

Regions: All

Audience: RCC and Field Operations Personnel

Effective March 1, 2013,

Several new trouble call problem and fix codes have been added and modified.

The new codes are highlighted in bold and with an asterisks (*)

The purpose of this Training Update is to provide an updated listing of all trouble call problem codes and fix codes, introduce new codes that will be available in CableData/I.D.A./ETAdirect and review changes in the coding process.

The existing problem and fix codes have been reviewed in an effort to streamline and enhance their utility and meaningfulness. In addition, the process for applying codes has also been evaluated and modified. The effort has resulted in new problem and fix codes being created, and some existing codes being deleted or modified, while some remain unchanged.

The new problem codes will provide a more meaningful triage from the customer service contact to help better assist you in the field. The codes will provide the necessary data to identify the products affected, problem the customer experienced, and correlate that to the cause and the actions taken to correct the issue.

The new fix codes are designed to allow you to better describe the fix performed and the reason for the repair. This will allow for less ambiguity in coding and better aggregation of data and reporting for management to identify trends of possible plant related issues.

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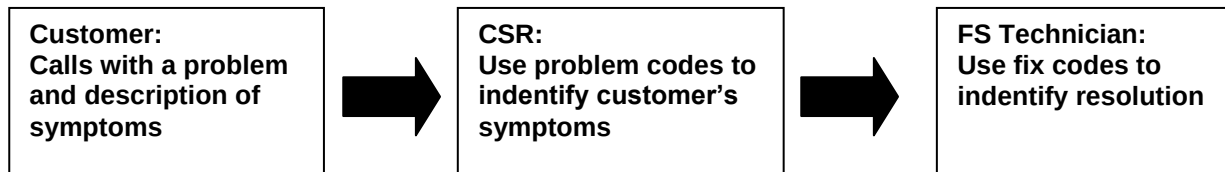
Overview

Customer Service contact:

CSRs follow regular troubleshooting to try and resolve the customer issue over the phone. If a trouble call needs to be set up, the CSRs will enter problem code consisting of a Primary Code, Secondary Code and Tertiary Codes. **Problem Codes must be entered on Outlet 1 (and only Outlet 1)** regardless of what outlet is experiencing the problem.

Technician:

You will use fix codes consisting of an Observation Code and Primary fix Code. Secondary fix Codes and Tertiary fix Codes can be used if necessary. The codes are designed to identify if you observed the problem (Observation Code), what work was performed to resolve the issue (Primary fix code) and the reason the work was done (Secondary and/or Tertiary Fix Code).



Utilizing Codes

Problem Codes:

- A three-code string will be utilized to identify the customer's problem. The string will consist of the following Codes:
 - **Primary Code:** This code identifies the product that is having the issue, whether it is a persistent or intermittent issue, and how many outlets are impacted.
 - **Secondary Code:** A symptom of what the customer is experiencing.
 - **Tertiary Code:** Used to identify the particular equipment the customer is having an issue with.
- In DDP/IDA up to 8 problem codes can be used when scheduling a trouble call.
 - For each product having an issue the CSR should choose the appropriate Primary problem code followed by the appropriate Secondary and Tertiary code if necessary.
- The CSR should use a Primary code (up to three) for each product that is having an issue.
- Secondary and Tertiary codes should be used if necessary following the appropriate Primary up to the 8 total codes available.
- The CSR should enter the codes on outlet one.

New Trouble Call Problem & Fix Codes

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Examples Of How Problem Codes Will Be Used:

Customer issue	Placement		Problem Codes
Triple product customer complaining of slow internet	Primary	162	HSD Intermt A-Otlts
	Secondary	153	Slow Internet Speed
	Tertiary	304	Cable Modem
Drop low but all services working	Primary	110	All Serv OK A-Otlts
	Secondary	109	Drop Down/Low
Drop low and all services are not working	Primary	111	All Serv Out All Otlts
	Secondary	109	Drop Down/Low
Triple product customer complaining of no inbound service	Primary	196	PHN Persist 1-Otlts
	Secondary	187	PHN No Inbound
	Tertiary	304	Cable Modem
Intermittent pixilation on 2 TV's	Primary	114	TV Intermt 2+Otlts
	Secondary	134	Pixilation
	Tertiary	356	SA HD DVR
	Tertiary	357	SA HD
Triple Product customer all services out	Primary	111	All Serv Out A-Otlts
A business customer complaining of intermittent issues with their indoor WiFi	Primary	163	HSD Intermt 1-Otlts
	Primary	909	Indoor WiFi AP Issue
	Secondary	910	WiFi AP Device
	Tertiary	304	Cable Modem

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Fix Codes:

