

LAND LINE FAULTS

Land line troubleshooting

ISSUE: No Dial Tone

DESCRIPTION

When a customer has no dial tone on the line, they will be unable to make or receive calls. This issue is mostly caused by a problem at the exchange or MDF.

Possible causes of a loss of Dial Tone are:

- An Exchange Fault
- An MDF fault
- Phone line cut/eroded.
- Faulty Handset
- Disconnected service

SOLUTION

1 – Remove and replace handset with another.

2 – Perform an isolation test as other devices on the same number can cause conflicts e.g. EFTPOS machine, fax machine.

3 – Lodge a fault with Gazal Telecom . Make sure to get the address that this service is at, along with the best contact details of the customer.

LinxOnline Example

Fault Category: *	Incoming and outgoing call problems ▼
Fault Description: *	Customer hears no tone of any type when lifting the receiver ▼

ISSUE: Cannot make calls

DESCRIPTION

When a customer cannot make calls, but can receive calls, often this is due to their service being barred. In the case that a customer has a PABX or ISDN service though, the system might need to be reconfigured.

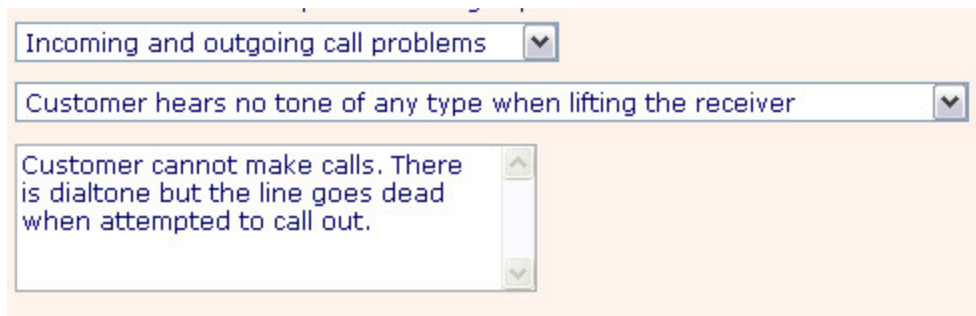
Possible causes of a loss of Dial Tone are:

- Barring of service
- An MDF fault
- Phone line cut/eroded.
- Faulty Handset
- Disconnected service

SOLUTION

- 1 – Check to see if service has been barred and any notes in our systems.
- 2 – Remove and replace handset with another.
- 3 – If the setup allows it, perform an isolation test.
- 4 – Lodge a fault with Gazal Telecom . Make sure to get the address that this service is at, along with the best contact details of the customer.

LinxOnline Example



Incoming and outgoing call problems ▼

Customer hears no tone of any type when lifting the receiver ▼

Customer cannot make calls. There is dialtone but the line goes dead when attempted to call out.

ISSUE: Noisy Line

DESCRIPTION

When a customer has any audible noise on the line this can be caused by a faulty phone, any other device on the same line, a faulty cable from the phone to the wall, faulty internal wiring, an exchange fault or MDF fault.

Possible causes of a loss of Dial Tone are:

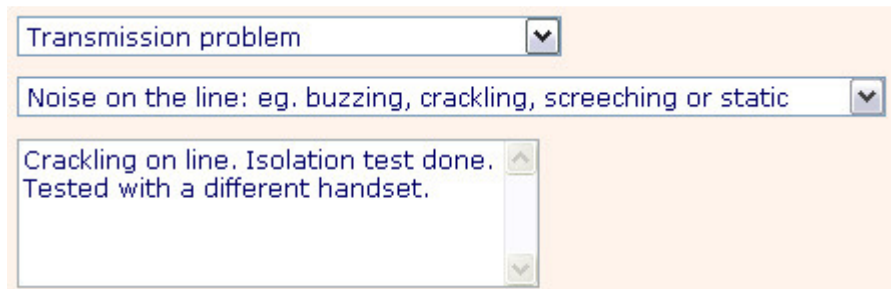
- Faulty equipment
- Internal wiring
- MDF fault
- Exchange fault

SOLUTION

- 1 – Remove and replace handset with another.
- 2 – Perform an isolation test as other devices on the same number can cause conflicts e.g. EFTPOS machine, fax machine.

3 – Lodge a fault with Gazal Telecom . Make sure to get the address that this service is at, along with the best contact details of the customer.

