



Technical Specifications for Trouble Administration XML Interface tML Implementation

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Frontier Wholesale

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Introduction

Trouble Administration XML Interface (Web Services using tML)

This document provides the following information:

- tML specifications

Scope

The implementation for Trouble Administration will cover the following services:

- Trouble Report Create
- Trouble Report Modification (Update)
- Trouble Report Cancellation
- Trouble Report Clear
- Trouble Report Close Out Verification

The intended Frontier customers for using the above mentioned services are:

- Inter Exchange Carriers (IECs – Access Carrier Customers)
- Competitive Local Exchange Carriers (CLECs – Local Customers)

Trouble Administration XML Interface Architecture

Overview

Frontier Communications has acquired the Synchronoss application to be utilized for entering Trouble Ticket Requests for Trouble Administration.

Frontier Communications will document and manage all product and services issues potentially affecting performance and connectivity to the network through the following trouble ticket creation process. This procedure will also allow network and system users to report service affecting issues and request assistance.

Web Services Description Language (WSDL) for Trouble Administration XML Interface

(Information captured from the TA Synchronoss Tech Spec document 1.1)

WSDL

TAResponse-Receive.wsdl

This WSDL is implemented by Frontier to receive incoming Request transactions from carrier customer. This WSDL exposes operation named "processReport". This operation accepts a String parameter (containing request XML compliant with tML-TA.xsd).

When message processing is successful, web service generates a success code of WG200 synchronously. This success code means that the XML was well formed and is a tML-TA compliant message. Any exceptions in receiving the message will be communicated as SOAP fault.

If a SOAP fault is received when invoking this operation it means request transaction was not processed by Frontier and it is the carrier customers' responsibility to resend the message.



Listing of the SOAP fault error codes:

WG0602 No message found in the Request
WG1602 Internal Interface Configuration Error
WG9209 Input received is not well formed
WG1603 Internal Interface Configuration Error
WG2004 Fatal Internal Exception
WTR200 XML not well formed
WTR203 Format not supported
WTR300 Internal Interface Configuration Error
WTR400 Internal Interface Configuration Error
WTR500 Internal Interface Configuration Error
WS002 Internal Interface Configuration Error
WS003 Internal Interface Configuration Error

TAResponse-Send.wsdl

This WSDL must be implemented by carrier customer to receive Frontier Response or Attribute Value Change Notification transactions. This WSDL exposes operation named "processResponse". This operation accepts a String Type parameter (containing Response or Attribute Value Change Notification XML compliant with tML-TA.xsd). This operation will be invoked by Frontier, when sending Response or Attribute Value Change Notification. The messages will be queued and retried at predefined interval for any timeout related faults caused by network delay or carrier customer is down situation.

WSDL and TA FLOW

Frontier tML-TA Receive will support only RPC style Web services at this point. Only one input argument will be taken per service, and it is in xml format. The response is also in the format of xml string.

TA Request – Receive WSDL

Frontier tML-TA Receive Webservice implemented on the Frontier side based on the following WSDL. Frontier customers need to implement Webservice client based on this WSDL to send synchronous trouble requests.

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<definitions targetNamespace="java:com.wisor.ta.webservice" xmlns:apachesoap="http://xml.apache.org/xml-soap" xmlns:tns="java:webservice.ta.wisor.com" xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/" xmlns="http://schemas.xmlsoap.org/wsdl/" xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/" xmlns:xsd="http://www.w3.org/2001/XMLSchema">  
  <message name="processReport">  
    <part xmlns:partns="http://www.w3.org/2001/XMLSchema" type="partns:string" name="string"/>  
  </message>  
  <message name="processResponse">  
    <part xmlns:partns="http://www.w3.org/2001/XMLSchema" type="partns:string" name="response"/>  
  </message>  
  <portType name="taport">  
    <operation name="processReport">  
      <input message="tns:processReport"/>  
    </operation>  
  </portType>  
</definitions>
```



Technical Specifications for Trouble Administration XML Interface and tML Implementation Web Services Description Language (WSDL) for Trouble Administration XML Interface

```
        <output message="tns:processResponse"/>
    </operation>
</portType>
<binding type="tns:taport" name="taport">
    <soap:binding style="rpc" transport="http://schemas.xmlsoap.org/soap/http"/>
    <operation name="processReport">
        <soap:operation soapAction=""/>
        <input>
            <soap:body encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
namespace="java:webservice.ta.wisor.com" use="encoded"/>
        </input>
        <output>
            <soap:body encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
namespace="java:webservice.ta.wisor.com" use="encoded"/>
        </output>
    </operation>
</binding>
<service name="taservice">
    <port binding="tns:taport" name="taport">
        <soap:address location="http://emq.com"/>
    </port>
</service>
</definitions>
```

TA Response – Send WSDL

Frontier customers need to implement Webservice based on this WSDL to receive asynchronous TA response and AVC's.

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<definitions targetNamespace=" java:com.wisor.ta.webservice " xmlns:apachesoap="http://xml.apache.org/xml-
soap" xmlns:tns="java:webservice.ta.cusomter.wisor.com"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/" xmlns="http://schemas.xmlsoap.org/wsdl/"
xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```
<message name="processResponse">
<part xmlns:partns="http://www.w3.org/2001/XMLSchema" type="partns:string" name="string"/>
    </message>
    <message name="result"/>
    <portType name="taport">
        <operation name="processResponse">
            <input message="tns:processResponse"/>
            <output message="tns:result"/>
        </operation>
    </portType>

    <binding type="tns:taport" name="taport">
        <soap:binding style="rpc" transport="http://schemas.xmlsoap.org/soap/http"/>
        <operation name="processResponse">
            <soap:operation style="rpc" soapAction=""/>
        </operation>
    </binding>
</portType>
```



```

        <input>
            <soap:body namespace="java:webservice.ta.cusomter.wisor.com"
encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" use="encoded"/>
        </input>
        <output>
            <soap:body namespace="java:webservice.ta.cusomter.wisor.com"
encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" use="encoded"/>
        </output>
    </operation>
</binding>
<service name="taservice">
    <port name="taprt" binding="tns:taport">
        <soap:address location="http://clec.com"/>
    </port>
</service>
</definitions>

```

Synchronoss extensions to atis-0300003.a.2006 – supplement to atis-0300003.205, schema interface for fault management (trouble administration)

tML-TABase

GraphicStringType/ PrintableStringType/ VisibleStringType

Standard: [A-Z]a-z|0-9|s|"(\\|\\+|,\\-\\.\\/|:|=|\\?)*

Synchronoss: [A-Z]a-z|0-9|s|'|&|_|@|(\\|\\+|,\\-\\.\\/|:|=|\\?)*

Reason: Relaxed the schema to allow additional pattern values.

AdditionalTroubleInfoItem

Standard: Min length 0, Max Length 256

Synchronoss: Standard allows both. Synchronoss removed max length restriction of 256.

EscalationListType

Standard: <element name="EscTime" type="tML-TABase:EscalationTimeType" default="true"/>

Synchronoss: <element name="EscTime" type="tML-TABase:EscalationTimeType"/>

Reason: Wrong default value in the standard.

PersonResponType

Standard: <element name="Number" type="tML-TABase:PersonNumberType"/>

Synchronoss: <element name="Number" type="tML-TABase:PersonNumberType" minOccurs="0"/>

Reason: Made this field optional. Frontier does not require this field to be populated.

RelatedTroubleReportListType

Standard: <element name="RelatedTroubleReporItem" minOccurs="0" maxOccurs="unbounded">

Synchronoss: <element name="RelatedTroubleReportItem" minOccurs="0" maxOccurs="unbounded">

Reason: Corrected spelling error in the name.

TimeIntervalType

Standard: <complexType name="TimeIntervalType" final="#all">

Synchronoss: <complexType name="TimeIntervalType">



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Reason: TimeIntervalType is extended later, #all is removed.

TRNameBindingIdType

Standard: Has fixed values for NameBindingID's.

Synchronoss: Removed fixed values and made this field a free form text.

Reason: Binding values provided in the schema are invalid for most EB gateways.

AlternateCustomerContactPerson

Standard: `<element name="AlternateCustomerContactPerson" type="tML-TABase:PersonReachType" minOccurs="0"/>`

Synchronoss: `<element name="AlternateManagerContactPerson" type="tML-TABase:PersonReachType" minOccurs="0"/>`

Reason: Synchronoss believes this to be an error in the standard. The contact is ManagerContactPerson instead of CustomerContact.

RetrieveAttributesType

Standard: Missing from t1.278 schema, schema from the standard is invalid.

Synchronoss: Added attributes to schema.

ManagedObjectInstanceAliasList

Standard: Tag not present.

Synchronoss: Added tag to be compatible with older standard. Made this optional.

Trouble Location

Standard: `<element name="TroubleLocation" type="tML-TABase:LocationAddressType" minOccurs="0"/>`

Synchronoss: `<element name="TroubleLocation" type="tML-TABase:TroubleLocationType" minOccurs="0"/>`

Reason: Typo in the standard. This tag should be of TroubleLocationType instead of LocationAddressType.

CreateTroubleReport_ResponseExtensionType

Standard: Does not have this type definition.

Synchronoss: Added this extension types.

Reason: To be compatible with older standard (CMIP standard).

tML-TA

OUTBOUND_HEADER_Type (Added for all requests from IXC)

Standard: Does not have this definition.

Synchronoss: Added tML-TA:OUTBOUND_HEADER_Type

Reason: Message Id is used to track the request and response from/to carrier customer.

Changes in: RequestTroubleReportCreationRequestType,
RetrieveTroubleReportStatusRequestType,
RetrieveTroubleReportFormatRequestType,
RetrieveTroubleReportIdByServiceIdRequestType, AddTroubleInfoRequestType,
VerifyRepairCompletionRequestType,
ModifyAttributesRequestType,
CancelTroubleReportRequestType, RetrieveTroubleHistoryByServiceIdRequestType,
RetrieveAttributesByTroubleReportIdRequestType,
RetrieveTroubleReportFormatByServiceIdRequestType,
ConfirmNotificationReceiptRequestType.



Technical Specifications for Trouble Administration XML Interface and tML Implementation Web Services Description Language (WSDL) for Trouble Administration XML Interface

INBOUND_HEADER_Type

Standard: Does not have this definition.
Synchronoss: Added tML-TA:INBOUND_HEADER_Type
Reason: Message Id sent on the request will be sent back to the carrier customer on the response.
Changes in: RequestTroubleReportCreationResponseType,
RetrieveTroubleReportStatusResponseType,
RetrieveTroubleReportFormatResponseType,
RetrieveTroubleReportIdByServiceResponseType, AddTroubleInfoResponseType,
VerifyRepairCompletionResponseType,
ModifyAttributesResponseType,
CancelTroubleReportResponseType,
RetrieveTroubleHistoryByServiceIdResponseType,
RetrieveAttributesByTroubleReportIdResponseType,
RetrieveTroubleReportFormatByServiceIdResponseType,
TroubleHistoryEventNotificationType,
TroubleReportStatusOrCommitmentTimeUpdateNotificationType,
TroubleReportProgressNotificationType,
TroubleReportCreatedNotificationType, AttributeValueChangeNotificationType,
DeleteTroubleReportNotificationType, EnrolTroubleReportFormatNotificationType,
DeenrolTroubleReportFormatNotificationType,
AVCTroubleReportFormatDefinitionNotificationType

RequestTroubleReportCreationResponseType

Standard: Extension type not present.
Synchronoss: AllTroubleReportAttributes_ExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the create response.

AddTroubleInfoResponseType

Standard: Extension type not present.
Synchronoss: AddTroubleInfo_ResponseExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

VerifyRepairCompletionResponseType

Standard: Extension type not present.
Synchronoss: VerifyRepairCompletion_ResponseExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

ModifyAttributesResponseType

Standard: Extension type not present.
Synchronoss: ModifyRequestType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

CancelTroubleReportResponseType

Standard: Extension type not present.
Synchronoss: CancelTroubleReport_ResponseExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.



Standard: <element name="Exception" type="tML-TABase:ExceptionTroubleReportUpdateType" minOccurs="0"/>
Synchronoss: <element name="Exception" type="tML-TABase:ExceptionCancelType" minOccurs="0"/>
Reason: Standard has wrong type definition; corrected the type.

AttributeValueChangeNotificationType

Standard: Extension type not present.
Synchronoss: AllTroubleReportAttributes_ExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

DeleteTroubleReportNotificationType

Standard: Extension type not present.
Synchronoss: AllTroubleReportAttributes_ExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

EnrolTroubleReportFormatNotificationType

Standard: Extension type not present.
Synchronoss: AllTroubleReportAttributes_ExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

DeenrolTroubleReportFormatNotificationType

Standard: Extension type not present.
Synchronoss: AllTroubleReportAttributes_ExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

AVCTroubleReportFormatDefinitionNotificationType

Standard: Extension type not present.
Synchronoss: AllTroubleReportAttributes_ExtensionType included for this response.
Reason: To make the XML compatible with the older standards and allow for additional attributes to be sent on the response.

OUTBOUND_HEADER_TYPE

Standard: Does not have this definition.
Synchronoss: Added tML-TABase:MESSAGE_ID_Type.
Reason: To track Message Id on the tML-TA requests from the carrier customer.

INBOUND_HEADER_Type

Standard: Does not have this definition.
Synchronoss: Added tML-TABase:MESSAGE_ID_Type.
Reason: To send the Message Id on the tML-TA response to the carrier customer.