- A three-code fix code string will be utilized to identify if you observed the problem, and what work performed to resolve the issue.
 - Up to 6 fix codes can be used if multiple issues were resolved at the time of the trouble call.
- **Observation Code:** A simple binary code used to identify if you were able to experience or replicate the issue the customer was having.
 - This code must be used on every trouble call
 - If you observed an issue regardless of whether or not it was the issue reported by the customer the “Issue Observed” fix code shall be used.
 - If there was no trouble found by you, and you were not able to replicate the issue the Issue, “Not “Observed” fix code shall be used.
- **Primary Fix Code:** The action you performed are grouped into seven categories:
 - **RF Wiring** – Related to coax wiring and configuration.
 - **Telephony Wiring** – Pertaining to the customer’s twisted pairing wiring.
 - **Customer Premise Equipment** – Related to CPE (customer premise equipment)
 - **Customer Education** – Generally educating the customer on equipment or configuration.
 - **Referrals** – When the issue cannot be repaired by you and it must be referred to another Cablevision department.
 - **No Trouble Found** – When no trouble is found and no root cause can be determined.
 - **Preventable** – When the issue could have been corrected by the CSR over the phone with the customer.
- **Secondary Fix Code:** Describes the reason why you performed the action in the Primary fix code.
- **Tertiary Fix Code:** Provides additional information related to the resolution.
 - **All Business trouble calls require Tertiary fix code 900-CP Business T/C.**
- You must use one of the two Observation Codes, and then for each fix performed put the appropriate Primary Fix Code and the appropriate Secondary/Tertiary Code(s).
- You can use up to 6 fix codes. One observation code and a combination of Primary/Secondary/Tertiary Fix Codes.
- If more than two fixes are performed the most relevant fix codes should be used first.

New Trouble Call Problem & Fix Codes

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Examples:

Technician Resolution	Placement		Problem Codes
Tech observed issue with pixilation. Replaced loose fitting and outside coax.	Observation	100	Issue Observed
	Primary	112	Outside coax repair
	Secondary	275	Loose Fitting
Tech did not observe issue however upon customer requested the modem be replaced	Observation	101	Issue Not Observed
	Primary	136	Replaced Modem
	Secondary	258	Preventative Maintenance
Tech observed an issue in phone service; found the magic jack plugged into the phone line caused a short. Explained to the customer that they needed to have their phone corrected and reinstall their magic jack.	Observation	100	Issue Observed
	Primary	161	Customer Education
	Secondary	260	CustNetworkVoice
Tech observed poor video signal and found issues with the inside wiring and also that splitters had been installed at a tap to increase the # of ports and needed to be replaced with an 8-way tap.	Observation	100	Issue Observed
	Primary	105	InsideCoaxRepair
	Secondary	270	Out of spec Config
	Primary	199	Refer to OSP48Hrs
Tech observed poor video service and found a bad connection at the ground block, which he replaced. Also found an HD-DVR had been installed in error and replaced it with an OMS box	Observation	100	Issue Observed
	Primary	112	Outside coax repair
	Primary	131	Replaced SABox
	Secondary	271	Out of Spec Grnd Blk
	Secondary	287	Cablevision Related
Observed poor internet service and found a out of spec splitter installed by the customer feeding the modem. Tech replaced the splitter, fittings and also replaced the modem as a precaution.	Observation	100	Issue Observed
	Primary	136	Replaced Modem
	Secondary	274	OutOfSpecCustEquip
	Primary	105	InsideCoaxRepair

Using the fix codes in the manner described above will help provide insight to understand trends of issues that may be occurring in our equipment, with our CPE equipment (hardware or software) or in our infrastructure. It's important that when using the codes that you have a good understanding of the codes and their intended usage so accurate and consistent data can be aggregated. The charts starting on page 10 outline the Placement (Observation, Primary, Secondary, and Tertiary), the code (number), the long and short descriptions, when to use the codes and the actions taken (new, modified, no change, deleted).

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New Trouble Call Problem & Fix Codes

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Trouble Call Problem Codes

- Used by Customer Service, TSG, Sales and Optimum Store employees

Primary Trouble Call Problem Codes:

