

Existing KBD 20C (ADSL) – Customer Best Practice Document Release AQ

Effective From – 16th November 2014



Summary of Changes

Added	
Updated	
Removed	



KBD Code	KBD Outcome	Recommendation	Flow Overview	Recommendation What Does the Customer Do Next ?
AN01-D/N/R/E/I/B/Q/T/X/H	<p>Problem Explanation: <The circuit is dropping connection.> BTW Fault Localization Analysis indicates a potential Local Access Network issue. Please check 'Local Access Network' tab for more information. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. As Copper Line Test is OK this is a CCSFI enabled outcome.</p>	CCSFI	Condition as indicated within the problem explanation but all diagnostics completed and a Local Access Network issue is indicated by the enhanced Brandenburg tool.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
CD01-D/N/R/E/I/B/Q/T/X/H	<p>Problem Explanation: <The circuit is dropping connection.> BTW Fault Localization Analysis indicates a potential Customer Domain issue. Please check 'Local Access Network' tab for more information. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Condition as indicated within the problem explanation but all diagnostics completed and a Customer Domain issue is indicated by the enhanced Brandenburg tool.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).

AN01 & CD01	
D	The circuit is dropping connection.
N	The circuit is not in synch.
R	The End User does not have an active PPP session but IP connectivity has been confirmed with the BT network.
Q	The End User does has reported potential QoS related performance issue.
E	An LTB issue has been identified./A historic LTB issue was identified./ No performance issues have been identified in the BTW network.
B	The End User has a working session.
I	The End User has a working session.
X	This is a DataStream circuit.
T	This is a TV Connect Premium Service
H	This is a home environment issue



<p>BIP11</p>	<p>Problem Explanation: We did not find any problem in the BTW network. The End User has a working session. A performance problem has been reported during the initial 3 days of the stabilization period. Resolution/Recommendation: Please inform the End User of the stabilization period and advise them to wait for <x> days before reporting it as a fault.</p>	<p>No BTW Fault</p>	<p>Diagnostics shows End User has a current working session however performance problem has been reported during the MAX stabilization period.</p>	<p>Please allow for the full 10 day stabilization period to complete and if the issue persists please re-test in KBD.</p>
<p>BIP12</p>	<p>Problem Explanation: A profile change has occurred after the Performance test which may have resolved the issue. Resolution/Recommendation: Please run a Performance test again and if problem still persists retest in KBD.</p>	<p>No BTW Fault</p>	<p>Diagnostics indicate a profile change has occurred after the performance test was completed, hence the issue may now be resolved.</p>	<p>Please confirm with your End User if the issue has been resolved, if the issue persists please ask the End User to complete a new performance test and re-test in KBD.</p>
<p>BIP13</p>	<p>Problem Explanation: The End User has a working session. There was a small profile change. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	<p>CCSFI</p>	<p>Diagnostics indicate a small profile change has occurred and the customer has a current working session.</p>	<p>Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).</p>
<p>BIP14</p>	<p>Problem Explanation: Performance issues and a major profile change has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.</p>	<p>Report to BTW</p>	<p>Diagnostics indicate a performance issue and a major profile change has occurred, further diagnostics by BTW required.</p>	<p>Report to BT Wholesale.</p>



CC11	Problem Explanation: DSL and BRAS profile mismatch has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Report to BTW	Consistency check failed, requires further BTW investigation.	Report to BT Wholesale.
CC12	Problem Explanation: DSL Line rate and ADQ Line rate mismatch has been identified. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Report to BTW	Consistency check failed, requires further BTW investigation.	Report to BT Wholesale.
CC13	Problem Explanation: There is re-profiling in progress. Please refer to the Additional Information Section for the exact details. Resolution/Recommendation: Please ensure that the end-user equipment is turned on for re-profiling to complete. If the problem persists after re-profiling period please retest with KBD.	No BTW Fault	Diagnostics indicate that there is a current re-profiling in progress.	Please ensure End User equipment is connected and powered up during the re-profiling period, after completion if issue persists please retest with KBD.
CC14	Problem Explanation: There is a re-profile scheduled. Please refer to the Additional Information Section for the exact details. Resolution/Recommendation: Please ensure that the end-user equipment is turned on for re-profiling to complete. If the problem persists after re-profiling period please retest with KBD.	No BTW Fault	Diagnostics indicate that there is a current re-profiling scheduled.	Please ensure End User equipment is connected and powered up during the re-profiling period, after completion if issue persists please retest with KBD.
CC15	Problem Explanation: DSL and BRAS profile mismatch has been identified. Re-profiling has failed. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Report to BTW	Consistency check failed, requires further BTW investigation.	Report to BT Wholesale.



