



**TROUBLE REPORTING FORM:**

<b><i>Trouble Reported by:</i></b>	
Customer Name:	
Customer Phone #:	
Bldg:	Rm:
Type of Trouble:	
<b><i>Trouble Analysis:</i></b>	
Date and time of the call?	
Is it a local call?	
Is it a long distance call?	
What number was called?	
Is the account active?	
Has the credit limit been exceeded?	
Are you using the correct passcode?	
Are you calling from your phone?	
Are you using the correct dialing procedure?	
Has your authorization code been activated?	
Are you getting a dial tone?	
Are you getting a fast busy?	
Are you getting a stutter tone?	
Have you tried a different phone?	
Are you using a cordless phone?	
Is your voice mail full?	
Are you using an answering machine? How many rings?	
Is your phone plugged in? Plugged in to the correct jack?	
Is the phone ringer on?	
Are you using four (five) - digit dialing for room-to-room calls?	
Have you paid your bill?	
<b>Military Post:</b>	<b>Loc. ID:</b>
<b>OSR:</b>	<b>OST:</b>
<b>Office Phone:</b>	<b>Office Fax:</b>