Placement	Product	Problem Code	Long Description	Short Description	When To Use	Action
Primary	Other	110	All Serv OK A-Outlts	AllSvOk	Has Product-Working Fine All Outlets	New
Primary	All	111	All Serv Out A-Otlts	AllSvOut	All Services - Out All Outlets (When the customer has all 3 services out) If an individual service is out use one of the specific primary product codes 118, 168, 198)	New
Primary	TV	112	TV Intermt A-Otlts	TVInAOut	TV Has Product-Intermittent problem All Outlets	New
Primary	TV	113	TV Intermt 1-Otlts	TVIn1Out	TV Has Product-Intermittent problem 1 Outlets	New
Primary	TV	114	TV Intermt 2+Otlts	TVIn2Out	TV Has Product-Intermittent problem 2 or more Outlets	New
Primary	TV	115	TV Persist A-Otlts	TVPrAOut	TV Has Product-Persistent problem All Outlets	New
Primary	TV	116	TV Persist 1-Otlts	TVPr1Out	TV Has Product-Persistent problem 1 Outlets	New
Primary	TV	117	TV Persist 2+Otlts	TVPr2Out	TV Has Product-Persistent problem 2 or more Outlets	New
Primary	TV	118	TV All Out A-Otlts	TVOutAll	TV Has Product-All out All Outlets	New
Primary	Internet	162	HSD Intermt A-Otlts	HSDInAMd	INTERNET Has Product-Intermittent problem All Modems	New
Primary	Internet	163	HSD Intermt 1-Otlts	HSDIn1Md	INTERNET Has Product-Intermittent problem 1 Modem	New
Primary	Internet	164	HSD Intermt 2+Otlts	HSDIn2Md	INTERNET Has Product-Intermittent problem 2 or more Modems	New
Primary	Internet	165	HSD Persist A-Otlts	HSDInAMd	INTERNET Has Product-Persistent problem All Modems	New
Primary	Internet	166	HSD Persist 1-Otlts	HSDPr1Md	INTERNET Has Product-Persistent problem 1 Modem	New
Primary	Internet	167	HSD Persist 2+Otlts	HSDPr2Md	INTERNET Has Product-Persistent problem 2 or more Modem	New
Primary	Internet	168	HSD All Out A-Otlts	HSDOtAll	INTERNET Has Product-All out All Modems	New
Primary	Phone	192	PHN Intermt A-Otlts	PHNInALn	Phone Has Product-Intermittent problem All Lines	New
Primary	Phone	193	PHN Intermt 1-Otlts	PHNIn1Ln	Phone Has Product-Intermittent problem 1 Lines	New
Primary	Phone	194	PHN Intermt 2+Otlts	PHNIn2Ln	Phone Has Product-Intermittent problem 2 or more Lines	New
Primary	Phone	195	PHN Persist A-Otlts	PHNPrALn	Phone Has Product-Persistent problem All Lines	New
Primary	Phone	196	PHN Persist 1-Otlts	PHNPr1Ln	Phone Has Product-Persistent problem 1 Lines	New
Primary	Phone	197	PHN Persist 2+Otlts	PHNPr2Ln	Phone Has Product-Persistent problem 2 or more Lines	New
Primary	Phone	198	PHN All Out A-Otlts	PHNOutAll	Phone Has Product-All out All Lines	New

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Secondary Trouble Call Problem Codes:

Placement	Product	Problem Code	Long Description	Short Description	When To Use	Action
Secondary	TV	102	ChnlMissing/NotAuth	ChanMiss	Related to authorization/access - when a customer is not receiving a channel he/she is paying for – must note channel # and name in WIP comments	Modified
Secondary	TV	104	Single Channel PQ	1ChnlPQ	Related to picture quality - when only one channel is having a problem (if channel is digital, ask customer to reboot the converter). Must note channel # and name in WIP comments.	Modified
Secondary	TV	106	Audio Problem	AudioPrb	Issues with volume or sound	Modified
Secondary	TV	107	Remote Problem	Remote	When there is a remote problem	Modified
Secondary	Other	109	Drop Down/Low	DD/Low	When a customer's drop is down or hanging low, and service is not out/ONLY if this creates a safety hazard would it be considered a critical call.	Modified
Secondary	TV	133	Interactive Ch Prob	IACHPrb	When a problem is reported for any interactive channel, including PPV, VOD, Games, Optimum Auto, Optimum Home, or Interactive Guide and cannot be resolved through troubleshooting	Modified
Secondary	TV	134	Pixilation	Px1OrMor	When a customer has Pixilation on 1 or more Channels	Modified
Secondary	TV	136	DVR Plus Prob	DVR+Prb	When a customer has issues with DVR Plus that are not resolved through normal troubleshooting	Modified
Secondary	Other	140	Self-InstRescue	Rescue	When a customer is performing a self-install on any of our products and cannot get services to work	Modified
Secondary	TV	141	Switched Video	SwitVd	When a customer has a Please Try Again Later Message related to a switched video service.	Modified
Secondary	TV	142	LowLevelsForwardPath	LwLvFdPt	When CSR diagnostic tool detects low levels in the forward path.	New
Secondary	TV	143	Return Issue	Retlss	When CSR diagnostic tool detects an issue in the return path	New

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Secondary Trouble Call Problem Codes continued:

Placement	Product	Problem Code	Long Description	Short Description	When To Use	Action
Secondary	Internet	153	Slow Internet Speed	SloSpeed	When the internet connection is slow with no packet loss, good signal levels, and no PC problem	Modified
Secondary	Internet	155	Packet Loss	PcktLoss	When modem shows packet loss	Modified
Secondary	Phone	182	PHN Transmission	PHNTran	When a customer is experiencing Quality of Service (QOS) issues (cross-talk, static, packet loss) or intermittent dial tone, etc.	Modified
Secondary	Phone	183	PHN Jack/Wiring	PhnJkWir	When a customer has whole-house wiring, but there is a problem with the jack or wiring (if wiring was never done, should be scheduled as a Change of Service, not a Trouble Call)	Modified
Secondary	Phone	184	Verify Enhncd Wiring	EnhncWir	When a customer reports security system is not working properly.	Modified
Secondary	Phone	187	PHN No Inbound	PHNNoInb	When a customer has No Inbound Service	Modified
Secondary	Phone	188	PHN No Outbound	PHNNoOtb	When a customer has No Outbound Service	Modified
Secondary	Phone	189	PHN Drop Call	PHNDrpCl	When a customer is experiencing Dropped Calls	Modified
Secondary	Internet	199	Per Bisc-Swap Modem	BISCMdm	Used ONLY by TSG for referrals from the BISC on a known issue	No Change
Secondary	Internet	250	Monitor House Issue	MnHslss	Used by TSG only when monitoring tool diagnosis TC is required for no connectivity.	Modified
Secondary	Other	450	ReservedStormDmg	StormDmg	Only use when officially instructed to indicate storm damage; not to be used for standard weather-related issues	No Change
Secondary	Phone	903	Bz-PHN 1-4 Svc Only	Biz1-4	used when only 1-4 PHN lines are impacted	Modified
Secondary	Phone	904	Bz-PHN 5 or More	BzPhn5+	used when 5 or more PHN lines impacted	Modified
Secondary	Phone	906	PHN-Vendor Time	PHNVndr	Need technician to meet phone system vendor at specific time	Modified
Secondary	Phone	907	NoInbound DID	NoInDID	When a customer has no Inbound and has SIP IP trunking	Modified

