



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 **Create**
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



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



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.