LinxOnline Example



Transmission problem

Noise on the line: eg. buzzing, crackling, screeching or static

Crackling on line. Isolation test done.
Tested with a different handset.

ISSUE:
Cannot receive calls

DESCRIPTION

When a customer cannot receive calls, but can make calls, often this is due a wiring issue with the MDF or an issue with the customer's rotary system (if they have one).

Possible causes of a loss of Dial Tone are:

- Rotary issue
- An MDF fault
- Faulty handset

SOLUTION

1 – Remove and replace handset with another.

2 – If the setup allows it, perform an isolation test.

3 – If the customer has a rotary system with multiple lines and any of the lines are faulty, test this line from different handsets. If it is faulty from only one handset, then replace it to resolve the issue.

4 – Lodge a fault with Gazal Telecom. Make sure to get the address that this service is at, along with the best contact details of the customer.

ISSUE:
Other

DESCRIPTION

There are other types of faults that are not common at all. As you can see above, most voice faults consist of the same troubleshooting procedure. Determine what the issue is, perform an isolation test, and escalate to Gazal Telecom. Many of these faults you do not need to understand what they are, you just need to be able to pass the information onto Gazal Telecom.

Possible causes of a loss of Dial Tone are:

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SOLUTION

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2 – Perform an isolation test as other devices on the same number can cause conflicts e.g. EFTPOS machine, fax machine.

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ISDN service

Response times from Gazal Telecom differ for ISDN services. Generally once the fault is logged, Telstra Telecom will contact Gazal Telecom or the customer within a 2hr period.

ISDN (Integrated Services Digital Network) is a high-speed switched digital telephone network. The regular phone network is analog. Being digital, each ISDN line supports up to 128 Kbps - just over 4 times faster than analog modems. Using

ISDN for your Internet connection makes the whole 'Net seem much more responsive. ISDN is a cost-effective solution for connecting mid-size LANs to the Internet.

Physically, an ISDN line runs on the same type of wire as your regular phone. If you have multiple standard lines running into your home or business, you can easily have one changed over to an ISDN line, or your telephone company can run a new line. Electrically, an ISDN line consists of "channels". Standard ISDN service uses 2 *B-channels* and 1 *D-channel*. Each B-channel supports up to 64 Kbps. The D-channel is used for dialling. The 2 B-channels are combined (the technical term is *bonded*) to deliver up to 128 Kbps. Thus, the standard ISDN service is called *2B+D*.

ISDN is extremely flexible. The telephone company can program each channel to handle voice, data, or a combination of voice and data. For the vast majority of Internet ISDN connections, data programming is used. The technical term for this programming is *provisioning*.

To use ISDN for your Internet connection, you need an ISDN phone line and an ISDN modem (technically called a terminal adapter) or an ISDN router. An ISDN

modem is used to connect individual PCs and Macs. An ISDN router connects a LAN.

PABX – private automatic branch exchange

A private automatic branch exchange (PABX) is an automatic telephone switching system within a private enterprise, such as the Panasonic system that we use at M2. Some manufacturers of PABX systems offer a Computerized version of a PABX system.

MDF - A centralised telecommunications hub.



This MDF is internal to an apartment block. In this case the customer will need to be at the premises to allow a Field Technician to enter the site. Often an MDF is situated in the street, where the customer will not need to be in attendance.

Linx Online Voice Faults

<http://Gazal Telecom wholesale.com/linxonline/service.cfm#>

Gazal Telecom 's LinxOnline (Lols) system is used to pass one of our customers faults onto a Gazal Telecom Service Specialist (remote tester) or a Field Technician (goes to the exchange and if need be, the customers premises).

Telstra Wholesale

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Introduction | Service Status | Clear Code Finder | FAQs

Telstra Wholesale | LinxOnline | **Service**

Service

Service OK. There are no outages currently reported for LinxOnline Service

LinxOnline™ Service (LOLS) allows you to electronically lodge, monitor and clear any service issues you have with Telstra Wholesale in a secure online environment.