SOAP Structure

(Information captured from the TA Synchronoss Tech Spec document)

tML-TA Receive - Asynchronous request/response

TA Request (From Frontier Customer)

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:ns1=" java:com.wisor.ta.webservice ">
      <string xsi:type="xsd:string">
    </string>
    </ns1:processReport>
  </soapenv:Body>
</soapenv:Envelope>
```

TA asynchronous soap response/ Notifications

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processResponse
soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:ns1=" java:com.wisor.ta.webservice ">
      <string xsi:type="xsd:string">
    </string>
    </ns1:processResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

Sample TA XMLs

TA Request tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processReport
soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:ns1=" java:com.wisor.ta.webservice ">
      <string
xsi:type="xsd:string">&lt;?xml version="1.0" encoding="UTF-8"
standalone="yes"?>
&lt;!--Sample XML file generated by XMLSpy v2007 sp2 (http://www.altova.com)-->
&lt;tML-TA:RequestTroubleReportCreationRequest xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-
TA" xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase">
```



```
<tML-TA:header><tML-TA:message_id>SEN-T8-006</tML-TA:message_id></tML-
TA:header>
  <tML-TA:Customer>
    <tML-TABase:UserId>A</tML-TABase:UserId>
    <tML-TABase:AccessControl>
      <tML-TABase:AccessControl1>
        <tML-TABase:EntityIdentifier>A</tML-TABase:EntityIdentifier>
        <tML-TABase:EncryptedString>41394644363445313243</tML-
TABase:EncryptedString>
      </tML-TABase:AccessControl1>
    </tML-TABase:AccessControl>
    <tML-TABase:ServiceProfile>A</tML-TABase:ServiceProfile>
  </tML-TA:Customer>
  <tML-TA:NameBindingId>
    <tML-TABase:NameBindingId>A</tML-TABase:NameBindingId>
  </tML-TA:NameBindingId>
  <tML-TA:ManagedObjectInstance>
    <tML-TABase:DistinguishedName>
      <tML-TABase:RDNSequenceItem>
        <tML-TABase:Type>networkId</tML-TABase:Type>
        <tML-TABase:Assertion>TAAGENT</tML-TABase:Assertion>
      </tML-TABase:RDNSequenceItem>
      <tML-TABase:RDNSequenceItem>
        <tML-TABase:Type>accountName</tML-TABase:Type>
        <tML-TABase:Assertion>CLEC</tML-TABase:Assertion>
      </tML-TABase:RDNSequenceItem>
      <tML-TABase:RDNSequenceItem>
        <tML-TABase:Type>troubleReportId</tML-TABase:Type>
        <tML-TABase:Assertion>98498233</tML-TABase:Assertion>
      </tML-TABase:RDNSequenceItem>
    </tML-TABase:DistinguishedName>
  </tML-TA:ManagedObjectInstance>
  <tML-TA:TroubleType>
    <tML-TABase:Number>100</tML-TABase:Number>
  </tML-TA:TroubleType>
  <tML-TA:AdditionalTroubleInfoList>
    <tML-TABase:AdditionalTroubleInfoItem>A</tML-
TABase:AdditionalTroubleInfoItem>
  </tML-TA:AdditionalTroubleInfoList>
  <tML-TA:AdditionalCreateInfo>
    <tML-TABase:TroubleReportFormatId>0</tML-TABase:TroubleReportFormatId>
    <tML-TABase:AdditionalTroubleInfoList>
      <tML-TABase:AdditionalTroubleInfoItem>A</tML-
TABase:AdditionalTroubleInfoItem>
    </tML-TABase:AdditionalTroubleInfoList>
    <tML-TABase:ALocationAccessAddress>
      <tML-TABase:PremisesName>A</tML-TABase:PremisesName>
      <tML-TABase:PremisesAddress>
        <tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>
        <tML-TABase:City>A</tML-TABase:City>
        <tML-TABase:State>A</tML-TABase:State>
        <tML-TABase:Zip>A</tML-TABase:Zip>
      </tML-TABase:PremisesAddress>
    </tML-TABase:ALocationAccessAddress>
```



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation
SOAP Structure**

<tML-TABase:ALocationAccessHours>
<tML-TABase:LocationAccessHoursItem>
<tML-TABase:DaysOfWeek>
<tML-TABase:Sunday>true</tML-TABase:Sunday>
<tML-TABase:Monday>true</tML-TABase:Monday>
<tML-TABase:Tuesday>true</tML-TABase:Tuesday>
<tML-TABase:Wednesday>true</tML-
TABase:Wednesday>
<tML-TABase:Thursday>true</tML-TABase:Thursday>
<tML-TABase:Friday>true</tML-TABase:Friday>
<tML-TABase:Saturday>true</tML-TABase:Saturday>
</tML-TABase:DaysOfWeek>
<tML-TABase:IntervalsOfDay>
<tML-TABase:IntervalsOfDayItem>
<tML-TABase:IntervalStart>00:00:00</tML-
TABase:IntervalStart>
<tML-TABase:IntervalEnd>23:59:00</tML-
TABase:IntervalEnd>
</tML-TABase:IntervalsOfDayItem>
</tML-TABase:IntervalsOfDay>
</tML-TABase:LocationAccessHoursItem>
</tML-TABase:ALocationAccessHours>
<tML-TABase:ALocationAccessPerson>
<tML-TABase:Number>A</tML-TABase:Number>
<tML-TABase:Name>A</tML-TABase:Name>
<tML-TABase:Phone>A</tML-TABase:Phone>
<tML-TABase:Loc>
<tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>
<tML-TABase:City>A</tML-TABase:City>
<tML-TABase:State>A</tML-TABase:State>
<tML-TABase:Zip>A</tML-TABase:Zip>
</tML-TABase:Loc>
<tML-TABase:Email>A</tML-TABase:Email>
<tML-TABase:Fax>A</tML-TABase:Fax>
<tML-TABase:Respon>A</tML-TABase:Respon>
<tML-TABase:Pager>A</tML-TABase:Pager>
</tML-TABase:ALocationAccessPerson>
<tML-TABase:AlternateManagerContactPerson>
<tML-TABase:Number>A</tML-TABase:Number>
<tML-TABase:Name>A</tML-TABase:Name>
<tML-TABase:Phone>A</tML-TABase:Phone>
<tML-TABase:Loc>
<tML-TABase:CivicAddress>A</tML-TABase:CivicAddress>
<tML-TABase:City>A</tML-TABase:City>
<tML-TABase:State>A</tML-TABase:State>
<tML-TABase:Zip>A</tML-TABase:Zip>
</tML-TABase:Loc>
<tML-TABase:Email>A</tML-TABase:Email>
<tML-TABase:Fax>A</tML-TABase:Fax>
<tML-TABase:Respon>A</tML-TABase:Respon>
<tML-TABase:Pager>A</tML-TABase:Pager>
</tML-TABase:AlternateManagerContactPerson>
<tML-TABase:AuthorizationList>
<tML-TABase:AuthorizationItem>



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation
SOAP Structure**

TABase:AfterHoursRepair>	<tML-TABase:State>1</tML-TABase:State> <tML-TABase:Type> <tML-TABase:AfterHoursRepair>true</tML-
TABase:AfterHoursStandby>	<tML-TABase:Standby>true</tML-TABase:Standby> <tML-TABase:AfterHoursStandby>true</tML-
TABase:ManagerInitiatedTest>	<tML-TABase:Test>true</tML-TABase:Test> <tML-TABase:ManagerInitiatedTest>true</tML-
TABase:DelayedMaintenance>	<tML-TABase:Dispatch>true</tML-TABase:Dispatch> <tML-TABase:NoAccess>true</tML-TABase:NoAccess> <tML-TABase:DelayedMaintenance>true</tML-
TABase:DeregulatedWork>	<tML-TABase:Release>true</tML-TABase:Release> <tML-TABase:DeregulatedWork>true</tML-
TABase:CivicAddress>	</tML-TABase:Type> <tML-TABase:AuthTime>A</tML-TABase:AuthTime> <tML-TABase:AuthPerson> <tML-TABase:Number>A</tML-TABase:Number> <tML-TABase:Name>A</tML-TABase:Name> <tML-TABase:Phone>A</tML-TABase:Phone> <tML-TABase:Loc> <tML-TABase:CivicAddress>A</tML-
TABase:CivicAddress>	<tML-TABase:City>A</tML-TABase:City> <tML-TABase:State>A</tML-TABase:State> <tML-TABase:Zip>A</tML-TABase:Zip> </tML-TABase:Loc> <tML-TABase:Email>A</tML-TABase:Email> <tML-TABase:Fax>A</tML-TABase:Fax> <tML-TABase:Respon>A</tML-TABase:Respon> <tML-TABase:Pager>A</tML-TABase:Pager> </tML-TABase:AuthPerson> </tML-TABase:AuthorizationItem> </tML-TABase:AuthorizationList> <tML-TABase:CallBackInfoList> <tML-TABase:CallBackInfoItem> <tML-TABase:Escalation> <tML-TABase:Number>A</tML-TABase:Number> <tML-TABase:Name>A</tML-TABase:Name> <tML-TABase:Phone>A</tML-TABase:Phone> <tML-TABase:Loc> <tML-TABase:CivicAddress>A</tML-
TABase:CivicAddress>	<tML-TABase:City>A</tML-TABase:City> <tML-TABase:State>A</tML-TABase:State> <tML-TABase:Zip>A</tML-TABase:Zip> </tML-TABase:Loc> <tML-TABase:Email>A</tML-TABase:Email> <tML-TABase:Fax>A</tML-TABase:Fax> <tML-TABase:Respon>A</tML-TABase:Respon> <tML-TABase:Pager>A</tML-TABase:Pager>



Technical Specifications for Trouble Administration
XML Interface and tML Implementation
SOAP Structure

</tML-TABase:Escalation>
</tML-TABase:CallBackInfoItem>
</tML-TABase:CallBackInfoList>
<tML-TABase:CalledNumber>A</tML-TABase:CalledNumber>
<tML-TABase:CommitmentTimeRequest>
<tML-TABase:OnsiteTime>2001-12-17T09:30:47.0Z</tML-
TABase:OnsiteTime>
<tML-TABase:CommitmentTimeRequest>
<tML-TABase:CustomerInfo>
<tML-TABase:PIC>A</tML-TABase:PIC>
<tML-TABase:LPIC>A</tML-TABase:LPIC>
<tML-TABase:LRN>A</tML-TABase:LRN>
<tML-TABase:OCN>A</tML-TABase:OCN>
</tML-TABase:CustomerInfo>
<tML-TABase:CustomerTroubleTickNum>A</tML-
TABase:CustomerTroubleTickNum>
<tML-TABase:CustomerWorkCenter>A</tML-TABase:CustomerWorkCenter>
<tML-TABase:Dialog>A</tML-TABase:Dialog>
<tML-TABase:EscalationList>
<tML-TABase:EscalationItem>
<tML-TABase:State>1</tML-TABase:State>
<tML-TABase:EscTime>2001-12-17T09:30:47.0Z</tML-
TABase:EscTime>
<tML-TABase:RequestPerson>
<tML-TABase:Number>A</tML-TABase:Number>
<tML-TABase:Name>A</tML-TABase:Name>
<tML-TABase:Phone>A</tML-TABase:Phone>
<tML-TABase:Loc>
<tML-TABase:CivicAddress>A</tML-
TABase:CivicAddress>
<tML-TABase:City>A</tML-TABase:City>
<tML-TABase:State>A</tML-TABase:State>
<tML-TABase:Zip>A</tML-TABase:Zip>
</tML-TABase:Loc>
<tML-TABase:Email>A</tML-TABase:Email>
<tML-TABase:Fax>A</tML-TABase:Fax>
<tML-TABase:Respon>A</tML-TABase:Respon>
<tML-TABase:Pager>A</tML-TABase:Pager>
</tML-TABase:RequestPerson>
<tML-TABase:Level>0</tML-TABase:Level>
<tML-TABase:EscPerson>
<tML-TABase:Number>A</tML-TABase:Number>
<tML-TABase:Name>A</tML-TABase:Name>
<tML-TABase:Phone>A</tML-TABase:Phone>
<tML-TABase:Loc>
<tML-TABase:CivicAddress>A</tML-
TABase:CivicAddress>
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<tML-TABase:Zip>A</tML-TABase:Zip>
</tML-TABase:Loc>
<tML-TABase:Email>A</tML-TABase:Email>
<tML-TABase:Fax>A</tML-TABase:Fax>
<tML-TABase:Respon>A</tML-TABase:Respon>



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation
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```

        &lt;tML-TABase:Pager&gt;A&lt;/tML-TABase:Pager&gt;
        &lt;/tML-TABase:EscPerson&gt;
        &lt;/tML-TABase:EscalationItem&gt;
        &lt;/tML-TABase:EscalationList&gt;
        &lt;tML-TABase:ManagedObjectAccessFromTime&gt;2001-12-17T09:30:47.0Z&lt;/tML-
TABase:ManagedObjectAccessFromTime&gt;
        &lt;tML-TABase:ManagedObjectAccessHours&gt;
        &lt;tML-TABase:ManagedObjectAccessHoursItem&gt;
        &lt;tML-TABase:DaysOfWeek&gt;
        &lt;tML-TABase:Sunday&gt;true&lt;/tML-TABase:Sunday&gt;
        &lt;tML-TABase:Monday&gt;true&lt;/tML-TABase:Monday&gt;
        &lt;tML-TABase:Tuesday&gt;true&lt;/tML-TABase:Tuesday&gt;
        &lt;tML-TABase:Wednesday&gt;true&lt;/tML-
TABase:Wednesday&gt;
        &lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
        &lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
        &lt;tML-TABase:Saturday&gt;true&lt;/tML-TABase:Saturday&gt;
        &lt;/tML-TABase:DaysOfWeek&gt;
        &lt;tML-TABase:IntervalsOfDay&gt;
        &lt;tML-TABase:IntervalsOfDayItem&gt;
        &lt;tML-TABase:IntervalStart&gt;00:00:00&lt;/tML-
TABase:IntervalStart&gt;
        &lt;tML-TABase:IntervalEnd&gt;23:59:00&lt;/tML-
TABase:IntervalEnd&gt;
        &lt;/tML-TABase:IntervalsOfDayItem&gt;
        &lt;/tML-TABase:IntervalsOfDay&gt;
        &lt;/tML-TABase:ManagedObjectAccessHoursItem&gt;
        &lt;/tML-TABase:ManagedObjectAccessHours&gt;
        &lt;tML-TABase:ManagedObjectAccessToTime&gt;
        &lt;tML-TABase:Specific&gt;2001-12-17T09:30:47.0Z&lt;/tML-TABase:Specific&gt;
        &lt;/tML-TABase:ManagedObjectAccessToTime&gt;
        &lt;tML-TABase:ManagedObjectInstanceAliasList&gt;
        &lt;tML-TABase:ManagedObjectInstanceAliasItem&gt;A&lt;/tML-
TABase:ManagedObjectInstanceAliasItem&gt;
        &lt;/tML-TABase:ManagedObjectInstanceAliasList&gt;
        &lt;tML-TABase:ManagerContactPerson&gt;
        &lt;tML-TABase:Number&gt;A&lt;/tML-TABase:Number&gt;
        &lt;tML-TABase:Name&gt;A&lt;/tML-TABase:Name&gt;
        &lt;tML-TABase:Phone&gt;A&lt;/tML-TABase:Phone&gt;
        &lt;tML-TABase:Loc&gt;
        &lt;tML-TABase:CivicAddress&gt;A&lt;/tML-TABase:CivicAddress&gt;
        &lt;tML-TABase:City&gt;A&lt;/tML-TABase:City&gt;
        &lt;tML-TABase:State&gt;A&lt;/tML-TABase:State&gt;
        &lt;tML-TABase:Zip&gt;A&lt;/tML-TABase:Zip&gt;
        &lt;/tML-TABase:Loc&gt;
        &lt;tML-TABase:Email&gt;A&lt;/tML-TABase:Email&gt;
        &lt;tML-TABase:Fax&gt;A&lt;/tML-TABase:Fax&gt;
        &lt;tML-TABase:Respon&gt;A&lt;/tML-TABase:Respon&gt;
        &lt;tML-TABase:Pager&gt;A&lt;/tML-TABase:Pager&gt;
        &lt;/tML-TABase:ManagerContactPerson&gt;
        &lt;tML-TABase:ManagerSearchKey&gt;
        &lt;tML-TABase:ManagerSearchKey123&gt;
        &lt;tML-TABase:ManagerSearchKey1&gt;

```




