXID=330672 RRT=0108 CLEARED=01-10-06 1110A
#SUB=000 EXC
FL1=0 FL2=0 FL3=0 TYP=591 DIS=1131 CAS=231

TROUBLE REPORTS AND STATUSES
01 DTR=01-10-06 1100A COM=01-10-06 0600P RSA=427
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR CALL SCR \$ULS CPO-SGZ OX NEEDS THE LIST OF NUMBERS CUST HAS BLOCKED
ON PER N

NAR SY FEATURE
NAR A B CHRISTY@SAGE 2145477120
02 DATE&TIME=01-10-06 1100A EC=427 STATUS=PSM RTE=00000000 WP=NWP RSLT-
CDE=LU

NAR WII1427
03 DATE&TIME=01-10-06 1102A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-
CDE=LU

NAR WII1427 724AHIIHOLD E156
04 DATE&TIME=01-10-06 1102A EC=299 STATUS=IIH RTE=00000286 WP=SCR RSLT-
CDE=908

NAR WII1427 ON HOLD AT AII
05 DATE&TIME=01-10-06 1106A EC=427 STATUS=IIH RTE=00000427 WP=TST RSLT-
CDE=908

NAR WII1427 HLD TO 427,CKING W MNGR 2C IF INFO CAN BE GIVEN OUT
06 DATE&TIME=01-10-06 1107A EC=427 STATUS=IIH RTE=00000427 WP=NWP RSLT-CDE=
NAR WII1427 PER CHRIS KING@SAGE 972-747-4436 THEY GOT A CALL FOR SBC

07 DATE&TIME=01-10-06 1108A EC=427 STATUS=IIH RTE=00000427 WP=NWP RSLT-CDE=
NAR WII1427 KATHY GENTILE-KLEIN 972-747-4436 REQUESTING THE INFO

08 DATE&TIME=01-10-06 1109A EC=427 STATUS=IIH RTE=00000427 WP=NWP RSLT-CDE=
NAR WII1427 REFERRED THIS TO MGR /DIANE DICKMAN/

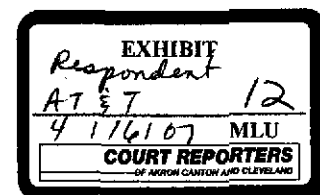
09 DATE&TIME=01-10-06 1109A EC=427 STATUS=IIH RTE=00000427 WP=NWP RSLT-CDE=
NAR WII1427 KATHY GENTILE-KLEIN 216-822-2395 REQUESTING THE INFO

10 DATE&TIME=01-10-06 1109A EC=427 STATUS=IIH RTE=00000427 WP=NWP RSLT-CDE=
NAR WII1427 REFERRED THIS TO MGR /DIANE DICKMAN/