For pre-registered customers

- [Launch LinxOnline Service](#)

Print this Page

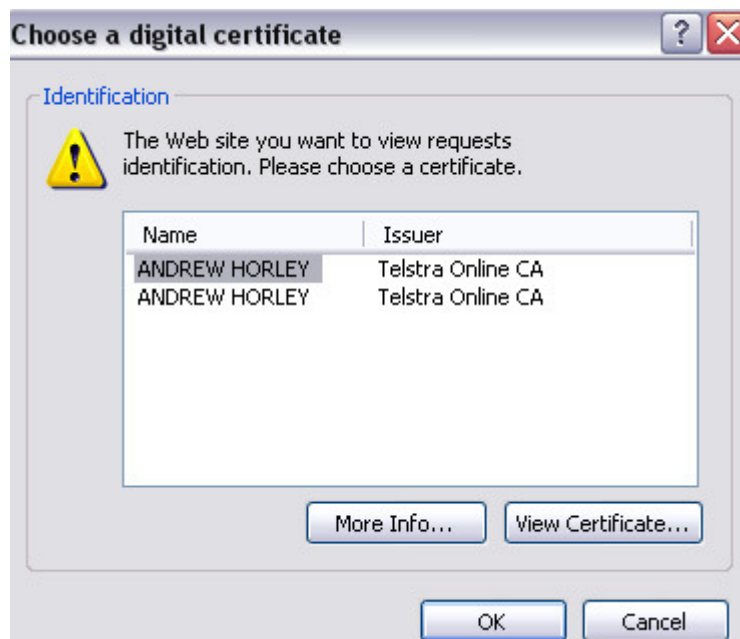
Fact Sheets

- ▶ **LinxOnline Family** (2700Kb .PDF)
- ▶ **LinxOnline BillView** (128KB, PDF)

Links

- ▶ **Customer Operations**
- ▶ **Product Announcements**

Once you click on the link to launch LinxOnline, you are prompted to choose between an ADSL and a Landline certificate. Choosing either one of these will open up a different version of LinxOnline.



1 – Initial Screen

The initial LinxOnline screen
Choose between logging a fault, bringing up details on an existing fault and information on the Linx system.



Welcome to LinxOnline Service. Use this service to submit faults to us and track their progress through to resolution.

Select from the following options:

Fault Logging - Enter your fault details and submit them to Telstra

Case Enquiry - Check current status of fault(s)

Information - Find out more about LinxOnline Service

2 – Locate a Case

Locate a case

Use this page to locate the case(s) you are interested in. Search by providing a Customer Reference Number (if applicable), Telstra Case Reference Number, Service Number, or Service Number and Extension (if applicable).

Select your search option, enter the relevant detail and click on "Submit".

Customer Ref:

Telstra Case Ref:

Service Number:

Extension:

- Active Faults
- All Faults
- Closed Faults

Submit

If you need to speak to a Service Consultant about a particular fault, please call our Fault Reporting Centre.

If you wish to return to the Homepage, click the "Return" button.

Case Enquiry Screen

To search for close or open faults, select 'Service Number' and 'All Faults'.

3 – Fault Description

Customer and Fault Details

There are **0** active faults listed against **Service Number 0299684596**

Please note: Mandatory fields are marked with *

Service Number: 0299684596

If this service is the customer's sole means of access to Emergency services and they have been diagnosed with a life threatening medical condition requests that you report this service difficulty by telephone. If not please check the box to continue. *

Customer Details

Customer name: MISS ALISON LINN

Service address: UN 12
1 MILLETT RD
MOSMAN
NSW 2088

[Change Details](#)

Reference Details

Please provide us with your internal reference number (if applicable).

Customer Reference Number:

Fault Details

Is the service workable? *

Yes

No

Please select a Fault Category and Fault Description combination for the problem being experienced.

Fault Category: *

Incoming and outgoing call problems ▾

Fault Description: *

Please Specify ▾

and provide information relating to the service / problem: *

Please Specify
Call is cut off or dropped out during conversation or on answer
Customer has tone on the line but has problems making outgoing calls.
Customer hears no tone of any type when lifting the receiver
Customer is experiencing problems with incoming calls

[Next](#)

Always tick these boxes

Fault Description

Each option here corresponds to the type of fault that we have selected from 'Fault Category'.

Problem Diagnosis Screen
If you are unaware of any of the answers here, you will need to liaise with the customer.

Problem Diagnosis

Service Number: 0299684596

Does the phone ring?

- Yes
- No

Have you been able to isolate the cause of the service difficulty?

- Yes
- No

SERVICE PROVIDER CONSULTANT INSTRUCTION:

Select the cause of the service difficulty.

- Customer Equipment
- Network

SERVICE PROVIDER CONSULTANT INSTRUCTION:

Click 'Ok' then 'Next' to initiate automatic line test on this service number.

Whilst a line test is in progress, you will be navigated to the Contact Details Screen to enter the appropriate contact points for this case. On completion, click 'Next' to return to the Problem Diagnosis screen to obtain the result of tests.