```

TABase:ManagerSearchString&gt;
    &lt;tML-TABase:ManagerSearchString&gt;A&lt;/tML-
    &lt;/tML-TABase:ManagerSearchKey1&gt;
    &lt;tML-TABase:ManagerSearchKey2&gt;
    &lt;tML-TABase:ManagerSearchString&gt;A&lt;/tML-
TABase:ManagerSearchString&gt;
    &lt;/tML-TABase:ManagerSearchKey2&gt;
    &lt;tML-TABase:ManagerSearchKey3&gt;
    &lt;tML-TABase:ManagerSearchString&gt;A&lt;/tML-
TABase:ManagerSearchString&gt;
    &lt;/tML-TABase:ManagerSearchKey3&gt;
    &lt;tML-TABase:ManagerSearchKey123&gt;
    &lt;tML-TABase:ManagerSearchKey&gt;
    &lt;tML-TABase:PerceivedTroubleSeverity&gt;
    &lt;tML-TABase:Number&gt;0&lt;/tML-TABase:Number&gt;
    &lt;/tML-TABase:PerceivedTroubleSeverity&gt;
    &lt;tML-TABase:PreferredPriority&gt;0&lt;/tML-TABase:PreferredPriority&gt;
    &lt;tML-TABase:RepeatReport&gt;0&lt;/tML-TABase:RepeatReport&gt;
    &lt;tML-TABase:SuspectObjectList&gt;
    &lt;tML-TABase:SuspectObjectItem&gt;
    &lt;tML-TABase:SuspectObjectClass&gt;A&lt;/tML-
TABase:SuspectObjectClass&gt;
    &lt;tML-TABase:SuspectObjectInstance&gt;
    &lt;tML-TABase:DistinguishedName&gt;
    &lt;tML-TABase:RDNSequenceItem&gt;
    &lt;tML-TABase:Type&gt;A&lt;/tML-
TABase:Type&gt;
    &lt;tML-TABase:Assertion&gt;A&lt;/tML-
TABase:Assertion&gt;
    &lt;/tML-TABase:RDNSequenceItem&gt;
    &lt;/tML-TABase:DistinguishedName&gt;
    &lt;/tML-TABase:SuspectObjectInstance&gt;
    &lt;tML-TABase:FailureProbability&gt;1&lt;/tML-
TABase:FailureProbability&gt;
    &lt;/tML-TABase:SuspectObjectItem&gt;
    &lt;/tML-TABase:SuspectObjectList&gt;
    &lt;tML-TABase:TroubleDetectionTime/&gt;
    &lt;tML-TABase:TroubleReportStatusWindow&gt;
    &lt;tML-TABase:Day&gt;0&lt;/tML-TABase:Day&gt;
    &lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
    &lt;tML-TABase:Minute&gt;0&lt;/tML-TABase:Minute&gt;
    &lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
    &lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;
    &lt;/tML-TABase:TroubleReportStatusWindow&gt;
    &lt;tML-TABase:TspPriority&gt;E0&lt;/tML-TABase:TspPriority&gt;
    &lt;tML-TABase:ZLocationAccessAddress&gt;
    &lt;tML-TABase:PremisesName&gt;A&lt;/tML-TABase:PremisesName&gt;
    &lt;tML-TABase:PremisesAddress&gt;
    &lt;tML-TABase:CivicAddress&gt;A&lt;/tML-TABase:CivicAddress&gt;
    &lt;tML-TABase:City&gt;A&lt;/tML-TABase:City&gt;
    &lt;tML-TABase:State&gt;A&lt;/tML-TABase:State&gt;
    &lt;tML-TABase:Zip&gt;A&lt;/tML-TABase:Zip&gt;
    &lt;/tML-TABase:PremisesAddress&gt;
    &lt;/tML-TABase:ZLocationAccessAddress&gt;

```



```

    &lt;tML-TABase:ZLocationAccessHours&gt;
      &lt;tML-TABase:LocationAccessHoursItem&gt;
        &lt;tML-TABase:DaysOfWeek&gt;
          &lt;tML-TABase:Sunday&gt;true&lt;/tML-TABase:Sunday&gt;
          &lt;tML-TABase:Monday&gt;true&lt;/tML-TABase:Monday&gt;
          &lt;tML-TABase:Tuesday&gt;true&lt;/tML-TABase:Tuesday&gt;
          &lt;tML-TABase:Wednesday&gt;true&lt;/tML-
TABase:Wednesday&gt;
          &lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
          &lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
          &lt;tML-TABase:Saturday&gt;true&lt;/tML-TABase:Saturday&gt;
          &lt;/tML-TABase:DaysOfWeek&gt;
          &lt;tML-TABase:IntervalsOfDay&gt;
            &lt;tML-TABase:IntervalsOfDayItem&gt;
              &lt;tML-TABase:IntervalStart&gt;00:00:00&lt;/tML-
TABase:IntervalStart&gt;
              &lt;tML-TABase:IntervalEnd&gt;23:59:00&lt;/tML-
TABase:IntervalEnd&gt;
            &lt;/tML-TABase:IntervalsOfDayItem&gt;
          &lt;/tML-TABase:IntervalsOfDay&gt;
          &lt;/tML-TABase:LocationAccessHoursItem&gt;
        &lt;/tML-TABase:ZLocationAccessHours&gt;
      &lt;tML-TABase:ZLocationAccessPerson&gt;
        &lt;tML-TABase:Number&gt;A&lt;/tML-TABase:Number&gt;
        &lt;tML-TABase:Name&gt;A&lt;/tML-TABase:Name&gt;
        &lt;tML-TABase:Phone&gt;A&lt;/tML-TABase:Phone&gt;
        &lt;tML-TABase:Loc&gt;
          &lt;tML-TABase:CivicAddress&gt;A&lt;/tML-TABase:CivicAddress&gt;
          &lt;tML-TABase:City&gt;A&lt;/tML-TABase:City&gt;
          &lt;tML-TABase:State&gt;A&lt;/tML-TABase:State&gt;
          &lt;tML-TABase:Zip&gt;A&lt;/tML-TABase:Zip&gt;
        &lt;/tML-TABase:Loc&gt;
        &lt;tML-TABase:Email&gt;A&lt;/tML-TABase:Email&gt;
        &lt;tML-TABase:Fax&gt;A&lt;/tML-TABase:Fax&gt;
        &lt;tML-TABase:Respon&gt;A&lt;/tML-TABase:Respon&gt;
        &lt;tML-TABase:Pager&gt;A&lt;/tML-TABase:Pager&gt;
      &lt;/tML-TABase:ZLocationAccessPerson&gt;
    &lt;/tML-TA:AdditionalCreateInfo&gt;
    &lt;tML-TA:TradingPartnerState&gt;A&lt;/tML-TA:TradingPartnerState&gt;
    &lt;tML-TA:TemplateName&gt;A&lt;/tML-TA:TemplateName&gt;
    &lt;/tML-TA:RequestTroubleReportCreationRequest&gt;
  </string>
</ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

TA Response XML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>

```



Technical Specifications for Trouble Administration XML Interface and tML Implementation SOAP Structure

```
<ns1:processResponse soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:ns1="
java.com.wisor.ta.webservice">

    <string xsi:type="xsd:string">&lt;?xml version="1.0" encoding="UTF-
8" standalone="yes"?>
&lt;tML-TA:RequestTroubleReportCreationResponse xmlns:tML-
TA="http://www.ansi.org/tML/TA/tML-TA" xmlns:tML-
TABase="http://www.ansi.org/tML/TA/tML-TABase">&gt;
    &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;SEN-T8-006&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
    &lt;tML-TA:TargetObjectName&gt;
    &lt;tML-TABase:DistinguishedName&gt;
    &lt;tML-TABase:RDNSequenceItem&gt;
    &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
    &lt;tML-TABase:Assertion&gt;TAAGENT&lt;/tML-TABase:Assertion&gt;
    &lt;/tML-TABase:RDNSequenceItem&gt;
    &lt;tML-TABase:RDNSequenceItem&gt;
    &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
    &lt;tML-TABase:Assertion&gt;CLEC&lt;/tML-TABase:Assertion&gt;
    &lt;/tML-TABase:RDNSequenceItem&gt;
    &lt;tML-TABase:RDNSequenceItem&gt;
    &lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
    &lt;tML-TABase:Assertion&gt;98498233&lt;/tML-TABase:Assertion&gt;
    &lt;/tML-TABase:RDNSequenceItem&gt;
    &lt;/tML-TABase:DistinguishedName&gt;
    &lt;/tML-TA:TargetObjectName&gt;
    &lt;tML-TA:CreateResponse&gt;
    &lt;tML-TABase:Exception&gt;
    &lt;tML-TABase:InvalidDataReceived&gt;
    &lt;tML-TABase:ExceptionList&gt;
    &lt;tML-TABase:Tag&gt;TroubleReportFormatId&lt;/tML-TABase:Tag&gt;
    &lt;tML-TABase:Value&gt;0&lt;/tML-TABase:Value&gt;
    &lt;/tML-TABase:ExceptionList&gt;
    &lt;tML-TABase:InvalidDataReceived&gt;
    &lt;tML-TABase:Exception&gt;
    &lt;/tML-TA:CreateResponse&gt;
    &lt;/tML-TA:RequestTroubleReportCreationResponse&gt;
    </string>