11 DATE&TIME=01-10-06 1110A EC=427 STATUS=CCA RTE=00000427 WP=CRI RSLT-
CDE=

NAR WII1427
12 DATE&TIME=01-10-06 1110A EC=427 STATUS=CLO RTE=00000427 WP=NWP RSLT-
CDE=

NAR WII1427 REFD TO MNGR /DIANE DICKMAN/REQ 4 LIST OF BLOCKED #'S



MAINTENANCE TICKET S-6218B
01-19-06 1245P ***TH*** TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00121-60
BLG=673 NPA=330 CABLE= 22 PAIR=0796 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
O.TH-KEY=01-10-061154A
COTYPE=C NNXID=330672 RRT=0108 CLEARED=01-19-06 1203P
DISPT #SUB=000
FL1=NEO FL2=0 FL3=0 TYP=500 DIS=1165 CAS=600
TROUBLE REPORTS AND STATUSES
01 DTR=01-17-06 0830P COM=01-19-06 0600P RSA=996
CALLED-NO= - - CATEGORY=1 VER=21 CVER=
NAR MEM \$BONDR-NTM/1339 FRANK/DPI// CID NAME AND NUMBER IS NOT WORKING
TIME AND
NAR DATE PER/F.PIZANA 8667104004
NAR A B F.PIZANA 8667104004
02 DATE&TIME=01-17-06 0830P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-
CDE=
NAR EBDGATE
03 DATE&TIME=01-17-06 0833P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-
CDE=21
NAR EBDGATE 724ANRNO REGULAR RULE FOUND
04 DATE&TIME=01-17-06 0835P EC=913 STATUS=IIR RTE=00000285 WP=SCR RSLT-
CDE=908
NAR SSM53 ELEC BOND ELECTRONIC BONDING RESALE
05 DATE&TIME=01-17-06 0932P EC=415 STATUS=PUT RTE=00000502 WP=TST RSLT-
CDE=908
NAR WII1415 CALL IDWN NOT IN SWITCH,PLZ ADD NAME DISPLAY IN XLTN
06 DATE&TIME=01-17-06 0941P EC=502 STATUS=PUT RTE=00000503 WP=DI RSLT-CDE=
NAR CODEFIVE WFA/DI ID 017ND0001 LOC KENTOH67DC0 CTR CLEVOH62SOP
07 DATE&TIME=01-18-06 0308P EC=502 STATUS=IIR RTE=00000100 WP=NWP RSLT-CDE=
NAR CODEFIVE XTST *SGZ* \$BOND NT XLTN CORR D
08 DATE&TIME=01-18-06 0339P EC=555 STATUS=PDB RTE=00000320 WP=NWP RSLT-
CDE=
NAR WII1555 /GRND MAY BE CAUSING CIDWN TO FAIL,TRAN OK/
09 DATE&TIME=01-18-06 0347P EC=899 STATUS=DPO RTE=00000091 WP=NWP RSLT-
CDE=
NAR GDS JOB DISPATCHED BY DO 01-19-06 0921A
10 DATE&TIME=01-18-06 0347P EC=091 STATUS=PDB RTE=00000899 WP=NWP RSLT-
CDE=
NAR GDS DO STATUS CHANGED TO PLD 01-19-06 0954A
11 DATE&TIME=01-18-06 0347P EC=899 STATUS=DPO RTE=00000074 WP=NWP RSLT-
CDE=
NAR GDS JOB DISPATCHED BY DO 01-19-06 1128A
12 DATE&TIME=01-19-06 1128A EC=899 STATUS=DPO RTE=00000074 WP=DO RSLT-
CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
13 DATE&TIME=01-19-06 1135A EC=074 STATUS=DPO RTE=00000074 WP=RR RSLT-
CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
14 DATE&TIME=01-19-06 1203P EC=074 STATUS=CCA RTE=00000899 WP=CRO RSLT-
CDE=
NAR GDS SCREEN = DOCOMP

15 DATE&TIME=01-19-06 1203P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-
CDE=
NAR GDS ;MP7482;PC-N;GOOD TO NID;\$ 71.00 -ORD GEN;

MAINTENANCE TICKET S-6218B
04-04-06 1003A ***TH*** TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00121-60
BLG=673 NPA=330 CABLE= 22 PAIR=0796 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*

