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T 6184-17

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Version
3.0

Creator
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Relation
Interconnect

Fault reporting guide Interconnect

Login to the CSP can be found here: <https://csp.teliaoperator.se/>

Fault report information

Limitation – The operator that detect a problem must always check own network before raising a ticket to Telia Operator Business.

Choose product Interconnect (or type your ST number).

Ticket must include:

- **Description of level (Severity) of disturbance**
 - Does this affect all traffic between operators?
 - Does this affect all traffic of a certain type of service between operators?
 - Does this affect all traffic for a single customer in your network?
 - Does this affect some traffic between operators?
 - Does this affect some traffic for a single customer in your network?
 - Have this traffic case worked earlier?
 - Is this a number porting issue?
- **Detailed description of the fault**
 - Please include at least 3 examples of fault-affected calls.
 - Include timestamp (day, time with time zone) with Calling and Called Party numbers.
 - Include used Signaling Points / IP addresses on both sides of interconnection.
 - Include traces in .msgs .pcap or .txt format if possible.
 - If traffic cases of the same type works normal, please include examples.
- **Contact information**
 - Please provide contact person, also technical contact person

Manual CSP can be found here: <https://www.teliaoperator.se/produkter/felanmalan.html>

If the failure is urgent (for example interruption of the fiber link), you can also call directly to Customer Care at +46 (0) 771 816000
(3. Felanmälan, 3. Kapacitetsprodukter, 4. Samtrafikärenden)