

CAUSE CODE CAUSE DESCRIPTION

D.T.C. 09-1

Attachment DTC-VZ 4-7(a)

0 DEFAULT
100 MISCELLANEOUS
110 BUSINESS OFFICE
111 INSTALLATION TECHNICIAN
112 REPAIR TECHNICIAN
113 OUTSIDE PLANT TECHNICIAN (CXM)
114 ASSIGNMENT
115 CENTRAL OFFICE TECHNICIAN
116 RCMAC
117 FULL BANK
118 PSCY-NEW ENGLAND AREA
119 LOCKED BANK
120 NY COIN COLLECTION ADMIN
122 FSC
151 OSS SYSTEM IE WFA,SOP,ETC
153 CSG MIGRATION
161 LNP-LSMS/SOA
162 LNP-DATABASE SGNL CNTRL POINT
163 LNP-SWITCH/TRANSLATIONS
210 END USER
216 CLEC-LD-IC
221 CONTRACTOR-VERIZON HIRED
222 CONTRACTOR
223 VANDALISM
230 CUSTOMER UNAWARE-SO REQUEST
231 OTHER COMMON CARRIER (OCC)
232 ERROR/MISUSE
233 MALICIOUS DAMAGE
234 THEFT
235 EXPLOSIVES NOT RP
236 PEEL BACK
237 EXPLOSIVES/GUNFIRE
238 MOTOR VEHICLE
239 LOCAL USE
241 GAS
242 ELECTRIC
243 CATV
244 SEWER
245 WATER
246 INDEPENDENT TELEPHONE COMPANY
251 STUFFING MORE THAN \$25
252 STUFFING LESS THAN \$25
253 FRAUD
254 EQUIPMENT STOLEN
305 PPMT REFER TO ENGINEERING
306 PPMT REQ ADTL ANALYS PANL
307 PPMT CANCEL
311 WORN/DETERIORATED
312 CORROSION
313 DIRT
314 LOCAL USE
316 DEFECTIVE FOR LOCAL USE ONLY
317 DEFECTIVE
318 SQUIRREL GUARD
319 INCOMPATIBLE FACILITIES/EQPMNT
321 LOOSE
322 OUT OF ADJUSTMENT
323 REINITIALIZE/RECEIPT
329 OFF NORMAL
330 PADDING LINE - ECHO TROUBLES
441 LIGHTNING
442 MOISTURE/RAIN
443 FLOOD
444 WIND

445 HURRICANE OR TORNADO
446 SLEET/SNOW/ICE
505 VOIP/WINBACK/WIRING RE-CONFIG
527 CUST MAILED LOANER SET
551 FIRE
552 ANIMALS/INSECTS
553 POWER
554 TREES/FOLIAGE
555 CHEMICAL
561 NXX-NO TRBL FND/OK ON TURN UP
562 NXX-RFRD CLEC/ERROR OR NTRWK
563 NXX-VZ ERROR/NETWORK
571 CUSTOM CALLING TRIALS
600 TROUBLE NOT FOUND
610 TROUBLE CAME CLEAR
698 CPE(CUST PROVIDED EQUIPT)
699 MSC BILLING
751 WIFI REGISTRATION
752 WIFI INSTALLATION
753 HOTSPOT OUTAGE
800 TEST OK
801 GENERAL QUESTION/INFORMATION
805 PASSWORD RESET
807 FIOS AVAILABILITY/REQUIREMENTS
819 OTHER
820 HARDWARE SET-UP
825 UPGRADE
830 HANG UP/GHOST CALL
845 FIOS SCRUBBER
846 FIOS SCRUBBER DISPATCH SAVED
850 WIRING/PHYSICAL SETUP
851 HARDWARE FAILURE - ONT
852 HARDWARE FAILURE - SPLITR PORT
853 HARDWARE FAILURE-DISTRBTN FIBR
854 HARDWRE FAILURE-FIBR DROP
855 HARDWARE FAILURE-AC POWER
856 SYS FAILURE VMOBILE TO IVAPP
857 SYS FAILURE IVAPP TO PANORAMA
858 SYS FAILURE PANORAMA SRVR DOWN
859 DEFECTIVE
866 RESEAT CARD
870 I&M MANUAL ACTIVITY
871 TRANSMISSION
872 CIENA
873 ACCESSMAX
874 HARDWARE FAILURE
875 FIBER PROBLEM
881 APPOINTMENT REMINDER CALL
882 POST COMPLETION CALL
883 TECH ARRIVAL STATUS
884 CHANGE INSTALL APPOINTMENT DAT
885 CONFIRMED STATUS/DUE DATE/APPO
886 CALL ON CLOSED TROUBLE
887 CUSTOMER ADVISED
888 CUSTOMER ADVISED - VOICEMAIL
889 CUSTOMER NOT ADVISED
890 CONSTRUCTION/PROPERTY DAMAGE
891 ENCORE BILLINGS/SALES
892 OTHER DEPARTMENT
893 EQUIPMENT VENDOR
894 CLEC/NON-AFFILIATE
895 DSL
896 VRRRC
897 CSSC