

# CAD Job Aid

<b>Changes:</b>	<b>Addition of 4 new fields</b>	
	<ul style="list-style-type: none"> <li>• IWMP field</li> <li>• CAC field</li> <li>• Visit Charges field</li> <li>• Charges Quoted field</li> </ul>	
<b>IWMP</b>	<b>Possible Values</b>	<b>Meaning:</b>
<span style="border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block; width: 20px; height: 20px; text-align: center; line-height: 20px;">1</span>	Y	Customer has Inside Wire Maintenance Plan (IWMP). CAC field should be populated with "N"
	N	Customer does NOT have Inside Wire Maintenance Plan (IWMP). CAC field should be populated with one of the other values listed.
<b>CAC</b>	<b>Possible Values</b>	<b>Meaning:</b>
<span style="border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block; width: 20px; height: 20px; text-align: center; line-height: 20px;">2</span>	Y	Enter Manually
	N	No charges quoted
	B	Basic Initial Charge
	O	OT Initial Charge
	P	Prem Initial Charge
	1	Min OT Initial Chrg
	2	Min OT Prem Chrg
W	Electronic Bonding	
<b>Visit Charges</b>	<b>Possible Values</b>	<b>Meaning:</b>
<span style="border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block; width: 20px; height: 20px; text-align: center; line-height: 20px;">3</span>	0	If IWMP field is "Y", Visit Charges fields will populate with 0's.
	<b>Any other</b>	Automatically populates with visit charges from the Billing Rate table.
<b>Charges Quoted</b>	<b>Possible Values</b>	<b>Meaning:</b>
<span style="border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block; width: 20px; height: 20px; text-align: center; line-height: 20px;">4</span>	0	If IWMP field is "Y", Charges Quoted fields will populate with 0's.
	<b>Any other</b>	Automatically populates with quoted charges from the Billing Rate table.

**CAD** File Systems Utilities Action Options References Help

New Call Pack Start Line Test Trace Back Follow-up History Multi-Report Create Tbl Rpt CloseOut Hold

CPN TB TD Non-Pub Priority LNP Main TSP SP OOF Eact Jack Wire

Phone TN (813) 978-6692 Extension Source Customer Rpt Type INT Orig By

Call From TN N

**Trouble Report** | CASS | Facilities | LNP | Carrier | Remarks | Routing | History | Line Test

Name VERIZON DATA SVCS Contact Name Contact # Create

Address 1 TELCOM PKWY E Class of Service BUS

City TEMPLE TER State FL Zp 33637 DAC 5003 CO 5235

Trouble Type All Calls All Phones Susp 00S

Trouble Information

Test Results

TRBL@NID IVMP CAC Min OT Prein Charge CLEC

Special Study

Assigned To

Work Group

Work Location TSG

Region

Reporting Center

Svc Offering

Customer Time Zone EST

Initial Charges: \$040.00 initial 0 minutes then \$000.00 for each additional 0 minutes.

Charges Overlaid: \$000.00 initial 0 minutes then \$000.00 for each additional 0 minutes. OT Min hours is 02

Remarks/Access

Rptld D/T 01/14/2002 01:41P Dltl Comm D/T 01/16/2002 01:41P Status D/T

Appt D/T CAT PD Restoral D/T

Commnt D/T 01/16/2002 01:41P Disp D/T Clid D/T

Critical Reason

Maint Plan/Flag

Message AXIS UNAVAILABLE :

enserv0011.ap.bdf.gte.com 0.0.44 12:40 PM 1/14/02 Trouble Report

1

2

3

4