CU11	<p>Problem Explanation: The Copper Line test has passed. Line Loss Degradation has been identified which may be affecting the Broadband Connection.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. If further assistance is required please report the fault into BTW.</p>	If Further Assistance Required Pass to BTW	Diagnostics indicate potential issue between the local exchange and the End User environment .	Please confirm all End User Environment checks have been completed to ensure they are not the cause of the line loss degradation issue. if issue not resolved submit for further BTW investigation.
CU12	<p>Problem Explanation: The Copper Line test has failed (EX/FU).</p> <p>Resolution/Recommendation: Please report this to the telephony provider.</p>	No BTW Fault	Copper line tests results indicate a local access network issue.	Please advise your End User to report this issue to their Telephony provider as this is a PSTN and not a ADSL issue.
CU13	<p>Problem Explanation: The Copper Line test returned an unexpected result.</p> <p>Resolution/Recommendation: Report fault to BTW for further investigation.</p>	Report to BTW	The Copper Line test returned an unexpected result, this may or may not be service affecting but will require BTW investigation.	Report to BT Wholesale.
CU14	<p>Problem Explanation: It was a potential long line issue.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Potential Long Line issue indicated but issue resolved by CP during diagnostics.	Please confirm all End User Environment checks have been completed and ensure that your own Long Line process have been followed (if applicable), Should this action not resolve the issue you can book an SFI appointment (CCSFI).
CU16	<p>Problem Explanation: Potential long line issue.</p> <p>Resolution/Recommendation: If further assistance is required please report the fault into BTW.</p>	If Further Assistance Required Pass to BTW	Potential Long Line issue indicated.	Please confirm all End User Environment checks have been completed and ensure that any CP Long Line process has been followed(if applicable). If issue not resolved submit for further BTW investigation.
CU17	<p>Problem Explanation: The Copper Line test has failed (CE).</p> <p>Resolution/Recommendation: BTW cannot progress this fault as the root cause is the PSTN failure. Please report to your Copper Line Service Provider.</p>	No BTW Fault	Copper line tests results indicate a local access network issue.	Please advise your End User to report this issue to their Telephony provider as this is a PSTN and not a ADSL issue.



CU20	Problem Explanation: The Line associated with the provided Service id is currently in Fault. Resolution/Recommendation: Refer End User to telephony provider to confirm PSTN fault open.	No BTW Fault	Unable to run a Copper line test as line has a open PSTN associated fault.	KBD indicates there is a potential open PSTN fault in hand with the Telephony Provider, please ensure all PSTN issues are resolved before retesting in KBD.
CU21	Problem Explanation: The Copper Line test return OR error code <error code> Resolution/Recommendation: Pass to BTW to investigate the error code.	Report to BTW	Result obtained by Copper Line test, requires further BTW investigation.	Report to BT Wholesale.
CU22	Problem Explanation: The Copper Line test returned OR error code 2016. The line is temporarily out of service. Resolution/Recommendation: PSTN inactive - refer End User to telephony provider.	No BTW Fault	Unable to run a Copper line test due to Openreach error code indicating PSTN is inactive.	KBD indicates there is a potential issue impacting the PSTN service. Please refer the End User to their Telephony Provider to confirm and resolve this issue.
CU24	Problem Explanation: The Copper Line test has failed (LN). Openreach network fault found. Resolution/Recommendation: BTW cannot progress this fault as the root cause is the PSTN failure. Please report to your Copper Line Service Provider.	No BTW Fault	Copper line tests results indicate a local access network issue.	Please advise your End User to report this issue to their Telephony provider as this is a PSTN and not a ADSL issue.
CU25	Problem Explanation: The Copper Line test has failed (CA). Resolution/Recommendation: BTW cannot progress this fault as the root cause is the PSTN failure. Please report to your Copper Line Service Provider.	No BTW Fault	Copper line tests results indicate a local access network issue.	Please advise your End User to report this issue to their Telephony provider as this is a PSTN and not a ADSL issue.
CU26	Problem Explanation: The Copper Line test is inconclusive (DT). Resolution/Recommendation: BTW cannot progress this fault as the root cause is the PSTN failure. Please report to your Copper Line Service Provider.	No BTW Fault	Copper line tests results indicate a local access network issue.	Please advise your End User to report this issue to their Telephony provider as this is a PSTN and not a ADSL issue.