    </ns1:processResponse>

    </soapenv:Body>

</soapenv:Envelope>
```



Recovery Procedures

If the carrier customer's system is not available due to planned maintenance outage or other reason, Frontier will queue up outgoing transactions and resend when the carrier customer's system is back online.

Late Bonding (Recovery) - When a carrier customer submits a RequestTroubleReportCreationRequests (create ticket) transaction and Frontier finds one already existing for the same Managed Object Instance (Service Id), the new trouble ticket will late bond to the existing open ticket following the carrier customer issuing a RetrieveAttributesByTroubleReportIdRequest transaction.

Example Situation: Connectivity is lost between carrier customer and Frontier. All of the Trouble Reports during the outage period are manually entered by Frontier into the OSS outside of the Electronic Bonding interface, generally initiated by a phone call from the carrier customer.

When a failed link is established, the carrier customer may issue a RequestTroubleReportCreationRequests for the Trouble Reports manually opened by Frontier during the outage.

Frontier will respond with a TroubleReportAlreadyExists Error response containing Frontier's Trouble Report Id. It is assumed that the carrier customer will issue a RetrieveAttributesByTroubleReportIdRequest transaction following a RequestTroubleReportCreationRequests transaction to synchronize the systems and to electronically bond the ticket.

The RetrieveAttributesByTroubleReportIdResponse will contain the attributes provided by the carrier customer during the RequestTroubleReportCreationRequests transaction. Additionally, Frontier can provide Agent Contact Person Information and current ticket status.

Any previous status change notifications or trouble status information for that Trouble Report that preceded a RetrieveAttributesByTroubleReportIdRequest transaction will not be available to the carrier customer for retrieval.



tML Specification and Business Rules

(Information captured from the TA Synchronoss Business Rules document 1.1 dated 8/23/11)

Request Trouble Report Creation Request

Please note the last column is used to indicate if the field is Required (R), Optional (O), Conditional (C), or Prohibited (P).

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
RequestTroubleReportCreationRequest{						
Header{						R
	Message_id					R
}						
Customer{						R
	UserId	A/N	1-64			
AccessControl{						
AccessControl1{						R
	EntityIdentifier	A/N	1-64			R
	EncrytedString	A/N	1-64			R
}						
AccessControl2{						R
	EntityIdentifier	A/N	1-64			R
	InitializationVector	A/N	8-8			R
	KeyIdentifier	A/N	8-64			R
	EncrytedString	A/N	8-64			R
}						
	ServiceProfile					R
}						
NameBindingid{						
ManagedObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
}}						
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
TroubleType{						R
	Number	N	3-4		<p>If Network ID = FRAC and Trouble Type Value does not equal Trouble Type value in FRAC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID = FRLC and Trouble Type Value does not equal Trouble Type value in FRLC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID <> FRAC, FRLC and Trouble Type Value does not equal Trouble Type value in GENERIC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p>	R
	Identifier	N	3-4		<p>If Network ID = FRAC and Trouble Type Value does not equal Trouble Type value in FRAC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID = FRLC and Trouble Type Value does not equal Trouble Type value in FRLC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p> <p>If Network ID <> FRAC, FRLC and Trouble Type Value does not equal Trouble Type value in GENERIC-TROUBLETYPECODES Error Message = Trouble Type Value is Invalid</p>	R
}						



**Technical Specifications for Trouble Administration
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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
AdditionalTroubleInfoList{						R
	AdditionalTroubleInfoItem					
}						
AdditionalCreateInfo{						
	TroubleReportFormatId	N	1-1	1, 2, 3		R
AdditionalTroubleInfoList{						
	AdditionalTroubleInfoItem					
}						
ALocationAccessAddress{						
	PremisesName	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Frontier requires Premises Name If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires Premises Name	C
PremisesAddress{						C
	CivicAddress	A/N	1-64		If Network ID = FRAC , Required on any Create Request when TRFD = 1 Error Message = Frontier requires Civic Address If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires Civic Address	C
	City	A/N	1-64		If Network ID = FRAC , Required on any Create Request when TRFD = 1 Error Message = Frontier requires City If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires City	C
	State	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Error Message = Frontier requires State If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires State	
	Zip	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Frontier requires Zip If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires Zip	C
	}}					
ALocationAccessHours{					If Network ID = FRAC , at least one occurrence should be populated with True on any Create Request when TRFD = 1 Error Message = Frontier requires a minimum of one access hours If Network ID = FRLC, at least one occurrence should be populated with True on any Create Request when TRFD = 3 Error Message = Frontier requires a minimum of one access hours If more than 2 occurrences of the A Location Access Hours section exist Error Message = Frontier prohibits more than two occurrences of the A Location Access Hours section. Note: When no occurrences are populated --> error message: Frontier requires a minimum of one access hours If more than 2 occurrences are populated --> error	C



**Technical Specifications for Trouble Administration
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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					message: Frontier prohibits more than two occurrences of the A Location Access Hours section	
LocationAccessHoursItem{						
DaysOfWeek{					If Network ID = FRAC , at least one occurrence should be populated with True on any Create Request when TRFD = 1 Error Message = Frontier requires a minimum of one access hours If Network ID = FRLC , at least one occurrence should be populated with True on any Create Request when TRFD = 3 Error Message = Frontier requires a minimum of one access hours	C
	Sunday	A	4-5	true, false	See rule above.	C
	Monday	A	4-5	true, false	See rule above.	C
	Tuesday	A	4-5	true, false	See rule above.	C
	Wednesday	A	4-5	true, false	See rule above.	C
	Thursday	A	4-5	true, false	See rule above.	C
	Friday	A	4-5	true, false	See rule above.	C
	Saturday	A	4-5	true, false	See rule above.	C
	}					
IntervalsOfDay{						C
IntervalsOfDayItem{						
	IntervalStart				If Network ID = FRAC , required on any Create Request when TRFD = 1 and Start Time is not populated Error Message = Frontier requires Start Time If Network ID = FRLC, required on any Create Request when TRFD = 3 and Start Time is not populated Error Message = Frontier requires Start Time	C
	IntervalEnd				If Network ID = FRAC , required on any Create Request when TRFD = 1 and End Time is not populated	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Error Message = Frontier requires End Time If Network ID = FRLC, required on any Create Request when TRFD = 3 and End Time is not populated Error Message = Frontier requires End Time	
}}}						
ALocationAccessPerson{						
	Number	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1 Error Message = Frontier prohibits Number If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Number	O
	Name	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Frontier requires Name If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires Name	C
	Phone	A/N	1-64		If Network ID = FRAC, Required on any Create Request when TRFD = 1 Error Message = Frontier requires Phone If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires Phone	C
Loc{						
	CivicAddress	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1 3	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Error Message = Frontier prohibits Civic Address If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Civic Address	
	City	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1 Error Message = Frontier prohibits City If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits City	O
	State	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1 Error Message = Frontier prohibits State If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits State	O
	Zip	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1 Error Message = Frontier prohibits Zip If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Zip	O
	}					
	Email	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					TRFD = 1- Error Message = Frontier prohibits Email If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Email	
	Fax	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1- Error Message = Frontier prohibits Fax If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Fax	O
	Respon	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1- Error Message = Frontier prohibits Respon If Network ID = FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Respon	O
	Pager	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, prohibited on any Create Request when TRFD = 1- Error Message = Frontier prohibits Pager If Network ID = FRLC, prohibited on any Create Request when TRFD = 3- Error Message = Frontier prohibits Pager	O
	}					
AlternateManagerContact Person{						



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Number	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Number</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Number</p>	P
	Name	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Name</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Name</p>	P
	Phone	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Phone</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Phone</p>	P
Loc{						
	CivicAddress	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Civic Address</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Civic Address</p>	P
	City	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits City</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits City</p>	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	State	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits State</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits State</p>	P
	Zip	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Zip</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Zip</p>	P
	}					
	Email	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Email</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Email</p>	P
	Fax	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Fax</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Fax</p>	P
	Respon	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Respon</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Respon</p>	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Pager	A/N	1-64		If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibit Pager If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibit Pager	P
	}					
AuthorizationList{					See Appendix A for the Authorization Matrix rules that also need to be coded. When Allowed column = N, generate error message, "Frontier prohibits conflicting occurrences of Request State/Activity Type"	O
AuthorizationItem{						
	State	N	1-1	1, 2, 3		O
Type{					If Network ID = FRAC or FRLC and Authorization has been added on any Create Request, at least one occurrence must be populated with True Error Message = Frontier requires Activity Type	C
	AfterHoursRepair	A	4-5	true, false	See rule above.	C
	Standby	A	4-5	true, false	See rule above.	C
	AfterHoursStandby	A	4-5	true, false	See rule above.	C
	Test	A	4-5	true, false	See rule above.	C
	ManagerInitiatedTest	A	4-5	true, false	See rule above.	C
	Dispatch	A	4-5	true, false	See rule above.	C
	NoAccess	A	4-5	true, false	See rule above.	C
	DelayedMaintenance	A	4-5	true, false	See rule above.	C
	Release	A	4-5	true, false	See rule above.	C
	DeregulatedWork	A	4-5	true, false	See rule above.	C
	}					
	AuthTime					
AuthPerson{						
	Number	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Name	A/N	1-64		Required when section is populated.	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Phone	A/N	1-64			O
Loc{						
	CivicAddress	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	State	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Zip	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
}						
	Email	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Fax	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Respon	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Pager	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
}}}						
CallBackInfoList{					If Network ID = FRAC or FRLC, Call Back Info section is prohibited on Create Request Error Message =Frontier prohibits Call Back Info section on Create Request	P
CallBackInfoItem{						
Escalation{					See rule above.	P
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P
Loc{					See rule above.	P
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}					See rule above.	P
	Email	A/N	1-64		See rule above.	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}						
BeforeAutoTest{					See rule above.	P
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}						
AfterCleared{					See rule above.	P
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}}}						
	CalledNumber	A/N	1-64			O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
CommitmentTimeRequest{					<p>Not supported by Frontier. If populated, data will be ignored in the back end systems.If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Commitment Time Request/Request Type</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Commitment Time Request/Request Type</p>	O
	OnsiteTime				Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	ClearedTime				Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
}						
CustomerInfo{						
	PIC	A/N	1-64		<p>Not supported by Frontier. If populated, data will be ignored in the back end systems.If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits PIC</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits PIC</p>	O
	LPIC	A/N	1-64		<p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p> <p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits LPIC</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits LPIC</p>	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	LRN	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems. If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits LRN If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits LRN	O
	OCN	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	}					
	CustomerTroubleTicketNum	A/N	1-64		IF Network ID = FRAC, Required on any Create Request when TRFD = 1, 2 Error Message = Frontier requires Customer Trouble Ticket Num for all Trouble Ticket Types IF Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires Customer Trouble Ticket Num for all Trouble Ticket Types	R
	CustomerWorkCenter	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Dialog	A/N	1-640			O
EscalationList{					If Network ID = FRAC or FRLC, Escalation section is prohibited on Create Request Error Message = Frontier prohibits Escalation section on Create Request	P
EscalationItem{						
	State	N	1-1	1, 2, 3	See rule above.	P
	EscTime				See rule above.	P
RequestPerson{						
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64		See rule above.	P
	Phone	A/N	1-64		See rule above.	P



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						P
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}						
	Level	N	1-1	0, 1, 2, 3, 4, 5, 6	See rule above.	P
EscPerson{						
	Number	A/N	1-64		See rule above.	P
	Name	A/N	1-64			
	Phone	A/N	1-64		See rule above.	P
Loc{						
	CivicAddress	A/N	1-64		See rule above.	P
	City	A/N	1-64		See rule above.	P
	State	A/N	1-64		See rule above.	P
	Zip	A/N	1-64		See rule above.	P
}						
	Email	A/N	1-64		See rule above.	P
	Fax	A/N	1-64		See rule above.	P
	Respon	A/N	1-64		See rule above.	P
	Pager	A/N	1-64		See rule above.	P
}}}						
	ManagedObjectAccessFromTime					
ManagedObjectAccessHours{					If Network ID = FRLC, TRFD = 3 and Add has been selected, If populated with True on any Create Request, Error Message = Frontier prohibits Circuit Access Hours for Resold POTS	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					If more than 2 occurrences of the Circuit Access Hours section exists, Error Message = Frontier prohibits more than two occurrences of Circuit Access Hours.	
ManagedObjectAccessHoursItem{						
DaysOfWeek{					If Network ID = FRLC, TRFD = 3 and Add has been selected, If populated with True on any Create Request, Error Message = Frontier prohibits Circuit Access Hours for Resold POTS	C
	Sunday	A	4-5	true, false	See rule above.	C
	Monday	A	4-5	true, false	See rule above.	C
	Tuesday	A	4-5	true, false	See rule above.	C
	Wednesday	A	4-5	true, false	See rule above.	C
	Thursday	A	4-5	true, false	See rule above.	C
	Friday	A	4-5	true, false	See rule above.	C
	Saturday	A	4-5	true, false	See rule above.	C
}						
IntervalsOfDay{						R
IntervalsOfDayItem{						
	IntervalStart				If Network ID = FRLC, and Add has been selected, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Circuit Access Hours for Resold POTS	C
	IntervalEnd				If Network ID = FRLC, and Add has been selected, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Circuit Access Hours for Resold POTS	C
}}}						
ManagedObjectAccessToTime{						
	Specific					R
	Continual					R
}						
ManagedObjectInstanceA						



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
aliasList{						
	ManagedObjectInstanceAliasItem	A/N	0-256		<p>If Network ID = FRAC, and Add has been selected, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits ManagedObjectInstanceAlias section</p> <p>If Network ID = FRLC, and Add has been selected, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits ManagedObjectInstanceAlias section</p>	P
}						
ManagerContactPerson{						R
	Number	A/N	1-64			O
	Name	A/N	1-64			R
	Phone	A/N	1-64		<p>If Network ID = FRAC , Required on any Create Request when TRFD = 1, 2 Error Message = Frontier requires Phone</p> <p>If Network ID = FRLC, Required on any Create Request when TRFD = 3 Error Message = Frontier requires Phone</p>	R
Loc{						
	CivicAddress	A/N	1-64		<p>If Network ID = FRAC , Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Civic Address</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Civic Address</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	O
	City	A/N	1-64		If Network ID = FRAC , Prohibited on any Create	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					<p>Request when TRFD = 1, 2 Error Message = Frontier prohibits City</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits City</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	
	State	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits State</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits State</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	O
	Zip	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits ZIP</p> <p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits ZIP</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	O
	}					
	Email	A/N	1-64		<p>If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits email for Resold</p>	C



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					POTS	
	Fax	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create-Request when TRFD = 1, 2 Error Message = Frontier prohibits Fax value</p> <p>If Network ID = FRLC, Prohibited on any Create-Request when TRFD = 3 Error Message = Frontier prohibits Fax value</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	O
	Respon	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create-Request when TRFD = 1, 2 Error Message = Frontier prohibits Respon</p> <p>If Network ID = FRLC, Prohibited on any Create-Request when TRFD = 3 Error Message = Frontier prohibits Respon</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	O
	Pager	A/N	1-64		<p>If Network ID = FRAC, Prohibited on any Create-Request when TRFD = 1, 2 Error Message = Frontier prohibits Pager</p> <p>If Network ID = FRLC, Prohibited on any Create-Request when TRFD = 3 Error Message = Frontier prohibits Pager</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	O



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
}						
ManagerSearchKey{						
ManagerSearchKey123{						
ManagerSearchKey1{						R
	ManagerSearchString	A/N	1-64			R
ObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}}						
ManagerSearchKey2{						R
	ManagerSearchString	A/N	1-64			
ObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}}						
ManagerSearchKey3{						R
	ManagerSearchString	A/N	1-64			
ObjectInstance{						R
DistinguishedName{						R



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Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}}}						
ManagerSearchKeyList{						R
ManagerSearchKeyItem{						
	ManagerSearchString	A/N	1-64			R
ObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}}}}						
PerceivedTroubleSeverity {						
	Number	N	1-1	0, 1, 2, 3		R
	Identifier	N	1-1	0, 1, 2, 3		R
}						
	PreferredPriority	N	1-1	0, 1, 2, 3, 4	IF Network ID = FRLC, Prohibited on any Create-Request when TRFD = 3 Error Message = Frontier prohibits Preferred-Priority for Resold POTS	O



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Not supported by Frontier. If populated, data will be ignored in the back end systems.	
	RepeatReport	N	1-1	0, 1, 2, 3, 4, 5	<p>IF Network ID = FRAC, Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits Repeat Report</p> <p>IF Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Repeat Report</p> <p>Not supported by Frontier. If populated, data will be ignored in the back end systems.</p>	O
SuspectObjectList{						
SuspectObjectItem{						
	SubjectObjectClass					R
SuspectObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
NonSpecificForm						R
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
	FailureProbability	N	1-3	1-100		O
}}						
	TroubleDetectionTime				<p>Not supported by Frontier on TRFD = 3 tickets. If populated, data will be ignored in the back end systems.</p> <p>IF Network ID = FRLC, Prohibited on any Create</p>	O



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Request when TRFD = 3 Error Message = Frontier prohibits Trouble-Detection Time for Resold POTS	
TroubleReportStatusWindow{						
	Day	N	0-31			R
	Hour	N	0-23			R
	Minute	N	0-59			R
	Second	N	0-59			R
	Msec	N	0-999			R
}						
	TspPriority	A/N	2-2	1st Character: E, 0, 1, 2, 3, 4, 5 2nd Character: 0, 1, 2, 3, 4, 5		O
ZLocationAccessAddress{						
	PremisesName	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Premises Name for Resold POTS	C
PremisesAddress{						C
	CivicAddress	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Civic Address for Resold POTS	C
	City	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits City for Resold POTS	C
	State	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits State for Resold POTS	C
	Zip	A/N	1-64		If Network ID =FRLC, prohibited on any Create	C



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Request when TRFD = 3 Error Message = Frontier prohibits Zip for Resold POTS	
	}}					
	ZLocationAccessHours{				<p>If Network ID = FRAC , at least one occurrence should be populated with True on any Create Request when TRFD = 1 Error Message = Frontier requires a minimum of one access hours</p> <p>If populated and Network ID = FRLC, and TRFD = 3 Error Message = Frontier prohibits the population of the Z Location section on resold POTS Lines trouble tickets.</p> <p>If more than 2 occurrences of the A Location Access Hours section exist Error Message = Frontier prohibits more than two occurrences of the A Location Access Hours section.</p> <p>If Z Location Access Hours section exist Error Message = Frontier prohibits the Z Location Access Hours section.</p>	C
	LocationAccessHoursItem{					
	DaysOfWeek{				See rule above.	C
	Sunday	A	4-5	true, false	See rule above.	C
	Monday	A	4-5	true, false	See rule above.	C
	Tuesday	A	4-5	true, false	See rule above.	C
	Wednesday	A	4-5	true, false	See rule above.	C
	Thursday	A	4-5	true, false	See rule above.	C
	Friday	A	4-5	true, false	See rule above.	C
	Saturday	A	4-5	true, false	See rule above.	C
	}					
	IntervalsOfDay{					P



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation
tML Specification and Business Rules**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
IntervalsOfDayItem{						
	IntervalStart					P
	IntervalEnd					P
}}}						
ZLocationAccessPerson{						
	Number	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Number for Resold POTS	C
	Name	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Name for Resold POTS	C
	Phone	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Phone for Resold POTS	C
Loc{						
	CivicAddress	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Civic Address for Resold POTS	C
	City	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits City for Resold POTS	C
	State	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits State for Resold POTS	C
	Zip	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Zip for Resold POTS	C
}						
	Email	A/N	1-64		If Network ID =FRLC, prohibited on any Create	C



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
					Request when TRFD = 3 Error Message = Frontier prohibits Email for Resold POTS	
	Fax	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Fax for Resold POTS	
	Respon	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Respon for Resold POTS	C
	Pager	A/N	1-64		If Network ID =FRLC, prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits Pager for Resold POTS	C
}}						
	TP State				If Network ID = FRAC , Prohibited on any Create Request when TRFD = 1, 2 Error Message = Frontier prohibits TP State If Network ID = FRLC, Prohibited on any Create Request when TRFD = 3 Error Message = Frontier prohibits TP State	P
}}						



Request Trouble Escalation Rules

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
RequestTroubleEscalation						
Header{						R
	Message_id					R
}						



Technical Specifications for Trouble Administration
XML Interface and tML Implementation

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
Customer{						R
	UserId	A/N	1-64			
AccessControl{						
AccessControl1{						R
	EntityIdentifier	A/N	1-64			R
	EncrytedString	A/N	1-64			R
}						
AccessControl2{						R
	EntityIdentifier	A/N	1-64			R
	InitializationVector	A/N	8-8			R
	KeyIdentifier	A/N	8-64			R
	EncrytedString	A/N	8-64			R
}						
	ServiceProfile					R
}						
NameBindingid{}						
ManagedObjectInstance{						R
DistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}						
LocalDistinguishedName{						R
RDNSequenceItem{						
	Type					R
	Assertion					R
}}}						
AdditionalTroubleInfoList{						
	AdditionalTroubleInfoItem				If Escalating the ticket, AdditionalTroubleInfoItem is required to describe the reason for the escalation. Error Message: Reason for Escalation is required.	R



Technical Specifications for Trouble Administration
XML Interface and tML Implementation

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
}						
EscalationList{						
EscalationItem{						
	State	N	1-1	1		R
	EscTime					O
RequestPerson{						
	Number	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Name	A/N	1-64			O
	Phone	A/N	1-64			O
Loc{						
	CivicAddress	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	State	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Zip	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
}						
	Email	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Fax	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Respon	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O



**Technical Specifications for Trouble Administration
XML Interface and tML Implementation**

Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
	Pager	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
}						
	Level	N	1-1	0, 1, 2, 3, 4, 5, 6	Note: Levels should increment sequentially starting at 1.	P
EscPerson{						
	Number	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Name	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Phone	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
Loc{						
	CivicAddress	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	City	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	State	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Zip	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
}						
	Email	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Fax	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	Respon	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O



	Path Name	Field Name	Data Char	Field Length	Valid Values	Conditional Business Rules/Edits	R/O/C/P
		Pager	A/N	1-64		Not supported by Frontier. If populated, data will be ignored in the back end systems.	O
	}}						



tML Samples

(Information captured from the TA Test Deck December, 2009 document)

POTS Samples

Sample - Create Trouble Report - POTS

Create	TRFD	3 - Resold POTS
	Account Name	XXXX <- Provided by Frontier
	Network ID	FRLC=LOCAL FRAC=ACCESS
	Service ID	10 DIGIT TELEPHONE NUMBER
Ticket Info	Trouble Type	INDUSTRY TYPE - IE: NO DIAL TONE
	Status Window	
	days	1
	hrs	0
	mins	0
	Customer Trouble Ticket Number	YOURTICKETNUMBER
	Additional Trouble Info	Example: End User Reports No Dial Tone
	Name	YOUR NAME
	TP State	ST
	Phone	10DIGIT TELEPHONE NUMBER
Loc & Access Info	A Location Access Hours	
	Select	DAYS OF WEEK FOR ACCESS
	Start Time	8:00 AM – HOUR BEGIN ACCESS
	End Time	1:30 PM – HOUR END ACCESS
	Premises Name	PREMISE NAME
	Civic Address	ADDRESS OF TELEPHONE NUMBER
	A Location Access Person	PREMISE CONTACT NAME
	Phone	10 DIGIT TELEPHONE NUMBER
Authorization	Click Add	
	Request State	STATE PROVIDED
	Activity Type	CHOICE OF ACTIVITY
	Authorization Person	
	Name	WHO AUTHORIZES
	Phone	10 DIGIT TELEPHONE NUMBER



Sample - Create Trouble Report – POTS – tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Body>
    <ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:websvcs01.test1.embarq.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; ?&gt;
        &lt;tML-TA:RequestTroubleReportCreationRequest
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;&gt;
          &lt;tML-TA:header&gt; &lt;tML-TA:message_id&gt;TEST1234TA1&lt;/tML-
TA:message_id&gt;
          &lt;/tML-TA:header&gt; &lt;tML-TA:Customer&gt;
          &lt;tML-TABase:UserId&gt;XXXX&lt;/tML-TABase:UserId&gt;
          &lt;tML-TABase:ServiceProfile&gt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&gt;
          &lt;tML-TA:Customer&gt; &lt;tML-TA:ManagedObjectInstance&gt;
          &lt;tML-TABase:DistinguishedName&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;FRLC&lt;/tML-TABase:Assertion&gt;
          &lt;tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
          &lt;tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;serviceId214&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;1234567890&lt;/tML-TABase:Assertion&gt;
          &lt;tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:DistinguishedName&gt;
          &lt;tML-TA:ManagedObjectInstance&gt; &lt;tML-TA:TroubleType&gt;
          &lt;tML-TABase:Number&gt;101&lt;/tML-TABase:Number&gt; &lt;/tML-TA:TroubleType&gt;
          &lt;tML-TA:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:AdditionalTroubleInfoItem&gt;End User report no dial tone&lt;/tML-
TABase:AdditionalTroubleInfoItem&gt;
          &lt;/tML-TA:AdditionalTroubleInfoList&gt; &lt;tML-TA:AdditionalCreateInfo&gt;
          &lt;tML-TABase:TroubleReportFormatId&gt;3&lt;/tML-TABase:TroubleReportFormatId&gt;
          &lt;tML-TABase:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:AdditionalTroubleInfoItem&gt;End User report no dial tone&lt;/tML-
TABase:AdditionalTroubleInfoItem&gt;
          &lt;/tML-TABase:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:ALocationAccessAddress&gt; &lt;tML-
TABase:PremisesName&gt;CUSTOMER
          NAME&lt;/tML-TABase:PremisesName&gt; &lt;tML-TABase:PremisesAddress&gt;
          &lt;tML-TABase:CivicAddress&gt;CUSTOMER ADDRESS&lt;/tML-TABase:CivicAddress&gt;
          &lt;tML-TABase:City&gt;CITY&lt;/tML-TABase:City&gt;
          &lt;tML-TABase:State&gt;WV&lt;/tML-TABase:State&gt;
          &lt;tML-TABase:Zip&gt;25023&lt;/tML-TABase:Zip&gt;
          &lt;/tML-TABase:PremisesAddress&gt; &lt;/tML-TABase:ALocationAccessAddress&gt;
          &lt;tML-TABase:ALocationAccessHours&gt; &lt;tML-TABase:LocationAccessHoursItem&gt;
          &lt;tML-TABase:DaysOfWeek&gt;
          &lt;tML-TABase:Sunday&gt>false&lt;/tML-TABase:Sunday&gt;
          &lt;tML-TABase:Monday&gt>false&lt;/tML-TABase:Monday&gt;
          &lt;tML-TABase:Tuesday&gt>false&lt;/tML-TABase:Tuesday&gt;
          &lt;tML-TABase:Wednesday&gt>true&lt;/tML-TABase:Wednesday&gt;
```



```

    &lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
    &lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
    &lt;tML-TABase:Saturday&gt>false&lt;/tML-TABase:Saturday&gt;
    &lt;/tML-TABase:DaysOfWeek&gt;    &lt;tML-TABase:IntervalsOfDay&gt;
    &lt;tML-TABase:IntervalsOfDayItem&gt;
    &lt;tML-TABase:IntervalStart&gt;08:00:00.000-05:00&lt;/tML-TABase:IntervalStart&gt;
    &lt;tML-TABase:IntervalEnd&gt;01:30:00.000-05:00&lt;/tML-TABase:IntervalEnd&gt;
    &lt;/tML-TABase:IntervalsOfDayItem&gt;    &lt;/tML-TABase:IntervalsOfDay&gt;
    &lt;/tML-TABase:LocationAccessHoursItem&gt;    &lt;/tML-TABase:ALocationAccessHours&gt;
    &lt;tML-TABase:ALocationAccessPerson&gt;
    &lt;tML-TABase:Number&gt;XXXXXXXXXXXX&lt;/tML-TABase:Number&gt;
    &lt;tML-TABase:Name&gt;PREMISE    NAME&lt;/tML-TABase:Name&gt;
    &lt;/tML-TABase:ALocationAccessPerson&gt;
    &lt;tML-TABase:CustomerTroubleTickNum&gt;YOURTICKETNUMBER&lt;/tML-
TABase:CustomerTroubleTickNum&gt;
    &lt;tML-TABase:ManagerContactPerson&gt;    &lt;tML-TABase:Name&gt;MANAGER
NAME&lt;/tML-TABase:Name&gt;
    &lt;tML-TABase:Phone&gt;XXXXXXXXXX&lt;/tML-TABase:Phone&gt;    &lt;tML-
TABase:Loc&gt;
    &lt;tML-TABase:CivicAddress&gt;CUSTOMER    ADDRESS&lt;/tML-TABase:CivicAddress&gt;
    &lt;tML-TABase:City&gt;CITY&lt;/tML-TABase:City&gt;
    &lt;tML-TABase:State&gt;ST&lt;/tML-TABase:State&gt;
    &lt;tML-TABase:Zip&gt;XXXXX&lt;/tML-TABase:Zip&gt;    &lt;/tML-TABase:Loc&gt;
    &lt;/tML-TABase:ManagerContactPerson&gt;
    &lt;tML-TABase:TroubleReportStatusWindow&gt;
    &lt;tML-TABase:Day&gt;1&lt;/tML-TABase:Day&gt;
    &lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
    &lt;tML-TABase:Minute&gt;0&lt;/tML-TABase:Minute&gt;
    &lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
    &lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;
    &lt;/tML-TABase:TroubleReportStatusWindow&gt;    &lt;/tML-TA:AdditionalCreateInfo&gt;
    &lt;/tML-TA:RequestTroubleReportCreationRequest&gt;    </string>
</ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

Sample - Create Trouble Report Response – POTS – tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:processResponse soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java.com.wisor.ta.webservice">
      <string xsi:type="xsd:string">&lt;?xml version="1.0"
        encoding="UTF-8" standalone="yes"?>
        &lt;tML-TA:RequestTroubleReportCreationResponse
          xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
          xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase"
          &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;SEN-T8-006&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
          &lt;tML-TA:TargetObjectName&gt;    &lt;tML-TABase:DistinguishedName&gt;
          &lt;tML-TABase:RDNSSequenceItem&gt;
          &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;