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Tertiary Trouble Call Problem Codes:

Placement	Product	Problem Code	Long Description	Short Description	When To Use	Action
Tertiary	Other	200	Diagnosis/Check Grnd	DiagChkG	Diagnosis/Check Grnd	No Change
Tertiary	TV	300	CableCARD	CablCard	Advises tech this outlet has a CableCARD	No Change
Tertiary	Internet	304	Cable Modem	CblModem	Advises tech this outlet has a modem	New
Tertiary	TV	303	Tuning Adapter	TunAdapt	Advises tech this customer requested a Tuning Adapter	No Change
Tertiary	Internet	318	Boost+ or Ultra	Bst+Ult	Advises tech this customer has Boost Plus or Ultra Service	New
Tertiary	Internet	319	HM-Swap4Arris	HMSwpArs	When a customer has a Medtronic Heart Monitoring device with a cable modem, other than an Arris TM822G 3.0 VoIP modem, and there is a compatibility issue, the modem must be swapped for an Arris modem.	No Change
Tertiary	Internet	320	Education Router	EdRouter	Advises tech this Education account has a router	No Change
Tertiary	Internet	326	NetwrkRtr	NetWkRtr	when customer has Networking router	Modified
Tertiary	TV	341	Samsung Box	SamsBx	Advises tech this outlet has Samsung OMS box." Moved from Secondary to tertiary position.	Modified
Tertiary	TV	350	SA SD	SASD	Advises tech this outlet has an SA cable box (all SD Models)	Modified
Tertiary	TV	351	SA SD DVR	SA DVR	Advises tech this outlet has an lo SA DVR cable box (SD or HD).	Modified
Tertiary	TV	356	SA HD DVR	SAHDDV	Advises tech this outlet has an SA-HD DVR	Modified
Tertiary	TV	357	SA HD	SAHD	Advises tech this outlet has an SA HD cable box	Modified
Tertiary	All	398	All Equipment	AllEquip	Identifies that all equipment at a premise is affected	No Change
Tertiary	TV	399	No Equipment	NoEquip	Identifies that customer has no CVC equipment	No Change
Tertiary	Other	401	1st Repeat TC	1 x TC	1st repeat trouble call must be assigned work task: 401	No Change
Tertiary	Other	402	2nd Repeat TC	2 x TC	2nd repeat trouble call must be assigned work task: 402	No Change

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Tertiary Trouble Call Problem Codes continued:

Placement	Product	Problem Code	Long Description	Short Description	When To Use	Action
Tertiary	Other	403	3rd Repeat TC	3 x TC	3rd repeat trouble call must be assigned work task: 403	No Change
Tertiary	Other	404	4th Repeat TC	4 x TC	4th repeat trouble call must be assigned work task: 404	No Change
Tertiary	Other	405	5th Repeat TC	5 x TC	5th repeat trouble call must be assigned work task: 405	No Change
Tertiary	Other	406	6th Repeat TC	6 x TC	6th repeat trouble call must be assigned work task: 406	No Change
Tertiary	Other	407	7th Repeat TC	7 x TC	7th repeat trouble call must be assigned work task: 407	No Change
Tertiary	Other	408	8th Repeat TC	8 x TC	8th repeat trouble call must be assigned work task: 408	No Change
Tertiary	Other	409	9 th or > Repeat TC	9or>x TC	9th or greater repeat trouble call must be assigned work task: 409	No Change
Tertiary	Other	410	SD Retention TC	Retentn	<u>For use by Sales Retention</u> when attempting to Save-A-Disco by addressing a service issue	No Change
Tertiary	Other	900	Bz Acct-Priority SLA	BzPriSLA	Business Class customer has a service issue.	No Change
Tertiary	Phone	908	SIP-B2BUA	B2BUA	Advises tech the customer has SIP IP trunking service	Modified
Tertiary	Internet	909	Indoor WiFi AP Issue	InWiFiAP	To be used when there is a problem with indoor WiFi Access Point.	Modified
Tertiary	Internet	910	WiFi AP Device	WiFi AP	Advises tech that business has WiFi AP device	Modified
Tertiary	Internet	911	Gateway Device	Gateway	Advise tech the customer has a Static IP gateway (DPX3925)	Modified
Tertiary	Internet	912	Router for Static IP	RouterIP	Advises tech business has Static IP	Modified