COTYPE=C NNXID=330672 RRT=0108 CLEARED=04-04-06 1000A O/S
DISPT #SUB=000

FL1=NEO FL2=0 FL3=0 TYP=100 DIS=1165 CAS=600

TROUBLE REPORTS AND STATUSES

01 DTR=04-03-06 0240P COM=04-04-06 0600P RSA=996

CALLED-NO= - - CATEGORY=1 VER=0C CVER=

NAR NDT \$BONDR+NTM/1339 FRANK/NDT, AUTH DISP* DT COME AND GO

NAR /T.SMITH 8667104004

NAR A B T.SMITH 8667104004

02 DATE&TIME=04-03-06 0240P EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-
CDE=

NAR EBDGATE

03 DATE&TIME=04-03-06 0244P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-
CDE=0C

NAR EBDGATE 724ANRNO REGULAR RULE FOUND

04 DATE&TIME=04-03-06 0245P EC=916 STATUS=IIR RTE=00000285 WP=SCR RSLT-
CDE=108

NAR SSM53 ELEC BOND OOS ELECTRONIC BONDING RESALE OOS

05 DATE&TIME=04-03-06 0356P EC=234 STATUS=PDB RTE=00000320 WP=TST RSLT-
CDE=108

NAR WII1234 NDT,NTM,OX,INTERMITTENT,HI RSTNC OPN REQ DPO

06 DATE&TIME=04-03-06 0359P EC=899 STATUS=HLD RTE=00000899 WP=NWP RSLT-
CDE=

NAR GDS DO STATUS CHANGED TO JEP HDLGCODE ROK 04-03-06 0551P

07 DATE&TIME=04-03-06 0359P EC=899 STATUS=PDB RTE=00000899 WP=NWP RSLT-
CDE=

NAR GDS DO STATUS CHANGED TO PLD 04-03-06 0636P

08 DATE&TIME=04-03-06 0359P EC=899 STATUS=DPO RTE=00000922 WP=NWP RSLT-
CDE=

NAR GDS JOB DISPATCHED BY DO 04-04-06 0805A

09 DATE&TIME=04-04-06 0805A EC=899 STATUS=DPO RTE=00000922 WP=DO RSLT-
CDE=

NAR GDS DO-PROVIDED DISPATCH START TIME

10 DATE&TIME=04-04-06 0840A EC=922 STATUS=DPO RTE=00000922 WP=RR RSLT-
CDE=

NAR GDS DO-PROVIDED ON-PREM DATE AND TIME

11 DATE&TIME=04-04-06 1000A EC=922 STATUS=CNA RTE=00000899 WP=CRO RSLT-
CDE=

NAR GDS SCREEN = DOCOMP

12 DATE&TIME=04-04-06 1000A EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-
CDE=

NAR GDS ;JF1752;PC-N;NO TROUBLE FOUND TO NID;\$ 71.00 -ORD

MAINTENANCE TICKET S-6218B
06-17-06 1253P ***TH*** TN 3306738972 RSB 040 UNIT 72467301

MAIN= - - CS= RESW S-C= RESW OE=00010-00121-60
BLG=673 NPA=330 CABLE= 22 PAIR=0796 PP-CODE=
LN (NP) BRUMLEY, FRANC
SA 1339 FRANKLIN AV, KE
LOC *SGZ*
COTYPE=C NNXID=330672 RRT=0108 CLEARED=06-17-06 1215P O/S
DISPT #SUB=000
FL1=NEO FL2=0 FL3=0 TYP=100 DIS=1165 CAS=600
TROUBLE REPORTS AND STATUSES
01 DTR=06-17-06 1010A COM=06-18-06 0600P RSA=996
CALLED-NO= - - CATEGORY=1 VER=75 CVER=
NAR NDT \$BONDR+NTM/1339 FRANK/NDT@DMARC; SUB CKD EQ AND NI; REPEAT ISSUE
WITH PU
NAR C; AUTH /MS BRUMLEY 3306318909
NAR A B SGX013 BLOCK ID 2144954749
02 DATE&TIME=06-17-06 1010A EC=996 STATUS=PSM RTE=00000000 WP=NWP RSLT-
CDE=
NAR EBDGATE
03 DATE&TIME=06-17-06 1015A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-
CDE=75
NAR EBDGATE 724ANRNO REGULAR RULE FOUND
04 DATE&TIME=06-17-06 1016A EC=929 STATUS=IIR RTE=00000285 WP=SCR RSLT-
CDE=108
NAR SSM53 ELEC BOND OOS ELECTRONIC BONDING RESALE OOS
05 DATE&TIME=06-17-06 1023A EC=368 STATUS=PDB RTE=00000320 WP=TST RSLT-
CDE=108
NAR WII1368 NDT,TST SHRT-POSS ROH,DMDS DPO,ACC ANYTIME
06 DATE&TIME=06-17-06 1025A EC=899 STATUS=DPO RTE=00000922 WP=NWP RSLT-
CDE=
NAR GDS JOB DISPATCHED BY DO 06-17-06 1104A
07 DATE&TIME=06-17-06 1104A EC=899 STATUS=DPO RTE=00000922 WP=DO RSLT-
CDE=
NAR GDS DO-PROVIDED DISPATCH START TIME
08 DATE&TIME=06-17-06 1130A EC=922 STATUS=DPO RTE=00000922 WP=RR RSLT-
CDE=
NAR GDS DO-PROVIDED ON-PREM DATE AND TIME
09 DATE&TIME=06-17-06 1215P EC=922 STATUS=CNA RTE=00000899 WP=CRO RSLT-
CDE=
NAR GDS SCREEN = DOCOMP
10 DATE&TIME=06-17-06 1215P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-
CDE=
NAR GDS ;JF1752;PC-N;\$ 71.00 -ORD GEN;NO TROUBLE FOUND BI

BAUM, DAVID A (AIT)

From: BAUM, DAVID A (AIT)
Sent: Tuesday, December 06, 2005 2:57 PM
To: BAUM, DAVID A (AIT); GENTILE-KLEIN, KATHLEEN M (AIT); ALLEN, KENNETH D (AIT); TERWILLIGER, WILLIAM (AIT); WISE, GARY L (AIT)
Cc: BAUM, DAVID A (AIT)
Subject: Measurements Mrs. Brumley

All,
Measurements are from the Network Interface (NI) at 1339 Franklin AV, Kent, OH. to the KENTOH67 Central Office with the facilities open. F1-22 cable, pair 796 and the F2-2210 cable, pair 895. Tuesday December 6, 2005.

TEST RESULTS:

1). Sidekick Test set- Stress Test=19 db. Limit is a reading of 35 db or less. Leakage Test (RX10K) read a 56 Kohm high resistance short from the Network Interface looking in towards the customers equipment. This reading gradually lessens as equipment is removed and sees no high resistance trouble when Mrs. Brumley removed all of her equipment.

2). 3M Dynatel 965 Test set- Auto test Inactive Pair

	Tip-Ring	Tip-Gnd	Ring-Gnd
Volts	0.2v.	0.1v.	0.0v.
Ohms	999meg.	750meg.	999meg.
Opens	7727ft.	7851ft.	7857ft.
Long. Bal.	67db.		
Loads	None		

Volts=Dc voltage reading.

Ohms=Insulation Resistance > 3megohms

Opens=Distance in feet from NI to CO

Long. Bal.=Longitudinal Balance >60db.

Loads= load coils needed when facilities are 13,000ft. or greater.

David A. Baum
Manager Network Technical Support SSTS
216-822-7440