```

```

&lt;tML-TABase:Assertion&gt;FRLC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;98498233&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;/tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt;    &lt;tML-TA:CreateResponse&gt;
&lt;tML-TABase:Exception&gt;    &lt;tML-TABase:InvalidDataReceived&gt;
&lt;tML-TABase:ExceptionList&gt;
&lt;tML-TABase:Tag&gt;TroubleReportFormatId&lt;/tML-TABase:Tag&gt;
&lt;tML-TABase:Value&gt;3&lt;/tML-TABase:Value&gt;    &lt;/tML-TABase:ExceptionList&gt;
&lt;/tML-TABase:InvalidDataReceived&gt;    &lt;/tML-TABase:Exception&gt;
&lt;/tML-TA:CreateResponse&gt;    &lt;/tML-TA:RequestTroubleReportCreationResponse&gt;
</string>
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

Cancel Trouble Report Response – POTS – tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Body>
    <ns1:processResponse soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:customer.ta.webservice.wisor.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot;
        encoding=&quot;UTF-8&quot; standalone=&quot;yes&quot;?&gt;
        &lt;tML-TA:CancelTroubleReportResponse
          xmlns:tML-ServiceTest=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
          ServiceTest&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot; xmlns:tML-
          ServiceTestBase=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
          ServiceTestBase&quot;
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;&gt;&gt;
          &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;23282&lt;/tML-
          TA:message_id&gt;&lt;/tML-TA:header&gt;
          &lt;tML-TA:TargetObjectName&gt;    &lt;tML-TABase:DistinguishedName&gt;
          &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;FRLC&lt;/tML-TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;TA-FRONTIERTICKETNUMBER&lt;/tML-
          TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt;    &lt;/tML-TABase:DistinguishedName&gt;
          &lt;/tML-TA:TargetObjectName&gt;    &lt;/tML-TA:CancelTroubleReportResponse&gt;
        </string>

```




```
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>
```

Special Services Circuit Samples

Create Trouble Ticket – Special Services Circuit

TRFD	2 - Services without Premises Address
Account Name	XXX
Network ID	XXX
Service ID	XX/XXXX/XXXXXX/XX
Click Next	
Trouble Type	IE: Select Frame Errors Hi Cap
Status Window	
days	1
hrs	0
min	0
You can enter / select various field	
such as	Perceived Trouble Severity
	This is where you find the TSP field
	This is where you find the Chronic field
	This is where you find Priority
	ETC
Name	Your Name
Phone	Your Phone Number
Loc & Access Info	
Circuit Access Hours	Check Days
Start Time	8:00 AM
End Time	5:00 PM
Authorization	
Request State	Denied (this is saying no auto test is to be done)



Create Trouble Ticket – Special Services Circuit- tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Body>
    <ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:websvcs01.test1.embarq.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; ?&gt;
        &lt;tML-TA:RequestTroubleReportCreationRequest
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;&gt;
          &lt;tML-TA:header&gt; &lt;tML-TA:message_id&gt;TEST123&lt;/tML-TA:message_id&gt;
          &lt;/tML-TA:header&gt; &lt;tML-TA:Customer&gt;
          &lt;tML-TABase:UserId&gt;XXXX&lt;/tML-TABase:UserId&gt;
          &lt;tML-TABase:ServiceProfile&gt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&gt;
          &lt;/tML-TA:Customer&gt; &lt;tML-TA:ManagedObjectInstance&gt;
          &lt;tML-TABase:DistinguishedName&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt; &lt;tML-
          TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;serviceId214&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;XX/XXXX/XXXXXX/XX&lt;/tML-TABase:Assertion&gt;
          &lt;/tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:DistinguishedName&gt;
          &lt;/tML-TA:ManagedObjectInstance&gt; &lt;tML-TA:TroubleType&gt;
          &lt;tML-TABase:Number&gt;1004&lt;/tML-TABase:Number&gt; &lt;/tML-TA:TroubleType&gt;
          &lt;tML-TA:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:AdditionalTroubleInfoItem&gt;Frame Errors Hi Cap Issue&lt;/tML-
          TABase:AdditionalTroubleInfoItem&gt;
          &lt;/tML-TA:AdditionalTroubleInfoList&gt; &lt;tML-TA:AdditionalCreateInfo&gt;
          &lt;tML-TABase:TroubleReportFormatId&gt;2&lt;/tML-TABase:TroubleReportFormatId&gt;
          &lt;tML-TABase:AdditionalTroubleInfoList&gt;
          &lt;tML-TABase:AdditionalTroubleInfoItem&gt;Frame Errors Hi Cap Issue&lt;/tML-
          TABase:AdditionalTroubleInfoItem&gt;
          &lt;/tML-TABase:AdditionalTroubleInfoList&gt; &lt;tML-TABase:AuthorizationList&gt;
          &lt;tML-TABase:AuthorizationItem&gt;
          &lt;tML-TABase:State&gt;3&lt;/tML-TABase:State&gt; &lt;tML-TABase:Type&gt;
          &lt;tML-TABase:AfterHoursRepair&gt>false&lt;/tML-TABase:AfterHoursRepair&gt;
          &lt;tML-TABase:Standby&gt>false&lt;/tML-TABase:Standby&gt;
          &lt;tML-TABase:AfterHoursStandby&gt>false&lt;/tML-TABase:AfterHoursStandby&gt;
          &lt;tML-TABase:Test&gt>true&lt;/tML-TABase:Test&gt;
          &lt;tML-TABase:ManagerInitiatedTest&gt>false&lt;/tML-TABase:ManagerInitiatedTest&gt;
          &lt;tML-TABase:Dispatch&gt>false&lt;/tML-TABase:Dispatch&gt;
          &lt;tML-TABase:NoAccess&gt>false&lt;/tML-TABase:NoAccess&gt;
        &lt;/tML-TA:RequestTroubleReportCreationRequest
      &lt;/ns1:processReport
    &lt;/soapenv:Body
  &lt;/soapenv:Envelope
</pre>
```