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Trouble Call Fix Codes

Observation Code:

Placement	Problem Code	Long Description	Short Description	When To Use	Action
Observation Code	100	Issue Observed	IssObsvd	Must be used on each fix code combo - used by the tech to indicate the he did see the issue/symptom that the customer was complaining about.	New
Observation Code	101	Issue Not Observed	IsNtObsv	Must be used on each fix code combo - used by the tech to indicate the he did NOT see the issue/symptom that the customer was complaining about.	New

Primary Trouble Call Fix Codes:

Placement	Problem Code	Long Description	Short Description	When To Use	Action
Primary	102	In Replace Hse Amp	InRepAmp	Replace defective house drop amplifier.	Modified
Primary	103	Inside Tel Wire	InTelWr	Replace defective telephony wire used to carry Phone voice services	No Change
Primary	104	RplConnOrJumperWire	DefConJm	Replace any telephony wire or HDMI, component or composite wire to TV	Modified
Primary	105	InsideCoaxRepair	InCoxRpr	Repair or replace indoor RF wire	New
Primary	106	Add In House Amp	AdInHsAp	Add an in-house amp to drop due to poor signal levels. Only done in cases where any drop configuration issues are corrected first and levels are still low.	New
Primary	111	Outside Replace Drop	OtReplDp	Replace drop from tap to ground block with the same wire type drop.	Modified
Primary	112	Outside coax repair	OtCoxRpr	Repair or replace outside RF components	Modified
Primary	113	Outside Trap Issue	OtTrplss	When a trap has been placed blocking services a customer is authorized to receive or trap is defective.	Modified
Primary	115	Outside Disc Error	OtDxErr	When a customer's service is physically disconnected as a result of an error	No Change
Primary	116	Outside Repl Gnd Blk	OtRepGnd	Replace defective, flooded or iced up ground block	No Change
Primary	118	Replace Drop w/RG11	RpDpRG11	To be used when the RG6 drop is replaced with RG11 to resolve signal issues.	New
Primary	119	OutageRelatedNTF	OtReINTF	Use when no trouble is found in the home and the tech confirms with the VDO that the service interruption was caused by an outage	New
Primary	130	Replaced Samsung Box	RepSmBx	Replacement of a Samsung digital box.	Modified
Primary	131	Replaced SABox	RplSABox	Replacement of SA digital cable box	No Change
Primary	132	RplBxHDMIport	HDMIport	When a Cable Box is replaced due to a bad HDMI port on the box	No Change
Primary	133	RplTuningAdapter	RplAdapt	Replacement of Tuning Adapter	No Change
Primary	134	SDHD Box TV Mismatch	SDHDMsm	Replacement of mis-matched cable box	Modified
Primary	136	Replaced Modem	ReplMod	Replacement of a modem	No Change
Primary	140	Replaced CableCARD	RplCbCrd	Replacement of a defective CableCARD	No Change
Primary	149	Batt Back Up	BattBckU	Installation or Replacement of a battery backup unit for a modem	Modified

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Primary Trouble Call Fix Codes continued:

Placement	Problem Code	Long Description	Short Description	When To Use	Action
Primary	153	ReplWith3.0Modem	RpW3.0Md	Upgrade of 2.0 or lower modem with a 3.0 modem. This should be used if slow speeds are the problem and the modem was upgraded to 3.0.	Modified
Primary	159	ReplHomeRouter	RplHMRtr	When home router is replaced	Modified
Primary	160	No Trouble Found.	NoTrbFnd	After performing troubleshooting and diagnostics no problem is found.	Modified
Primary	161	Customer Education	CustEd	When the reported problem is caused by a customer's incorrect use of equipment or misunderstanding of services	Modified
Primary	162	Modem/BoxReset	Mdm/BxRs	The resolution to a reported problem is a reboot or "bouncing" (interrupting and reintroducing power) a modem, cable box or CableCard.	Modified
Primary	163	CableData Err	DDPError	Problem created by a mis-coding in the customer's CableData/DDP account	Modified
Primary	167	BoxAuthorizationNeed	BoxAutho	Box loses its authorization and a CableData/DDP Box reset resolves the issue	New
Primary	170	ReplRemoteOrBatt	Rem/Batt	Replacement of remote control or batteries used in remote control	Modified
Primary	190	Referral-FS Super	ReffSSup	To refer a problem to a Field Service Supervisor for remedial action	Modified
Primary	194	ReferAptDrop	RefAptDp	Refer to OSP Apt Drop issue	No Change
Primary	195	RefNWMRemedy	RfNWMRem	Refer to Construction/Network via Remedy	No Change
Primary	196	RanTempRefUG	RanTmpRf	FST discovers problem with UG and runs temporary drop	No Change
Primary	197	NoTempRefUG	NoTmpRef	FST discovers problem with UG and does not run temporary drop	No Change
Primary	198	RefOSP24Hrs	RefOSP24	FST unable to resolve issue; critical.	Modified
Primary	199	RefOSP48Hrs	RefOSP48	FST unable to resolve issue; not critical	Modified
Primary	901	Rpl WiFi AP	Rpl WiFi	Replacement of Commercial Indoor WiFi AP Device.	Modified
Primary	902	ReplHm Net Router AP	RpHmRtr	Replacement of Home Networking Router AP	Modified
Primary	903	ReplB2BUA	RplB2BUA	Replacement of B2BUA device	Modified
Primary	904	RebootInWiFiAP	RbtWiFiAP	Reboot of an Indoor WiFi AP device	Modified
Primary	905	Reset B2BUA	RstB2BUA	Reset of B2BUA	Modified
Primary	906	Replaced Gateway	RepGatwy	Replacement of Gateway device	Modified
Primary	914	RepStcIPRter	StaticIP	When a Static IP Router was replaced	No Change