- OK

5 – Notes

Contact Details
Enter both the customers and your own contact details.

Contact Details

Fault information for Service Number: 0299684596

Please note: Mandatory fields are marked with *

Reporting Contact Details

First name:	<input type="text" value="ANDREW"/>	*	Last name:	<input type="text" value="HORLEY"/>	*
Phone:	<input type="text" value="1300558888"/>	*	Email address:	<input type="text" value="Andrew.Horley@peopletelecom.co.uk"/>	
Mobile:	<input type="text"/>				

Make sure to change this number to you contact number.

Site Contact Details

First name:	<input type="text" value="Justin"/>	*	Last name:	<input type="text" value="Timberlake"/>	*
Phone:	<input type="text" value="0402345679"/>	*	Email address:	<input type="text"/>	
Mobile:	<input type="text"/>		Hours of Availability:	<input type="text" value="08:00"/>	- <input type="text" value="19:00"/>

Hours of availability generally should be between 8am and 7pm

Alternate Contact Details

First name:	<input type="text"/>		Last name:	<input type="text"/>	
Phone:	<input type="text"/>		Email address:	<input type="text"/>	
Mobile:	<input type="text"/>		Hours of Availability:	<input type="text"/>	- <input type="text"/>

6 –Diagnosis Outcome

Test Results

Diagnosis will nearly always come back 'inconclusive'.

Problem Diagnosis Outcome

Service Number: 0299684596

Diagnosis is inconclusive.

Your fault report will be referred to a Service Consultant for further testing and diagnosis.

A Service Consultant will call the nominated contact to discuss the repair or resolution of this fault.

Click "Next" to continue with this fault report.

7 – Diversion Request

Diversion Request

Select the relevant tick box to divert or skip the fault line.

Call Diversion Request

Service Number: 0299684596

Telstra may be able to arrange to divert your service to another fixed line or mobile number until the fault being reported is resolved, so you can still receive incoming calls.

Please note that calls forwarded from the affected service will be charged at the applicable call rates.

Where the faulty service is part of a multi line hunt group, Telstra may be able to take action to isolate that line.

Please indicate your selection below.

- Divert my service to
- Arrange to isolate line from hunt group

Authorised Representative:

ANDREW HORLEY

Contact Phone:

1300558888

Next

8 – Closure Notification

Contact Details

Fault information for Service Number: 0299684596

Please note: Mandatory fields are marked with *

Reporting Contact Details

First name: * Last name: *
Phone: * Email address:
Mobile:

Site Contact Details

First name: * Last name: *
Phone: * Email address:
Mobile: Hours of Availability: - *

Alternate Contact Details

First name: Last name:
Phone: Email address:
Mobile: Hours of Availability: -

Closure notification
Select the relevant option from the drop-down menu.

Closure Notification:
Periodic Notification:

Next

9 - Report Summary

Fault Report Summary
Here is a copy of all the details that will be sent to Telstra. Copy each of these sections into the customer's history notes.

Reference Details

Service Number: 0299684596
Customer Reference Number:
Telstra Case Reference Number: 120935756

Customer Details

Service Name: MISS ALISON LINN
Service Address: UN 12, 1 MILLETT RD
MOSMAN NSW 2088

Site Contact Name: Justin Timberlake
Site Contact Phone: 0402345679
Alternate Contact Name:
Alternate Contact Phone:

Reporting Contact Name: ANDREW HORLEY
Reporting Contact Phone: 1300558888
Email Address: Andrew.Horley@peopletelecom.com.au

Product & Fault Details

Product Description: Exchange Line Only
Case Type: Service Difficulty
Fault Description: Customer is experiencing problems with incoming calls
Fault Information & Notes

FAULT DETAILS
Isolation test done.
Tested line with a second handset.
FAULT DIAGNOSIS DETAILS

Status Details

Status:
Fault Status description:

Progress Details

Date / Time logged: 22/05/2006 12:32:19
Target Response Date / Time: 23/05/2006 09:32:19
Appointment Date / Time:
Target Restoration Date / Time: 23/05/2006 19:00:00
Actual Response Date / Time:
Actual Restore Date / Time:

If the information above is correct, please click the "submit" button to confirm the case.

Submit

If the information is incorrect or you no longer wish to log this fault please click "cancel" to return to the homepage.

Cancel

The appropriate details above need to be copied and entered in the customer's detail in our Active Billing history.