```

    &lt;tML-TABase:DelayedMaintenance&gt;false&lt;/tML-TABase:DelayedMaintenance&gt;
    &lt;tML-TABase:Release&gt;false&lt;/tML-TABase:Release&gt;
    &lt;tML-TABase:DeregulatedWork&gt;false&lt;/tML-TABase:DeregulatedWork&gt;
    &lt;/tML-TABase:Type&gt;
    &lt;tML-TABase:AuthTime&gt;2009-11-22T22:29:32-05:00&lt;/tML-TABase:AuthTime&gt;
    &lt;tML-TABase:AuthorizationItem&gt;    &lt;tML-TABase:AuthorizationList&gt;
    &lt;tML-TABase:CustomerTroubleTickNum&gt;YOURTICKETNUMBER&lt;/tML-
TABase:CustomerTroubleTickNum&gt;
    &lt;tML-TABase:EscalationList&gt;    &lt;tML-TABase:EscalationItem&gt;
    &lt;tML-TABase:State&gt;1&lt;/tML-TABase:State&gt;
    &lt;tML-TABase:EscTime&gt;2009-11-22T22:29:32-05:00&lt;/tML-TABase:EscTime&gt;
    &lt;tML-TABase:RequestPerson&gt;    &lt;tML-TABase:Name&gt;None&lt;/tML-
TABase:Name&gt;
    &lt;tML-TABase:RequestPerson&gt;    &lt;tML-TABase:Level&gt;0&lt;/tML-TABase:Level&gt;
    &lt;tML-TABase:EscalationItem&gt;    &lt;tML-TABase:EscalationList&gt;
    &lt;tML-TABase:ManagedObjectAccessHours&gt;
    &lt;tML-TABase:ManagedObjectAccessHoursItem&gt;    &lt;tML-TABase:DaysOfWeek&gt;
    &lt;tML-TABase:Sunday&gt;false&lt;/tML-TABase:Sunday&gt;
    &lt;tML-TABase:Monday&gt;true&lt;/tML-TABase:Monday&gt;
    &lt;tML-TABase:Tuesday&gt;true&lt;/tML-TABase:Tuesday&gt;
    &lt;tML-TABase:Wednesday&gt;true&lt;/tML-TABase:Wednesday&gt;
    &lt;tML-TABase:Thursday&gt;true&lt;/tML-TABase:Thursday&gt;
    &lt;tML-TABase:Friday&gt;true&lt;/tML-TABase:Friday&gt;
    &lt;tML-TABase:Saturday&gt;true&lt;/tML-TABase:Saturday&gt;
    &lt;tML-TABase:DaysOfWeek&gt;    &lt;tML-TABase:IntervalsOfDay&gt;
    &lt;tML-TABase:IntervalsOfDayItem&gt;
    &lt;tML-TABase:IntervalStart&gt;08:00:00.000-05:00&lt;/tML-TABase:IntervalStart&gt;
    &lt;tML-TABase:IntervalEnd&gt;17:00:00.000-05:00&lt;/tML-TABase:IntervalEnd&gt;
    &lt;tML-TABase:IntervalsOfDayItem&gt;    &lt;tML-TABase:IntervalsOfDay&gt;
    &lt;tML-TABase:ManagedObjectAccessHoursItem&gt;
    &lt;tML-TABase:ManagedObjectAccessHours&gt;    &lt;tML-TABase:ManagerContactPerson&gt;
    &lt;tML-TABase:Name&gt;MANAGER    NAME&lt;/tML-TABase:Name&gt;
    &lt;tML-TABase:Phone&gt;XXXXXXXXXX&lt;/tML-TABase:Phone&gt;
    &lt;tML-TABase:ManagerContactPerson&gt;
    &lt;tML-TABase:TroubleReportStatusWindow&gt;
    &lt;tML-TABase:Day&gt;1&lt;/tML-TABase:Day&gt;
    &lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
    &lt;tML-TABase:Minute&gt;0&lt;/tML-TABase:Minute&gt;
    &lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
    &lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;
    &lt;tML-TABase:TroubleReportStatusWindow&gt;    &lt;tML-TA:AdditionalCreateInfo&gt;
    &lt;tML-TA:RequestTroubleReportCreationRequest&gt;    </string>
  </ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

Create Trouble Ticket Response – Special Services Circuit- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>

```

```

<ns1:processResponse    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:ns1="java:com.wisor.ta.webservice">
  <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; encoding=&quot;UTF-
    8&quot;" standalone=&quot;yes&quot;"?&gt;
    &lt;tML-TA:RequestTroubleReportCreationResponse
      xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;
      xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;&gt;
        &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;SEN-T8-006&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
        &lt;tML-TA:TargetObjectName&gt;    &lt;tML-TABase:DistinguishedName&gt;
&lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;888889233&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt;    &lt;tML-TA:CreateResponse&gt;
&lt;tML-TABase:Exception&gt;    &lt;tML-TABase:InvalidDataReceived&gt;
&lt;tML-TABase:ExceptionList&gt;
&lt;tML-TABase:Tag&gt;TroubleReportFormatId&lt;/tML-TABase:Tag&gt;
&lt;tML-TABase:Value&gt;2&lt;/tML-TABase:Value&gt;    &lt;tML-TABase:ExceptionList&gt;
&lt;/tML-TABase:InvalidDataReceived&gt;    &lt;tML-TABase:Exception&gt;
&lt;/tML-TA:CreateResponse&gt;    &lt;/tML-TA:RequestTroubleReportCreationResponse&gt;
    </string>
  </ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

Verify Repair Completion Request – Special Services Circuit- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <ns1:processReport    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:websvcs01.test1.embarq.com">
      <string xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; ?&gt;
        &lt;tML-TA:VerifyRepairCompletionRequest
          xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;
          xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;&gt;
            &lt;tML-TA:header&gt;    &lt;tML-TA:message_id&gt;TEST165&lt;/tML-TA:message_id&gt;
            &lt;/tML-TA:header&gt;    &lt;tML-TA:Customer&gt;
            &lt;tML-TABase:UserId&gt;XXXX&lt;/tML-TABase:UserId&gt;
            &lt;tML-TABase:ServiceProfile&gt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&gt;
            &lt;/tML-TA:Customer&gt;    &lt;tML-TA:TargetObjectName&gt;
            &lt;tML-TABase:DistinguishedName&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
            &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
            &lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
            &lt;/tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;

```



```

&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportID&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;TA-FRONTIERTICKETNUMBER&lt;/tML-
TABase:Assertion&gt;
&lt;tML-TABase:RDNSequenceItem&gt;    &lt;/tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt;
&lt;tML-TA:TroubleReportId&gt;TA-FRONTIERTICKETNUMBER&lt;/tML-
TA:TroubleReportId&gt;
&lt;tML-TA:CloseOutVerification&gt;2&lt;/tML-TA:CloseOutVerification&gt;
&lt;tML-TA:VerificationRemarks&gt;    &lt;tML-TABase:AdditionalTroubleInfoItem&gt;Issue
notresolved&lt;/tML-TABase:AdditionalTroubleInfoItem&gt;
&lt;/tML-TA:VerificationRemarks&gt;    &lt;tML-TA:TroubleClearancePerson&gt;
&lt;tML-TABase:Name&gt;YOUR    NAME&lt;/tML-TABase:Name&gt;
&lt;tML-TABase:Phone&gt;XXXXXXXXXXXX&lt;/tML-TABase:Phone&gt;
&lt;/tML-TA:TroubleClearancePerson&gt;    &lt;/tML-TA:VerifyRepairCompletionRequest&gt;
</string>
</ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

Response Verify Repair Completion – Special Services Circuit- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"    xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
<soapenv:Body>
    <ns1:processResponse    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
        xmlns:ns1="java:customer.ta.webservice.wisor.com">
        <string    xsi:type="xsd:string">&lt;?xml version=&quot;1.0&quot; encoding=&quot;UTF-
8&quot; standalone=&quot;yes&quot;?&gt;
            &lt;tML-TA:VerifyRepairCompletionResponse
                xmlns:tML-ServiceTest=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTest&quot;
                xmlns:tML-TABase=&quot;http://www.ansi.org/tML/TA/tML-TABase&quot;    xmlns:tML-
ServiceTestBase=&quot;http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTestBase&quot;
                xmlns:tML-TA=&quot;http://www.ansi.org/tML/TA/tML-TA&quot;&gt;&gt;
                &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;TEST165&lt;/tML- TA:message_id&gt;&lt;/tML-
TA:header&gt;
                &lt;tML-TA:TargetObjectName&gt;    &lt;tML-TABase:DistinguishedName&gt;
                &lt;tML-TABase:RDNSequenceItem&gt;
                &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
                &lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
                &lt;tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
                &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
                &lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
                &lt;tML-TABase:RDNSequenceItem&gt;    &lt;tML-TABase:RDNSequenceItem&gt;
                &lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
                &lt;tML-TABase:Assertion&gt;TA-FRONTIERTICKETNUMBER&lt;/tML-
TABase:Assertion&gt;

```



```

</tML-TABase:RDNSequenceItem>; </tML-TABase:DistinguishedName>;
</tML-TA:TargetObjectName>; </tML-TA:Exception>;
</tML-TABase:CannotVerifyOrDeniedAtThisTime/>; </tML-TA:Exception>;
</tML-TA:VerifyRepairCompletionResponse>; </string>
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

Special Services Circuit Premise Address Samples

Create Trouble Report - Special Services Circuit Premise Address

Create	TRFD	1 - Services with Premise Address
	Account Name	XXX
	Network ID	XXX
	Service ID	XX/XXXX/XXXXXX/XX
Ticket Info	Trouble Type	ERRORS
	Status Window	
	days	1
	hrs	0
	mins	0
	Customer Trouble Ticket Number	YOURTICKETNUMBER
	Additional Trouble Info	Dead Data Circuit
	Name	YOUR NAME
	TP State	ST
	Phone	XXXXXXXXXX
Loc & Access Info	A Location Access Hours	
	Select	Wed Thur Fri
	Start Time	8:00 AM
	End Time	1:30 PM



	Premises Name	PREMISE NAME
	Civic Address	PREMISE ADDRESS
	A Location Access Person	PREMISE NAME
	Phone	XXXXXXXXXX
Authorization	Click Add	
	Request State	Provided
	Activity Type	IE: Click Dispatch
	Authorization Person	
	Name	YOUR NAME
	Phone	XXXXXXXXXX
	Click Submit	
Escalation	Request State	Provided
	Org Level	IE: No-escalation
	Name	YOUR NAME

Create Trouble Report - Special Services Circuit Premise Address- tML

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Body>
    <ns1:processReport soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
      xmlns:ns1="java:websvcs01.test1.embarq.com">
      <string xsi:type="xsd:string">&lt;?xml version="1.0" ?&gt;
        &lt;tML-TA:RequestTroubleReportCreationRequest
          xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
          xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase"&gt;
          &lt;tML-TA:header&gt; &lt;tML-TA:message_id&gt;TEST100&lt;/tML-TA:message_id&gt;
          &lt;/tML-TA:header&gt; &lt;tML-TA:Customer&gt;
          &lt;tML-TABase:UserId&gt;XXXX&lt;/tML-TABase:UserId&gt;
          &lt;tML-TABase:ServiceProfile&gt;SERVICE_PROFILE&lt;/tML-TABase:ServiceProfile&gt;
          &lt;/tML-TA:Customer&gt; &lt;tML-TA:ManagedObjectInstance&gt;
          &lt;tML-TABase:DistinguishedName&gt; &lt;tML-TABase:RDNSequenceItem&gt;
          &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
          &lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
```