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Secondary Trouble Call Fix Codes:

Placement	Problem Code	Long Description	Short Description	When To Use	Action
Secondary	117	Outside Bad Neutral	OtBadNeu	When power company's neutral fails and introduces amperage onto the cable drop.	No Change
Secondary	120	Storm Damage repair	StmDmgRp	When the issue the customer had was the result of a storm damage (i.e. Hurricane, snowstorm, ice storm, not normal weather conditions)	New
Secondary	122	Self Install Rescue	SlflnRsc	When a tech installs or corrects wiring, hardware or software that is a customer's responsibility in performance of a self install, when the customer could not complete it or do it correctly.	New
Secondary	165	DefectCustEqp/Sftwr	CstEqpSw	Reported problem is caused by customer owned equipment, drop materials or software configuration.	Modified
Secondary	249	Defective CPE Equip.	DefCVCEq	When replacing or CVC customer premise equipment because of an identifiable equipment damage or malfunction.	New
Secondary	250	Cust Ed AV input	CsEdAVIn	When the problem is caused by the customer using the incorrect input on their TV. Secondary code used in conjunction with the primary Customer Ed code (161)	New
Secondary	251	Cust Ed Pic Fmt	CsEdPcFm	When the problem is caused by the customer using the incorrect aspect ratio for their TV. Secondary code is used in conjunction with the primary Customer Ed code (161).	New
Secondary	252	Cust Ed Video	CsEdvid	When the problem is caused by the customer's incorrect setup or understanding of the video features or portal. Secondary code used in conjunction with the primary Customer Ed code (161).	New
Secondary	253	Cust Ed email	CsEdEmI	When the problem is caused by the customer's incorrect setup or understanding of their email. Secondary code used in conjunction with the primary Customer Ed code (161).	New
Secondary	254	Cust Ed INT Feature	CsEdINTF	When the problem is caused by the customer's incorrect setup or understanding of the internet features or portal. Secondary code used in conjunction with the primary Customer Ed code (161).	New
Secondary	255	Cust Ed INT Speed	CsEdSpd	When the problem is caused by the customer not getting the correct speed due to an issue with their configuration or their equipment. Secondary code used in conjunction with the primary Customer Ed code (161).	New
Secondary	256	Cust Ed PHN Feature	CsEdPHNF	When the problem is caused by the customer's incorrect setup or understanding of the phone features or portal. Secondary code used in conjunction with the primary Customer Ed code (161).	New
Secondary	257	Cust Ed Prod Svc	CsPrdSvc	When the problem is caused by the customer's understanding of the products and services. Secondary code used in conjunction with the Primary Customer Ed code (161).	New
Secondary	258	Preventative Maint	PrvntMnt	When an action is taken to correct a problem, or potential problem that is not the direct cause of the customer issue.	New
Secondary	259	CustNetworkData	CNtwrkDa	When the issue is with the customer's network data, used with Primary fix code 161-Customer Education or 165-Defective Customer Equipment	New

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New Trouble Call Problem & Fix Codes

Regions: All

Audience: RCC and Field Operations Personnel

Secondary Trouble Call Fix Codes continued:

Placement	Problem Code	Long Description	Short Description	When To Use	Action
Secondary	260	CustNetworkVoice	CNtwkVo	When the issue is with the customer's network voice, used with Primary fix code 161-Customer Education or 165-Defective Customer Equipment	New
Secondary	269	Out of Spec @ Tap	OtSpTap	Drop is out of spec (low levels) at the Tap.	New
Secondary	270	Out of Spec Config	OtSpCnfg	Drop is out of Spec (low levels) due to the configuration of the house wiring.	New
Secondary	271	Out of Spec Grnd Blk	OtSpGrBl	Drop is out of spec (low levels) at the ground block.	New
Secondary	272	Out of Spec @ Outlet	OtSpOtl	Drop is out of spec (low levels) at one outlet.	New
Secondary	273	Out of spec bad equip	OtSpBdEq	Drop is out of spec due to bad or malfunctioning CVC equipment, splitters, Amps, etc.	New
Secondary	274	OutOfSpecCustEquip	OtSpCust	Drop is out of spec due to bad or subpar customer installed equipment, (ie: cable, splitters, amps, fittings, etc)	New
Secondary	275	Loose Fitting	LooseCon	Should be used when the Primary fix is inside or outside coax repair when the cause of the issue is a loose connector in any portion of the drop.	New
Secondary	284	Vandalism	Vandlsm	Defines and clarifies that the Primary code was as a result of damage caused by vandals; cut cable, vaults or lockboxes broken into, etc.	No Change
Secondary	285	Customer Related	CstRela	Defines and clarifies that the Primary code was as a result of customer equipment and/or action	No Change
Secondary	287	Cablevision Related	CSCReltd	Defines and clarifies that the Primary fix code was as a result of Cablevision service or equipment	No Change
Secondary	296	Telco/Power DropDown	TelPoDow	Report that a downed wire belongs to the telephone or power company rather than Cablevision. Used with Primary Preventable fix code 160 No Trouble Found.	Modified