CU27	<p>Problem Explanation: The Copper Line test returned OR error code 2010. There is an open order against this service.</p> <p>Resolution/Recommendation: Refer End User to telephony provider to confirm order details. If further assistance is required please report the fault into BTW.</p>	No BTW Fault	The Copper Line test has returned a error code indicating that there is a Open Order against this service.	KBD indicates there is a potential issue impacting the PSTN service. Please refer the End User to their Telephony Provider to confirm and resolve this issue.
CU28	<p>Problem Explanation: End User equipment issue identified on BET Line.</p> <p>Resolution/Recommendation: CP Diagnostics resolved the problem.</p>	No BTW Fault	End User equipment issue identified, when CP completed diagnostics.	Diagnostics revealed the BET equipment at the End User, was switched off, service confirmed working when equipment powered up.
CU29	<p>Problem Explanation: End User equipment issue identified for BET Line.</p> <p>Appointment Required.</p> <p>Resolution/Recommendation: Report fault to BTW for OR investigation.</p>	Report to BTW	Diagnostics indicate further investigation with Openreach required.	Report to BT Wholesale.
CU30	<p>Problem Explanation: A BET line issue has been identified.</p> <p>Appointment Required.</p> <p>Resolution/Recommendation: Report fault to BTW for OR investigation.</p>	Report to BTW	Diagnostics indicate further investigation with Openreach required.	Report to BT Wholesale.
CU31	<p>Problem Explanation: A BET line issue has been identified.</p> <p>Appointment Not Required.</p> <p>Resolution/Recommendation: Report fault to BTW for OR investigation.</p>	Report to BTW	Diagnostics indicate further investigation with Openreach required.	Report to BT Wholesale.
CU32	<p>Problem Explanation: All other testing did not find any problem in the BTW network. However we have been unable to perform Copper line test.</p> <p>Resolution/Recommendation: Please ensure that line being tested is not currently in use and retest with KBD. If further assistance is required please report the fault into BTW.</p>	If Further Assistance Required Pass to BTW	Diagnostics indicate no BTW network issue however we have not been able to prove the Local Access Network.	If a further KBD test results in the same outcome please report into BTW for further investigation.



DCN12	<p>Problem Explanation: The circuit is dropping connection.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Dropping connection issue, diagnostics indicate no BTW issue.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
DCN13	<p>Problem Explanation: The circuit is dropping connection. This may be due to an End User home environment issue.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Dropping connection issue, diagnostics indicate no BTW issue.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
DCN14	<p>Problem Explanation: The circuit is dropping connection. However, the line is showing a high number of retrains that may be caused by a faulty modem/router or an End User home environment issue. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Dropping connection issue, diagnostics indicate no BTW issue, however a high number of retrains seen which maybe due to faulty CPE.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
DCN16	<p>Problem Explanation: The circuit is opted out of Interleaving. Please note that Interleaving may stabilize the circuit if applied.</p> <p>Resolution/Recommendation: To switch on interleaving please raise a modify order with BTW.</p>	No BTW Fault	DCN identified from testing or responses from Flow questions however Interleaving is currently opted out and this may resolve the issue if applied.	Interleaving may stabilize the circuit if applied. To apply interleaving please raise a modify order with BTW.
DCN17	<p>Problem Explanation: The circuit is dropping connection. This may be due to an End User home environment issue.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Dropping connection issue, diagnostics indicate no BTW issue more a End User environment issue.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
DCN18	<p>Problem Explanation: The circuit is dropping connection.</p> <p>Resolution/Recommendation: CP declined the option of reporting to BTW. KBD tests indicate no BTW network fault. Do not report to BTW.</p>	No BTW Fault	Dropping connection issue, diagnostics indicate no BTW issue more a End User environment issue.	CP declined the option of reporting to BTW. KBD tests indicate no BTW network fault



DS11	<p>Problem Explanation: The End User has a working session. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	<p>Packet movement detected which indicates the circuit is working.</p>	<p>Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).</p>
DS12	<p>Problem Explanation: A performance problem has been reported during the initial 3 days of the stabilization period. Resolution/Recommendation: Please inform the End User of the stabilization period and wait for a further <x> days before retesting with KBD if the issue still persists.</p>	No BTW Fault	<p>Diagnostics shows End User has a current working session however performance problem has been reported during the MAX stabilization period.</p>	<p>Please allow for the full 10 day stabilization period to complete and if the issue continues please re-test in KBD.</p>
DS13	<p>Problem Explanation: Performance issue identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	<p>Although a performance issue was indicated, no current problem identified during diagnostics.</p>	<p>Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).</p>
DS14	<p>Problem Explanation: CP confirmed VPI/VCI build Incorrect. The End User has a working session. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault.</p>	No BTW Fault	<p>VPI/VCI build Incorrect, when checked against BTW records.</p>	<p>CP needs to confirm their VPI/VCI configuration matches BTW records that were supplied on the original customer order.</p>
DS15	<p>Problem Explanation: A potential LTB issue was identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	<p>Diagnostics indicate no BTW issue however a potential LTB issue has been identified.</p>	<p>Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).</p>
DS17	<p>Problem Explanation: CP confirmed VPI/VCI build correct. Resolution/Recommendation: Please confirm all CP and End User checks have been completed.</p>	No BTW Fault	<p>Diagnostics show the circuit is testing ok but is currently down, VP/VC confirmed correct.</p>	<p>Please confirm all End User Environment checks have been completed and if issue not resolved submit for further BTW investigation.</p>
DS19	<p>Problem Explanation: A potential performance issue is identified with the service. Status check shows errors on End User line. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. If further assistance is required please report the fault into BTW.</p>	No BTW Fault	<p>Potential performance issue is identified, Status check shows errors which may be End User premises related as Copper Line test passed.</p>	<p>Please confirm all End User Environment checks have been completed and if issue not resolved submit for further BTW investigation.</p>