```
</tML-TABase:RDNSequenceItem> <tML-TABase:RDNSequenceItem>  
<tML-TABase:Type>accountName</tML-TABase:Type>  
<tML-TABase:Assertion>XXXX</tML-TABase:Assertion>  
</tML-TABase:RDNSequenceItem> <tML-TABase:RDNSequenceItem>  
<tML-TABase:Type>serviceId214</tML-TABase:Type>  
<tML-TABase:Assertion>CIRCUITID</tML-TABase:Assertion>  
</tML-TABase:RDNSequenceItem> <tML-TABase:DistinguishedName>  
</tML-TA:ManagedObjectInstance> <tML-TA:TroubleType>  
<tML-TABase:Number>623</tML-TABase:Number> <tML-TA:TroubleType>  
</tML-TA:AdditionalTroubleInfoList>  
<tML-TABase:AdditionalTroubleInfoItem>Circuit Down</tML-  
TABase:AdditionalTroubleInfoItem>  
</tML-TA:AdditionalTroubleInfoList> <tML-TA:AdditionalCreateInfo>  
<tML-TABase:TroubleReportFormatId>1</tML-TABase:TroubleReportFormatId>  
</tML-TABase:AdditionalTroubleInfoList>  
<tML-TABase:AdditionalTroubleInfoItem>Circuit Down</tML-  
TABase:AdditionalTroubleInfoItem>  
</tML-TABase:AdditionalTroubleInfoList>  
<tML-TABase:ALocationAccessAddress> <tML-TABase:PremisesName>PREMISE  
NAME</tML-TABase:PremisesName> <tML-TABase:PremisesAddress>  
<tML-TABase:CivicAddress>PREMISE ADDRESS</tML-TABase:CivicAddress>  
<tML-TABase:City>CITY</tML-TABase:City>  
<tML-TABase:State>ST</tML-TABase:State>  
<tML-TABase:Zip>XXXXX</tML-TABase:Zip>  
</tML-TABase:PremisesAddress> <tML-TABase:ALocationAccessAddress>  
<tML-TABase:ALocationAccessHours> <tML-TABase:LocationAccessHoursItem>  
<tML-TABase:DaysOfWeek>  
<tML-TABase:Sunday>true</tML-TABase:Sunday>  
<tML-TABase:Monday>true</tML-TABase:Monday>  
<tML-TABase:Tuesday>true</tML-TABase:Tuesday>  
<tML-TABase:Wednesday>true</tML-TABase:Wednesday>  
<tML-TABase:Thursday>true</tML-TABase:Thursday>  
<tML-TABase:Friday>true</tML-TABase:Friday>  
<tML-TABase:Saturday>true</tML-TABase:Saturday>  
</tML-TABase:DaysOfWeek> <tML-TABase:IntervalsOfDay>  
<tML-TABase:IntervalsOfDayItem>  
<tML-TABase:IntervalStart>08:00:00.000-05:00</tML-TABase:IntervalStart>  
<tML-TABase:IntervalEnd>07:00:00.000-05:00</tML-TABase:IntervalEnd>  
</tML-TABase:IntervalsOfDayItem> <tML-TABase:IntervalsOfDay>  
</tML-TABase:LocationAccessHoursItem> <tML-TABase:ALocationAccessHours>  
<tML-TABase:ALocationAccessPerson> <tML-TABase:Name>PREMISE  
NAME</tML-TABase:Name> <tML-TABase:ALocationAccessPerson>  
<tML-TABase:AuthorizationList> <tML-TABase:AuthorizationItem>  
<tML-TABase:State>2</tML-TABase:State> <tML-TABase:Type>  
<tML-TABase:AfterHoursRepair>true</tML-TABase:AfterHoursRepair>  
<tML-TABase:Standby>true</tML-TABase:Standby>  
<tML-TABase:AfterHoursStandby>true</tML-TABase:AfterHoursStandby>  
<tML-TABase:Test>true</tML-TABase:Test>  
<tML-TABase:ManagerInitiatedTest>true</tML-TABase:ManagerInitiatedTest>  
<tML-TABase:Dispatch>true</tML-TABase:Dispatch>  
<tML-TABase:NoAccess>true</tML-TABase:NoAccess>  
<tML-TABase:DelayedMaintenance>true</tML-TABase:DelayedMaintenance>  
<tML-TABase:Release>true</tML-TABase:Release>  
<tML-TABase:DeregulatedWork>true</tML-TABase:DeregulatedWork>
```




```

    </tML-TABase:Type>;
    <tML-TABase:AuthTime>2009-11-20T13:03:53-05:00</tML-TABase:AuthTime>;
    <tML-TABase:AuthorizationItem>    </tML-TABase:AuthorizationList>;
    <tML-TABase:CallBackInfoList>;    <tML-TABase:CallBackInfoItem>;
    <tML-TABase:BeforeAutoTest>;    <tML-TABase:Name>YOUR NAME</tML-
TABase:Name>;    </tML-TABase:BeforeAutoTest>;
    <tML-TABase:CallBackInfoItem>;    </tML-TABase:CallBackInfoList>;
    <tML-TABase:CustomerTroubleTickNum>YOURTICKETNUMBER</tML-
TABase:CustomerTroubleTickNum>;
    <del>tML-TABase:EscalationList</del>;    <del>tML-TABase:EscalationItem</del>;
    <del>tML-TABase:State</del>;1</del>tML-TABase:State</del>;
    <del>tML-TABase:EscTime</del>;2009-11-20T13:03:53-05:00</del>tML-TABase:EscTime</del>;
    <del>tML-TABase:RequestPerson</del>;
    <del>tML-TABase:Name</del>;YOURNAME</del>tML-TABase:Name</del>;
    <del>tML-TABase:RequestPerson</del>;    <del>tML-TABase:Level</del>;1</del>tML-TABase:Level</del>;
    <del>tML-TABase:EscalationItem</del>;    <del>tML-TABase:EscalationList</del>;
    <tML-TABase:ManagedObjectAccessHours>;
    <tML-TABase:ManagedObjectAccessHoursItem>;    <tML-TABase:DaysOfWeek>;
    <tML-TABase:Sunday>;true</tML-TABase:Sunday>;
    <tML-TABase:Monday>;true</tML-TABase:Monday>;
    <tML-TABase:Tuesday>;true</tML-TABase:Tuesday>;
    <tML-TABase:Wednesday>;true</tML-TABase:Wednesday>;
    <tML-TABase:Thursday>;true</tML-TABase:Thursday>;
    <tML-TABase:Friday>;true</tML-TABase:Friday>;
    <tML-TABase:Saturday>;true</tML-TABase:Saturday>;
    <tML-TABase:DaysOfWeek>;    <tML-TABase:IntervalsOfDay>;
    <tML-TABase:IntervalsOfDayItem>;
    <tML-TABase:IntervalStart>;08:00:00.000-05:00</tML-TABase:IntervalStart>;
    <tML-TABase:IntervalEnd>;06:00:00.000-05:00</tML-TABase:IntervalEnd>;
    <tML-TABase:IntervalsOfDayItem>;    <tML-TABase:IntervalsOfDay>;
    </tML-TABase:ManagedObjectAccessHoursItem>;
    <tML-TABase:ManagedObjectAccessHours>;    <tML-TABase:ManagerContactPerson>;
    <tML-TABase:Name>MANAGERNAME</tML-TABase:Name>;
    <tML-TABase:ManagerContactPerson>;
    <tML-TABase:TroubleReportStatusWindow>;
    <tML-TABase:Day>2</tML-TABase:Day>;
    <tML-TABase:Hour>1</tML-TABase:Hour>;
    <tML-TABase:Minute>10</tML-TABase:Minute>;
    <tML-TABase:Second>0</tML-TABase:Second>;
    <tML-TABase:Msec>0</tML-TABase:Msec>;
    <tML-TABase:TroubleReportStatusWindow>;    <tML-TA:AdditionalCreateInfo>;
    <tML-TA:RequestTroubleReportCreationRequest>;    </string>
  </ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

Modify Attributes Request - Special Services Circuit Premise Address- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Body>
    <ns1:processReport    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"

```

```

xmlns:ns1="java:websvcs01.test1.embarq.com">
<string xsi:type="xsd:string">&lt;?xml version="1.0" ?&gt;
  &lt;tML-TA:ModifyAttributesRequest
  xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
  xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase"
  &lt;tML-TA:header &lt;tML-TA:message_id TEST106 &lt;tML-TA:message_id
  &lt;tML-TA:header &lt;tML-TA:Customer
  &lt;tML-TABase:UserId XXXX &lt;tML-TABase:UserId
  &lt;tML-TABase:ServiceProfile SERVICE_PROFILE &lt;tML-TABase:ServiceProfile
  &lt;tML-TA:Customer &lt;tML-TA:TargetObjectName
  &lt;tML-TABase:DistinguishedName &lt;tML-TABase:RDNSequenceItem
  &lt;tML-TABase:Type networkId &lt;tML-TABase:Type
  &lt;tML-TABase:Assertion FRAC &lt;tML-TABase:Assertion
  &lt;tML-TABase:RDNSequenceItem &lt;tML-TABase:RDNSequenceItem
  &lt;tML-TABase:Type accountName &lt;tML-TABase:Type
  &lt;tML-TABase:Assertion XXXX &lt;tML-TABase:Assertion
  &lt;tML-TABase:RDNSequenceItem &lt;tML-TABase:RDNSequenceItem
  &lt;tML-TABase:Type troubleReportID &lt;tML-TABase:Type
  &lt;tML-TABase:Assertion TA-FRONTIERTICKETID &lt;tML-TABase:Assertion
  &lt;tML-TABase:RDNSequenceItem &lt;tML-TABase:DistinguishedName
  &lt;tML-TA:TargetObjectName
  &lt;tML-TA:TroubleReportId TA-FRONTIERTICKETID &lt;tML-TA:TroubleReportId
  &lt;tML-TA:ModifyRequest &lt;tML-TABase:AuthorizationList
  &lt;tML-TABase:AuthorizationItem
  &lt;tML-TABase:State 1 &lt;tML-TABase:State &lt;tML-TABase:Type
  &lt;tML-TABase:AfterHoursRepair false &lt;tML-TABase:AfterHoursRepair
  &lt;tML-TABase:Standby false &lt;tML-TABase:Standby
  &lt;tML-TABase:AfterHoursStandby false &lt;tML-TABase:AfterHoursStandby
  &lt;tML-TABase:Test true &lt;tML-TABase:Test
  &lt;tML-TABase:ManagerInitiatedTest false &lt;tML-TABase:ManagerInitiatedTest
  &lt;tML-TABase:Dispatch false &lt;tML-TABase:Dispatch
  &lt;tML-TABase:NoAccess false &lt;tML-TABase:NoAccess
  &lt;tML-TABase:DelayedMaintenance false &lt;tML-TABase:DelayedMaintenance
  &lt;tML-TABase:Release false &lt;tML-TABase:Release
  &lt;tML-TABase:DeregulatedWork false &lt;tML-TABase:DeregulatedWork
  &lt;tML-TABase:Type
  &lt;tML-TABase:AuthTime 2009-11-20T14:26:57-05:00 &lt;tML-TABase:AuthTime
  &lt;tML-TABase:AuthorizationItem &lt;tML-TABase:AuthorizationList
  &lt;tML-TABase:CommitmentTimeRequest
  &lt;tML-TABase:ClearedTime 2009-11-20T14:26:00.000-05:00 &lt;tML-
TABase:ClearedTime
  &lt;tML-TABase:CommitmentTimeRequest
  &lt;tML-TABase:PerceivedTroubleSeverity
  &lt;tML-TABase:Number 0 &lt;tML-TABase:Number
  &lt;tML-TABase:PerceivedTroubleSeverity &lt;tML-TA:ModifyRequest
  &lt;tML-TA:ModifyAttributesRequest </string>
</ns1:processReport>
</soapenv:Body>
</soapenv:Envelope>

```

Attribute Value Change Notification - Special Services Circuit Premise Address- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"

```



```
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
<soapenv:Body>
  <ns1:processResponse      soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/"
    xmlns:ns1="java:customer.ta.webservice.wisor.com">
    <string xsi:type="xsd:string">&lt;?xml version="1.0"
      encoding="UTF-8" standalone="yes"?&gt;
      &lt;tML-TA:AttributeValueChangeNotification
        xmlns:tML-ServiceTest="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTest"
        xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase" xmlns:tML-
ServiceTestBase="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTestBase"
        xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"&gt;&gt;
      &lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;564&lt;/tML-TA:message_id&gt;&lt;/tML-
TA:header&gt;
      &lt;tML-TA:NotificationId&gt;100&lt;/tML-TA:NotificationId&gt;
      &lt;tML-TA:EventTime&gt;2011-03-04T15:08:38.678+05:30&lt;/tML-TA:EventTime&gt;
      &lt;tML-TA:TargetObjectName&gt;      &lt;tML-TABase:DistinguishedName&gt;
      &lt;tML-TABase:RDNSequenceItem&gt;
      &lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
      &lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
      &lt;/tML-TABase:RDNSequenceItem&gt;      &lt;tML-TABase:RDNSequenceItem&gt;
      &lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
      &lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
      &lt;/tML-TABase:RDNSequenceItem&gt;      &lt;tML-TABase:RDNSequenceItem&gt;
      &lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
      &lt;tML-TABase:Assertion&gt;CHECKING-TAAGENT&lt;/tML-TABase:Assertion&gt;
      &lt;/tML-TABase:RDNSequenceItem&gt;      &lt;tML-TABase:DistinguishedName&gt;
      &lt;/tML-TA:TargetObjectName&gt;&lt;tML-TA:EventData&gt;
      &lt;tML-TABase:TroubleReportId&gt;TA-FRONTIERTICKETNUMBER&lt;/tML-
TABase:TroubleReportId&gt;
      &lt;tML-TABase:AgentContactPerson&gt;
      &lt;tML-TABase:Number&gt;&lt;tML-TABase:Number&gt;      &lt;tML-TABase:Name&gt;TEST
CONTACT&lt;/tML-TABase:Name&gt;
      &lt;tML-TABase:Phone&gt;9999999999&lt;/tML-TABase:Phone&gt;
      &lt;tML-TABase:AgentContactPerson&gt;      &lt;tML-TABase:ActivityDurationList&gt;
      &lt;tML-TABase:ActivityDurationItem&gt;      &lt;tML-TABase:Duration&gt;
      &lt;tML-TABase:Day&gt;0&lt;/tML-TABase:Day&gt;
      &lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
      &lt;tML-TABase:Minute&gt;2&lt;/tML-TABase:Minute&gt;
      &lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
      &lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;      &lt;tML-TABase:Duration&gt;
      &lt;tML-TABase:Billable&gt>false&lt;/tML-TABase:Billable&gt;      &lt;tML-TABase:Type&gt;
      &lt;tML-TABase:AfterHoursRepair&gt>false&lt;/tML-TABase:AfterHoursRepair&gt;
      &lt;tML-TABase:Standby&gt>false&lt;/tML-TABase:Standby&gt;
      &lt;tML-TABase:AfterHoursStandby&gt>false&lt;/tML-TABase:AfterHoursStandby&gt;
      &lt;tML-TABase:Test&gt>false&lt;/tML-TABase:Test&gt;
      &lt;tML-TABase:ManagerInitiatedTest&gt>false&lt;/tML-TABase:ManagerInitiatedTest&gt;
      &lt;tML-TABase:Dispatch&gt>false&lt;/tML-TABase:Dispatch&gt;
      &lt;tML-TABase:NoAccess&gt>false&lt;/tML-TABase:NoAccess&gt;
      &lt;tML-TABase:DelayedMaintenance&gt>true&lt;/tML-TABase:DelayedMaintenance&gt;
      &lt;tML-TABase:Release&gt>false&lt;/tML-TABase:Release&gt;
      &lt;tML-TABase:DeregulatedWork&gt>false&lt;/tML-TABase:DeregulatedWork&gt;
```



```

&lt;/tML-TABase:Type&gt;    &lt;/tML-TABase:ActivityDurationItem&gt;
&lt;tML-TABase:ActivityDurationItem&gt;    &lt;tML-TABase:Duration&gt;
&lt;tML-TABase:Day&gt;0&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;0&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;7&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;    &lt;/tML-TABase:Duration&gt;
&lt;tML-TABase:Billable&gt;false&lt;/tML-TABase:Billable&gt;    &lt;tML-TABase:Type&gt;
&lt;tML-TABase:AfterHoursRepair&gt;false&lt;/tML-TABase:AfterHoursRepair&gt;
&lt;tML-TABase:Standby&gt;false&lt;/tML-TABase:Standby&gt;
&lt;tML-TABase:AfterHoursStandby&gt;false&lt;/tML-TABase:AfterHoursStandby&gt;
&lt;tML-TABase:Test&gt;false&lt;/tML-TABase:Test&gt;
&lt;tML-TABase:ManagerInitiatedTest&gt;false&lt;/tML-TABase:ManagerInitiatedTest&gt;
&lt;tML-TABase:Dispatch&gt;false&lt;/tML-TABase:Dispatch&gt;
&lt;tML-TABase:NoAccess&gt;true&lt;/tML-TABase:NoAccess&gt;
&lt;tML-TABase:DelayedMaintenance&gt;false&lt;/tML-TABase:DelayedMaintenance&gt
&lt;tML-TABase:Release&gt;false&lt;/tML-TABase:Release&gt;
&lt;tML-TABase:DeregulatedWork&gt;false&lt;/tML-TABase:DeregulatedWork&gt;
&lt;/tML-TABase:Type&gt;    &lt;/tML-TABase:ActivityDurationItem&gt;
&lt;/tML-TABase:ActivityDurationList&gt;    &lt;tML-TABase:CloseOutNarr&gt;SENDING
REQUEST TO CLOSE IN ORDER TO TEST A VERIFY&lt;/tML-TABase:CloseOutNarr&gt;
&lt;tML-TABase:MaintServiceCharge&gt;false&lt;/tML-TABase:MaintServiceCharge&gt;
&lt;tML-TABase:OutageDuration&gt;    &lt;tML-TABase:TimeInterval&gt;
&lt;tML-TABase:Day&gt;3&lt;/tML-TABase:Day&gt;
&lt;tML-TABase:Hour&gt;1&lt;/tML-TABase:Hour&gt;
&lt;tML-TABase:Minute&gt;52&lt;/tML-TABase:Minute&gt;
&lt;tML-TABase:Second&gt;0&lt;/tML-TABase:Second&gt;
&lt;tML-TABase:Msec&gt;0&lt;/tML-TABase:Msec&gt;    &lt;/tML-TABase:TimeInterval&gt;
&lt;/tML-TABase:OutageDuration&gt;
&lt;tML-TABase:RestoredTime&gt;2010-07-02T01:45:00+05:30&lt;/tML-
TABase:RestoredTime&gt;
&lt;tML-TABase:TroubleFound&gt;
&lt;tML-TABase:Number&gt;23&lt;/tML-TABase:Number&gt;
&lt;/tML-TABase:TroubleFound&gt;
&lt;tML-TABase:TroubleReportState&gt;1&lt;/tML-TABase:TroubleReportState&gt;
&lt;tML-TABase:TroubleReportStatus&gt;
&lt;tML-TABase:Number&gt;2&lt;/tML-TABase:Number&gt;
&lt;/tML-TABase:TroubleReportStatus&gt;
&lt;tML-TABase:TroubleReportStatusTime&gt;2010-07-02T01:45:00+05:30&lt;/tML-
TABase:TroubleReportStatusTime&gt;
&lt;/tML-TA:EventData&gt;    &lt;/tML-TA:AttributeValueChangeNotification&gt; </string>
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

Modify Attributes Response - Special Services Circuit Premise Address- tML

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema"    xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
<soapenv:Body>
    <ns1:processResponse    soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding"