Tertiary Trouble Call Fix Codes:

Placement	Problem Code	Long Description	Short Description	When To Use	Action
Tertiary	295	Not Home/Outside Fix	N/HOTFix	Reporting a circumstance where a problem was discovered and repaired outside a customer's home during their absence	No Change
Tertiary	900	CP Business T/C	CP Bz TC	Use code 900 for a Business Trouble Call.	No Change

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New Trouble Call Problem & Fix Codes

Regions: All

Audience: RCC and Field Operations Personnel

Deleted Fix Codes

Some fix codes were deleted. The table below will guide you to one of the new codes to use that may best describe the resolution. This is simply a guide; you may find a code that better defines the resolution.

Deleted Fix Codes		Replacement Primary Fix Code		Replacement Secondary Fix Code	
110	Outside Connector	104	RplConnOrJumperWire	275	Loose Fitting
114	Outside Trap Replace	113	Outside Trap Issue		
135	HDBoxOnSDTV	134	SDHD Box TV Mismatch		
139	Replaced Gateway	906	Replaced Gateway		
145	Replaced Remote	170	ReplRemoteOrBatt		
148	DefCustRtr7dys	159	ReplHomeRouter		
150	Rescue in Wiring	105	InsideCoaxRepair	122	Self Install Rescue
		103	Inside Tel Wire		
		118	Replace Drop w/RG11		
		112	Outside coax repair		
		111	Outside Replace Drop		
		105	InsideCoaxRepair		
151	Rescue Inst Software	161	Customer Education	122	Self Install Rescue
		165	DefectCustEqp/Sftwr		
152	Rescue Inst Hardware	161	Customer Education	122	Self Install Rescue
				249	Defective CPE Equip
				274	OutOfSpecCustEquip
154	Rep 12pModem	136	Replaced Modem		
155	RepStclPRter	914	RepStclPRter		
156	Rpl WiFi AP	901	Rpl WiFi AP		
157	RplWiFiAPPOE	901	Rpl WiFi AP		
158	Rplc3.0Modem	136	Replaced Modem		
164	Prev Diag Cst Sftwr	161	Customer Education	274	OutOfSpecCustEquip
				165	DefectCustEqp/Sftwr
166	ResetB2BUA	905	Reset B2BUA		
171	ReplB2BUA	903	ReplB2BUA		
180	RebootInWiFiAP	904	RebootInWiFiAP		
279	CustRefuse TC	○			
280	Ground in Compliance	○			
281	Do Not Use	○			
282	Svc Call Fee Waived	○			
283	Unable to Insp Gnd	○			
288	Audit Related	115	Outside Disc Error		
289	Unknown	○			
290	Unauthorized-Svc	161	Customer Education	257	Cust Ed Prod Svc

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New Trouble Call Problem & Fix Codes

Regions: All

Audience: RCC and Field Operations Personnel

Deleted Fix Codes continued:

Deleted Fix Codes		Replacement Primary Fix Code		Replacement Secondary Fix Code	
291	Unauthorized-Equip	161	Customer Education	257	Cust Ed Prod Svc
292	Not Critical Call	o			
294	Referral-FS Super	190	Referral-FS Super		
297	PreviousLEC Port Iss	o			
298	Intermittent	o			
910	Provisioning Related	163	CableData Err	287	Cablevision Related
		119	OutageRelatedNTF		
911	Dmarc/Cust Wiring	112	Outside coax repair	285	
		105	InsideCoaxRepair		
912	SwapBattBack	149	Batt Back Up		
913	InstallBattBack	149	Batt Back Up		
915	ReplSIPSerialCable	103	Inside Tel Wire		
		104	RplConnOrJumperWire		
916	CreditCard/Fax Mach	161	Customer Education	249	Defective CPE Equip
917	CustPhSwTchPBXConfig	161	Customer Education	249	Defective CPE Equip
918	CustPhoneFeatures	161	Customer Education	249	Defective CPE Equip
919	CustNetworkData	161	Customer Education	249	Defective CPE Equip
920	CustNetworkVoice	161	Customer Education	260	CustNetworkVoice
921	CustNetworkStaticIP	161	Customer Education	249	Defective CPE Equip
922	SIP Network	161	Customer Education	249	Defective CPE Equip
923	CustRtrHub	159	ReplHomeRouter	249	Defective CPE Equip
		902	ReplHm Net Router AP		
924	WiFiCapacity	161	Customer Education	287	Cablevision Related

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Regions: All

Audience: RCC and Field Operations Personnel

Work Order Enhancement

With the implementation of the observation code a new field has been added to the work order. The Observation Code, Primary, Secondary and Tertiary fix codes should be noted in the corresponding boxes as outlined below.

