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## Fault Lodgement & Appointment Booking Guide

Version 1.0

## Document Version Control

| Version | Contributor/s  | Changes       | Date       |
|---------|----------------|---------------|------------|
| 1.0     | Andrew Barrett | First Version | 19/08/2022 |

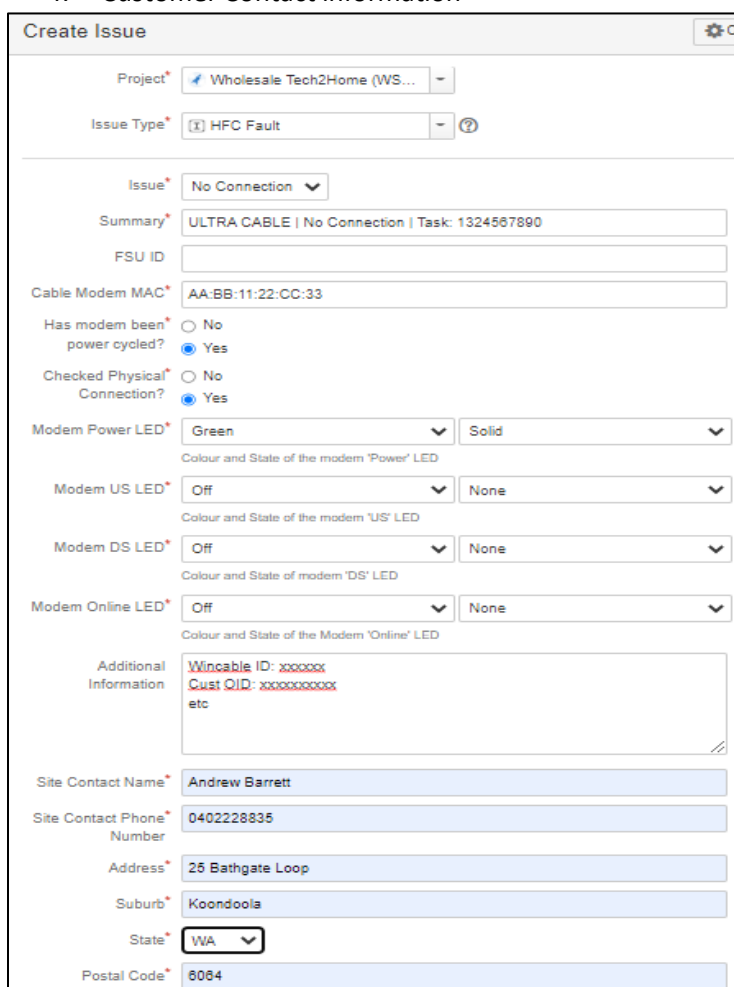
## Introduction

This document outlines the steps a service provider must follow to raise a fault or appointment with Vision Network in relation to the diagnosis and repair of end-user services.

If you do not have a login to the PJIRA System, please contact your Vision Network account representative.

## Creating Assurance Appointment Ticket

1. Open PJIRA
2. Click 
3. Ensure Project is the unique name you are provided during on-boarding
4. Input the below
  - a. **Issue Type:** *HFC Fault/VDSL Fault*
  - b. **Issue:** *[Drop Outs/Maintenance/No Connection/Other/Slow Speed]*
  - c. **Summary:** *[Issue | Technology | PTS Task Number]*
  - d. Complete any required information
  - e. **Additional Information:** *[Any information that may be important for Fault e.g. other troubleshooting performed, etc]*
  - f. Customer Contact information



**Create Issue**

Project\*

Issue Type\*

Issue\*

Summary\*

FSU ID

Cable Modem MAC\*

Has modem been power cycled? ☐ No ☒ Yes

Checked Physical Connection? ☐ No ☒ Yes

Modem Power LED\*

Modem US LED\*

Modem DS LED\*

Modem Online LED\*

Additional Information

Site Contact Name\*

Site Contact Phone Number\*

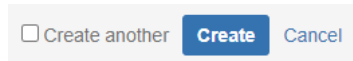
Address\*

Suburb\*

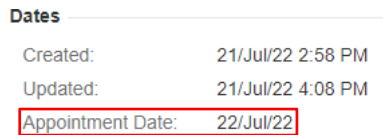
State\*

Postal Code\*

5. Click Create

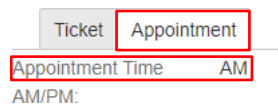


6. Once the **Status** has been updated to *Appointment Booked*, end-user can then be notified about the appointment via an RSPs chosen method.
7. The Appointment Date can be found by checking the **Dates** section on the right-hand side of PJIRA



| Dates             |                   |
|-------------------|-------------------|
| Created:          | 21/Jul/22 2:58 PM |
| Updated:          | 21/Jul/22 4:08 PM |
| Appointment Date: | 22/Jul/22         |

8. The Appointment timeframe can be found by clicking on the **Appointment** tab and checking the *Appointment Time AM/PM*



| Ticket           | Appointment |
|------------------|-------------|
| Appointment Time | AM          |

## Notes

- For the Assurance tickets and rescheduling of appointments, Vision Networks will contact the end-user directly via the provided contact information in the ticket to schedule a suitable appointment time/date with them.