Outcome Code	Problem Explaination/Recommendation	Old KBD Outcome Code
FD501	Problem Explanation: Data not available from OR Test Resolution/Recommendation: Please report fault to BTW for OR investigation.	GEA502
FD503	Problem Explanation: Potential problem has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	WCC512
FD504	Problem Explanation: OR test unable to confirm outcome (DT). Resolution/Recommendation: Please report fault to BTW for OR investigation.	GEA506
FD505	Problem Explanation: Possible LTVN configuration issue identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	TVC510
ND501	Problem Explanation: Multicast Configuration issue identified. Resolution/Recommendation: Report fault to BTW for OR investigation.	TVC502
ND502	Problem Explanation: DSL and BRAS profile mismatch has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	CC501
ND503	Problem Explanation: An ADQ consistency check issue has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	CC502
ND504	Problem Explanation: This circuit is affected by <PEW/MSO/AR>. The Incident detail is as follows- <Incident ID, Start Date and Estimated Completion Date>. For details about all the incidents affecting this circuit, click 'Manage Associate' button in the Drill Down View. Resolution/Recommendation: Please inform the End User of this.	KL501, TVC501
ND505	Problem Explanation: A possible stale PPP session was identified. Resolution/Recommendation: CP to Perform Kill Session and confirm with End User if the fault is cleared. If further assistance is required please report the fault into BTW.	ISP504
ND506	Problem Explanation: Potential Performance issue has been identified related to VLAN Utilization. Resolution/Recommendation: Please pass to BTW for further diagnostics.	
ND507	Problem Explanation: Potential Performance issue has been identified related to Packet loss on VLAN. Resolution/Recommendation: Please pass to BTW for further diagnostics.	
ND508	Problem Explanation: The End User has a potential QoS related performance issue. Resolution/Recommendation: Please pass to BTW for further diagnostics.	WCC511
ND509	Problem Explanation: Possible TV connect issue identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	TVC511
NF501	Problem Explanation: Unable to determine problem in BTW network. Resolution/Recommendation: Please follow your diagnostic procedures to clear the potential End User connection problem. If further assistance is required please report the fault into BTW.	ISP501
NF502	Problem Explanation: No performance issues have been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please follow your diagnostic procedures to resolve the fault .	ISP502, EPP508
NF503	Problem Explanation: No Performance issue has been identified for TV Connect channels. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. For more details please look at the TVC test result section.	TVC508
NF504	Problem Explanation: The current performance of the End User Line is on the border of the acceptable limit for some/all of the channels. This may be the cause of the fault. Resolution/Recommendation: Please check for any End User issues that may have caused a reduction in speed. For more details please look at the TVC test result section.	TVC504
NF507	Problem Explanation: No issues has been identified in the BTW network. Resolution/Recommendation: KBD tests indicate no BTW network fault. Please perform all CP and End User checks. <No Performance Test result available, please perform PT>	WCC514

NF508	Problem Explanation: The current performance of the End User Line may not be suitable for all the TV Connect Premium Channels. <Line monitoring indicates high errors on the End User line.> Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. For more details please look at the TVC test result	TVC505
NF509	Problem Explanation: No TV Connect issue identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault.	TVC503
NF510	Problem Explanation: Problem has been seen with access to one or more TV Channels. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. If the issue is not resolved please pass to BTW for further diagnostics.	TVC507
OD501	Problem Explanation: OR test has failed and Appointment Required. Resolution/Recommendation: Please report fault to BTW for OR investigation.	GEA504
OD502	Problem Explanation: OR test has failed and Appointment Not Required. Resolution/Recommendation: Please report fault to BTW for OR investigation.	GEA503
OD503	Problem Explanation: CP reported Damaged equipment. <User selected Equipment> Resolution/Recommendation: Please report fault to BTW for OR investigation.	GEA501
OD504	Problem Explanation: Problem has been seen with access to one or more TV Channels. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. If the issue is not resolved please pass to BTW for further diagnostics.	TVC509
UD501	Problem Explanation: OR Test results indicate that the modem is either not connected or not powered up. Resolution/Recommendation:Please ensure the modem is powered up and connected and then retest in KBD.	
UD502	Problem Explanation: The End User has a high number of short PPP sessions. Resolution/Recommendation: Please perform all End User checks (Software/PC setup/Drivers etc). If problem persists, report into BTW with the following message - The End User has a high number of short PPP sessions. However if more than one customer is affected this may indicate a BTW network issue, please contact BTW Customer Service to investigate further.	RAD503
UD506	Problem Explanation: The End User does not have a working PPP session. The problem is caused due to <#problemCause#>. Resolution/Recommendation: Please follow your diagnostic procedures to resolve the fault. Do not report this fault to BTW.	RAD502

Not in NKBD but may terminate in:	