

# **Solacom 911 Trouble Report**

Capital Area Emergency  
Communications District

9-1-1

# Trouble Reports

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## SolaCom 9-1-1 Trouble Reporting Procedures

Phone the AT&T Service Assurance Center at:  
1-866-722-3911

Site Name:  
System/Name – CAPCOG  
Customer Number

How to determine severity of issues after hours:

- 1. Issue renders a workstation or the entire system unusable = immediate call to Service Assurance Center for response**
- 2. Issue allows for normal operation on a workstation or network but does not include all features, and the missing features are ones that can be accommodated via other features or not required at that particular time = immediate call to Service Assurance Center and next business day response**  
Example: call queue is down but wallboards working; Observe or Barge function is not working; printer not working; maps not plotting
- 3. If you report an issue to the resolution center and are told to contact another company or call another number notify a member of the 9-1-1 District immediately. Also, notify the District any time your PSAP is down or unable to process calls.**

Procedure:

1. Turn to next blank form
2. Fill in form and contact AT&T

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**Ticket Number:** \_\_\_\_\_

They will give you this number

Reported - Date: \_\_/\_\_/\_\_ Time: \_\_:\_\_ (24 Hour Clock)

Reported By: \_\_\_\_\_

Initial Callback - Date: \_\_/\_\_/\_\_ Time: \_\_:\_\_ Caller Name: \_\_\_\_\_

NA Until - Date: \_\_/\_\_/\_\_ Time: \_\_:\_\_

Tech Support via : \_\_\_Phone or \_\_\_Onsite Visit

Position #: \_\_\_\_\_ or  All Positions

**If you are reporting an issue with the AT&T E9-1-1 Resolution Center and are told to call another number, inform AT&T that your procedures are to open a ticket and then contact a staff member at CAECD. An example of this was if you are asked to contact a Wireless Carrier.**

**Description of Problem:** \_\_\_\_\_

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(Below to be filled out by ATT technician)

Resolved - Date: \_\_/\_\_/\_\_ Time: \_\_:\_\_ Resolved By: \_\_\_\_\_

Technician Name

**ATT Tech Resolution** ( To be filled out by ATT technician ):

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Solacom FPR #: \_\_\_\_\_