



# 9-1-1 Trouble Report

Fax to: (405) 234-2200

File Name: TRBL08 Ver 04-08

## PSAP Information

Date \_\_\_\_\_ Time \_\_\_\_\_

PSAP Name \_\_\_\_\_ Call-Taker \_\_\_\_\_

Resolution Center Rep \_\_\_\_\_

## 9-1-1 Database/Address Problem

### 9-1-1 Record Information

Caller's Tel No.

Alternate Tel No.

Telco ID

ESN

Problem Reported: (check all that apply)		Remarks
<input type="checkbox"/>	Screen originally showed Record Not Found	
<input type="checkbox"/>	ALI (location) incorrect	Change to: _____
<input type="checkbox"/>	Name incorrect	Change to: _____
<input type="checkbox"/>	Call routed to wrong PSAP	Route to PSAP (name): _____

## Wireless Call Misroute

Tower Address \_\_\_\_\_

Sector \_\_\_\_\_

Pilot # \_\_\_\_\_

Caller's Callback Number \_\_\_\_\_

PSAP Call Should Route To \_\_\_\_\_

Location of emergency \_\_\_\_\_

## 9-1-1 Hardware/Software/Equipment Problem

**Immediately Call 1 - 866 - 722 - 3911**

Problem with: (check all that apply)	Position #						Critical	Major	Minor
	1	2	3	4	5	6			
<input type="checkbox"/> 9-1-1 Workstation Hardware (boot error; won't turn on)									
<input type="checkbox"/> 9-1-1 Software Issue (unable to transfer call; No ANI/ALI; etc.)									
<input type="checkbox"/> Telephony (handset; audio; etc.)									
<input type="checkbox"/> Mapping (GEOCOMM)									
<input type="checkbox"/> Other (ESCO Failure 405-911-0XXX)									

Responding Tech: \_\_\_\_\_ AT&T Ticket # \_\_\_\_\_

Status: \_\_\_\_\_ Date/Time Repaired: \_\_\_\_\_

## Additional Comments

\_\_\_\_\_