SERVICES	TASKS	HISTORY
1H 1 iOE w/Fam Abv	ChnlMissing/NotAuth	
31 1 Family	Single Channel PQ	
40 1 HBO	Audio Problem	
43 1 Showtime		
90 1 HBO on Demand		
94 1 iO Box		
A0 1 PPOF		
54 1 OR\$15Discount		

WRITE HFC MAC ID
INSIDE THIS SQUARE
AND
PLACE NEW MODEM
STICKER HERE

OBSERVATION	PRIMARY FX	SECONDARY	TERTIARY-OTHER

EQUIPMENT			
IN		P IN	P
OUT		F OUT	F
IN		P IN	P
OUT		F OUT	F
IN		P IN	P
OUT		F OUT	F
IN		P IN	P
OUT		F OUT	F
IN		P IN	P
OUT		F OUT	F

GROUND: POLE# IVR FTA: 2
AMPERAGE: MAP:E066 TAP: RTE: 44
DROP CERT:/F HHC P/F/NA TRP OOL/BB/NA
WORK PTS:13 CONSTR:
TAG: NEW TAG:
NODE/CENSUS:11B005 CLI
STATUS: COMP/RESCH/NOT DONE/CANCELLED
RF LEVELS:2 70 603 693 723 747

WIP:
SI:No Sol Inst
H/C:**Platinum Service Area**

COMMENTS:

Grounding Codes:

With the deletion of fix code 280- Ground in Compliance, and 281 – Unable to inspect ground, you will now be asked to note in the comments section if the ground is to spec. Comments can include:

- Ground in compliance
- Ground OK
- Checked ground - OK
- Unable to inspect ground
- Unable to check ground
- Etc...

ETAdirect Enhancements

Enhancements have been made to the fix code outlet string in ETAdirect. It is recommended that the reason code follow the appropriate fix code. If a second fix is necessary then it should be followed by the appropriate reason code, then any tertiary codes should be at the end of the string.

- Code field 1 will only display the Observation Code. This field is mandatory for you to populate.
- Code field 2 will only display the Primary Fix Codes. This field is also a mandatory field for you to populate.
- Code field 3 will display the Secondary Fix Codes. This field is not required to be populated, but should be used if a corresponding code is available.
- Code fields 4, 5 and 6 will display all Primary, Secondary and Tertiary codes (the observation code will not be available in this field).
 - You shall use these fields to identify any other issues that may have been resolved during the trouble call.

Field Service Tech Mobility Enhancements

Enhancements have been made to the fix code outlet string in the Field Service Mobility app on the iPad. It is recommended that the reason code follow the appropriate fix code. If a second fix is necessary then it should be followed by the appropriate reason code, then any tertiary codes should be at the end of the string.

- Code field 1 will only display the Observation Code. This field is mandatory for you to populate.
- Code field 2 will only display the Primary Fix Codes. This field is also a mandatory field for you to populate.
- Code field 3 will display the Secondary Fix Codes. This field is not required to be populated, but should be used if a corresponding code is available.
- Code fields 4, 5 and 6 will display all Primary, Secondary and Tertiary codes (the observation code will not be available in this field).
 - You shall use these fields to identify any other issues that may have been resolved during the trouble call.

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Audience: RCC and Field Operations Personnel

[illegible]

Placement		Category	Commercial Use Only	Problem Code	Long Description	Count of codes
					None	9
Secondary		Other		120	Storm Damage repair	22
Secondary		other		122	Self Install Rescue	7
Secondary		Other		287	Cablevision Related	10
Secondary		Customer Education		250	Cust Ed AV Input	1
Secondary		Customer Education		251	Cust Ed Pdc Fmt	1
Secondary		Customer Education		252	Cust Ed Video	1
Secondary		Customer Education		253	Cust Ed email	1
Secondary		Customer Education		254	Cust Ed INT Feature	1
Secondary		Customer Education		255	Cust Ed INT Speed	1
Secondary		Customer Education		256	Cust Ed PHIN Feature	1
Secondary		Customer Education		257	Cust Ed Prod Svc	1
Secondary		No Trouble Found		258	Preventative Maint	26
Secondary		Customer Premise Equipment		249	Defective CPE Equip.	16
Secondary		Preventable		165	Defect Cust Equip/Slw	1
Secondary		Preventable		259	CustNetworkData	1
Secondary		Preventable		260	CustNetworkVoice	1
Secondary		Preventable		285	Customer Related	1
Secondary		Preventable		296	Telecom/Power DropDown	10
Secondary		RF Wiring		270	Out of Spec Config	1
Secondary		RF Wiring		269	Out of Spec @ Tap	1
Secondary		RF Wiring		271	Out of Spec Grnd Bld	1
Secondary		RF Wiring		272	Out of Spec @ Outlet	1
Secondary		RF Wiring		273	Out of spec bad equip	1
Secondary		RF Wiring		274	OutOfSpec Cust Equip	1
Secondary		RF Wiring		275	Loose Fitting	1
Secondary		RF Wiring		284	Vandalism	1
Secondary		RF Wiring		117	Outside Bad Neutral	1

January Count		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		