```

```

xmlns:ns1="java:customer.ta.webservice.wisor.com">
<string xsi:type="xsd:string">&lt;?xml version="1.0"
encoding="UTF-8" standalone="yes"?&gt;
&lt;tML-TA:ModifyAttributesResponse
xmlns:tML-ServiceTest="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTest"
xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase"
xmlns:tML-ServiceTestBase="http://www.ansi.org/tML/ServiceTest/POTS/tML-
ServiceTestBase"
xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA" &gt;
&lt;tML-TA:header&gt;&lt;tML-TA:message_id&gt;23284&lt;/tML-
TA:message_id&gt;&lt;/tML-TA:header&gt;
&lt;tML-TA:TargetObjectName&gt; &lt;tML-TABase:DistinguishedName&gt;
&lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;networkId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;FRAC&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;accountName&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;XXXX&lt;/tML-TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:RDNSequenceItem&gt;
&lt;tML-TABase:Type&gt;troubleReportId&lt;/tML-TABase:Type&gt;
&lt;tML-TABase:Assertion&gt;TA-FRONTIERTICKETNUMBER&lt;/tML-
TABase:Assertion&gt;
&lt;/tML-TABase:RDNSequenceItem&gt; &lt;tML-TABase:DistinguishedName&gt;
&lt;/tML-TA:TargetObjectName&gt; &lt;tML-TA:ModifyAttributesResponse&gt; </string>
</ns1:processResponse>
</soapenv:Body>
</soapenv:Envelope>

```

Escalation Request

```

<?xml version="1.0" encoding="UTF-8" ?>
<tML-TA:ModifyAttributesRequest xmlns:tML-TA="http://www.ansi.org/tML/TA/tML-TA"
xmlns:tML-TABase="http://www.ansi.org/tML/TA/tML-TABase">
<tML-TA:header>
<tML-TA:interfaceid>ZTK-FRT-TA-OB</tML-TA:interfaceid>
<tML-TA:actionrequired>Transmit</tML-TA:actionrequired>
<tML-TA:message_id>1621</tML-TA:message_id>
<tML-TA:applicationid>VFO</tML-TA:applicationid>
</tML-TA:header>
<tML-TA:Customer>
<tML-TABase:UserId>ZTK</tML-TABase:UserId>
<tML-TABase:ServiceProfile>ServiceProfile</tML-TABase:ServiceProfile>
</tML-TA:Customer>
<tML-TA:TargetObjectName>
<tML-TABase:DistinguishedName>
<tML-TABase:RDNSequenceItem>
<tML-TABase:Type>networkId</tML-TABase:Type>
<tML-TABase:Assertion>Frontier</tML-TABase:Assertion>
</tML-TABase:RDNSequenceItem>
<tML-TABase:RDNSequenceItem>
<tML-TABase:Type>accountName</tML-TABase:Type>
<tML-TABase:Assertion>ZTK</tML-TABase:Assertion>
</tML-TABase:RDNSequenceItem>

```




```
<tML-TABase:RDNSequenceItem>
  <tML-TABase:Type>troubleReportID</tML-TABase:Type>
  <tML-TABase:Assertion>000480880CPVLR</tML-TABase:Assertion>
</tML-TABase:RDNSequenceItem>
</tML-TABase:DistinguishedName>
</tML-TA:TargetObjectName>
<tML-TA:TroubleReportId>000480880CPVLR</tML-TA:TroubleReportId>
<tML-TA:ModifyRequest>
  <tML-TABase:AdditionalTroubleInfoList>
    <tML-TABase:AdditionalTroubleInfoItem>TESTING ESCALATION REASON</tML-
TABase:AdditionalTroubleInfoItem>
  </tML-TABase:AdditionalTroubleInfoList>
  <tML-TABase:EscalationList>
    <tML-TABase:EscalationItem>
      <tML-TABase:State>2</tML-TABase:State>
      <tML-TABase:EscTime>2012-02-01T15:38:55.398-05:00</tML-TABase:EscTime>
    <tML-TABase:RequestPerson>
      <tML-TABase:Number>23</tML-TABase:Number>
      <tML-TABase:Name>TEST</tML-TABase:Name>
      <tML-TABase:Phone>2145551212</tML-TABase:Phone>
    <tML-TABase:Loc>
      <tML-TABase:CivicAddress>123 Main St</tML-TABase:CivicAddress>
      <tML-TABase:City>anywhere</tML-TABase:City>
      <tML-TABase:State>st</tML-TABase:State>
      <tML-TABase:Zip>12345</tML-TABase:Zip>
      <tML-TABase:Loc>
        <tML-TABase:Email>jjuytre@ftr.com</tML-TABase:Email>
        <tML-TABase:Fax>2145559898</tML-TABase:Fax>
        <tML-TABase:Pager>2145559876</tML-TABase:Pager>
      </tML-TABase:RequestPerson>
      <tML-TABase:Level>1</tML-TABase:Level>
    <tML-TABase:EscPerson>
      <tML-TABase:Number>22</tML-TABase:Number>
      <tML-TABase:Name>TEST1</tML-TABase:Name>
      <tML-TABase:Phone>2145551213</tML-TABase:Phone>
    <tML-TABase:Loc>
      <tML-TABase:CivicAddress>123 Main St</tML-TABase:CivicAddress>
      <tML-TABase:City>anywhere1</tML-TABase:City>
      <tML-TABase:State>st</tML-TABase:State>
      <tML-TABase:Zip>12346</tML-TABase:Zip>
      <tML-TABase:Loc>
        <tML-TABase:Email>jjuytre@ftr.com</tML-TABase:Email>
        <tML-TABase:Fax>2145559899</tML-TABase:Fax>
        <tML-TABase:Pager>2145559877</tML-TABase:Pager>
      </tML-TABase:EscPerson>
    </tML-TABase:EscalationItem>
  </tML-TABase:EscalationList>
</tML-TA:ModifyRequest>
</tML-TA:ModifyAttributesRequest>
```



Appendix A: Authorization Matrix

Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Denied/After Hours Repair	Denied/After Hours Repair	N
Denied/Delayed Maintenance	Denied/Delayed Maintenance	N
Denied/Dispatch	Denied/Dispatch	N
Denied/No Access	Denied/No Access	N
Denied/Standby	Denied/Standby	N
Denied/After Hours Standby	Denied/After Hours Standby	N
Denied/Deregulated Work	Denied/Deregulated Work	N
Denied/Manager Initiated Test	Denied/Manager Initiated Test	N
Denied/Release	Denied/Release	N
Denied/Test	Denied/Test	N
Provided/After Hours Repair	Provided/After Hours Repair	N
Provided/Delayed Maintenance	Provided/Delayed Maintenance	N
Provided/Dispatch	Provided/Dispatch	N
Provided/No Access	Provided/No Access	N
Provided/Standby	Provided/Standby	N
Provided/After Hours Standby	Provided/After Hours Standby	N
Provided/Deregulated Work	Provided/Deregulated Work	N
Provided/Manager Initiated Test	Provided/Manager Initiated Test	N
Provided/Release	Provided/Release	N
Provided/Test	Provided/Test	N
Denied/After Hours Repair	Provided/After Hours Repair	N
Denied/Delayed Maintenance	Provided/Delayed Maintenance	N
Denied/Dispatch	Provided/Dispatch	N
Denied/No Access	Provided/No Access	N
Denied/Standby	Provided/Standby	N
Denied/After Hours Standby	Provided/After Hours Standby	N
Denied/Deregulated Work	Provided/Deregulated Work	N
Denied/Manager Initiated Test	Provided/Manager Initiated Test	N
Denied/Release	Provided/Release	N
Denied/Test	Provided/Test	N
Provided/After Hours Repair	Denied/After Hours Repair	N
Provided/Delayed Maintenance	Denied/Delayed Maintenance	N
Provided/Dispatch	Denied/Dispatch	N
Provided/No Access	Denied/No Access	N
Provided/Standby	Denied/Standby	N
Provided/After Hours Standby	Denied/After Hours Standby	N



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Provided/Deregulated Work	Denied/Deregulated Work	N
Provided/Manager Initiated Test	Denied/Manager Initiated Test	N
Provided/Release	Denied/Release	N
Provided/Test	Denied/Test	N
Denied/After Hours Repair	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Delayed Maintenance	Provided/After Hours Repair	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Dispatch	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/No Access	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y



Technical Specifications for Trouble Administration
XML Interface and tML Implementation
Appendix A: Authorization Matrix

Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Standby	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/After Hours Standby	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Deregulated Work	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
	Provided/Test	Y
Denied/Manager Initiated Test	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y



Technical Specifications for Trouble Administration
XML Interface and tML Implementation
Appendix A: Authorization Matrix

Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
	Provided/Release	Y
	Provided/Test	Y
Denied/Release	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Test	Y
Denied/Test	Provided/After Hours Repair	Y
	Provided/Delayed Maintenance	Y
	Provided/Dispatch	Y
	Provided/No Access	Y
	Provided/Standby	Y
	Provided/After Hours Standby	Y
	Provided/Deregulated Work	Y
	Provided/Manager Initiated Test	Y
	Provided/Release	Y
Provided/After Hours Repair	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Delayed Maintenance	Denied/After Hours Repair	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
	Denied/Test	Y
Provided/Dispatch	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/No Access	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Standby	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/After Hours Standby	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Provided/Deregulated Work	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Manager Initiated Test	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Release	Y
	Denied/Test	Y
Provided/Release	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Test	Y
Provided/Test	Denied/After Hours Repair	Y
	Denied/Delayed Maintenance	Y
	Denied/Dispatch	Y
	Denied/No Access	Y
	Denied/Standby	Y
	Denied/After Hours Standby	Y
	Denied/Deregulated Work	Y
	Denied/Manager Initiated Test	Y
	Denied/Release	Y



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Provided/Delayed Maintenance	Denied/After Hours Repair	Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Delayed Maintenance	Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Dispatch	Y
Provided/Delayed Maintenance		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/No Access	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Standby	Y



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/After Hours Standby	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Deregulated Work	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Provided/After Hours Repair	Denied/Manager Initiated Test	
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Release		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Release	
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Test		Y
Provided/After Hours Repair	Denied/Test	Y
Provided/Delayed Maintenance		Y
Provided/Dispatch		Y
Provided/No Access		Y
Provided/Standby		Y
Provided/After Hours Standby		Y
Provided/Deregulated Work		Y
Provided/Manager Initiated Test		Y
Provided/Release		Y
Denied/Delayed Maintenance	Provided/After Hours Repair	Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Delayed Maintenance	Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Provided/After Hours Repair		Y
Denied/After Hours Repair	Provided/Dispatch	Y
Denied/Delayed Maintenance		Y
Denied/No Access		Y



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/No Access	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Standby	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		
		Y
Denied/After Hours Repair	Provided/After Hours Standby	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Deregulated Work	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y



Occurrence 1 (Request State/Activity)	Occurrence 2 (Request State/Activity)	Allowed?
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y
Denied/Test		
		Y
Denied/After Hours Repair	Provided/Manager Initiated Test	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Release		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Release	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Test		Y
Denied/After Hours Repair	Provided/Test	Y
Denied/Delayed Maintenance		Y
Denied/Dispatch		Y
Denied/No Access		Y
Denied/Standby		Y
Denied/After Hours Standby		Y
Denied/Deregulated Work		Y
Denied/Manager Initiated Test		Y
Denied/Release		Y



Document Revision History

Date	Page Number	Change
12/16/2011	23, 26-36, 39, 42, 43, 62-75	Removed some of the rules for creating Trouble Tickets.
2/6/2012	20-46	Added O, C, P indicators to the business rule section.
	46-48	Added Escalation Rules
	65-66	Added Escalation tML example.
	46-60	Removed Escalation tags from the Create Ticket tML examples.

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