EPP11	<p>Problem Explanation: A performance problem has been reported during the initial 3 days of the stabilization period. Resolution/Recommendation: Please inform the End User of the stabilization period and wait for a further <x> days before retesting with KBD if the issue still persists.</p>	No BTW Fault	Performance issue reported during MAX stabilization period, identified as ELF.	Please allow for the full 10 day stabilization period to complete and if the issue persists please re-test in KBD.
EPP12	<p>Problem Explanation: We did not find any problem in the BTW network. An LTB issue has been identified. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Diagnostics indicate no BTW issue however a potential LTB issue has been identified.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
EPP13	<p>Problem Explanation: Test 1 of the performance test has failed. To continue with the analysis, End User needs to execute Test 2 and/or Test 3 of the Performance Tester. Resolution/Recommendation: Please ask the End User to run a full Performance Test before re-testing in KBD.</p>	No BTW Fault	Test 1 of the performance test has failed. Indicating a issue between the End User equipment and the Internet, to progress Diagnostics the End User needs to complete Test 2 and Test 3.	End User is required to re-run the Performance test and select Test 2 and or Test 3 to accurately diagnose the performance issue.
EPP14	<p>Problem Explanation: Performance Test not run. Resolution/Recommendation: Please ask End User to execute a performance test by logging on to http://speedtest.btwholesale.com and retest with KBD.</p>	No BTW Fault	Performance Test not run.	Please ask End User to execute a performance test by logging on to http://speedtest.btwholesale.com if the End User is unable to run a performance test then please re-test in KBD and select the 'unable to run performance test' option if offered.
EPP16	<p>Problem Explanation: No performance issues have been identified in the BTW network. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	No performance issues have been identified in the PT test 1 has failed but PT test 3 passed which indicates a issue outside the BTW network.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
EPP17	<p>Problem Explanation: No fault was identified with the service. Resolution/Recommendation: CP opted out of further BTW diagnostics. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Speedtest passed therefore no issue identified, CP has now opted out of BTW diagnostics.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
EPP18	<p>Problem Explanation: We did not find any problem in the BTW network. A potential throughput issue has been identified by the CP. Resolution/Recommendation: Please provide evidence to support potential performance issue. If further assistance required please report the fault into BTW.</p>	If Further Assistance Required Pass to BTW	Diagnostics ok but (Fixed Rate), Speed test indicates a performance issue or End User has been unable to run a (Fixed Rate) speedtest.	Please confirm all End User Environment checks have been completed and if issue not resolved submit for further BTW investigation.



EPP20	<p>Problem Explanation: Speed Test not run.</p> <p>Resolution/Recommendation: Please ask End User to execute a speed test by logging on to http://speedtest.btwholesale.com and retest with KBD.</p>	No BTW Fault	Speed Test not run.	Please ask End User to execute a performance test by logging on to http://speedtest.btwholesale.com if the End User is unable to run a performance test then please re-test in KBD and select the 'unable to run performance test' option if offered.
EPP21	<p>Problem Explanation: We did not find any problem in the BTW network. Speed Test results not available. Resolution/Recommendation: Please provide evidence to support potential performance issue. If further assistance required please report the fault into BTW.</p>	No BTW Fault	No problem found in the BTW network, no speedtest available.	Please provide throughput evidence to backup the reported performance issue.
EPP22	<p>Problem Explanation: We did not find any problem in the BTW network. Performance Test results not available. Resolution/Recommendation: Please provide evidence to support potential performance issue. If further assistance required please report the fault into BTW.</p>	No BTW Fault	Diagnostics RWT, Unable to run a performance test.	Please confirm all End User Environment checks have been completed and if issue not resolved submit for further BTW investigation with throughput evidence to backup the reported performance issue if available.
EPP23	<p>Problem Explanation: Test 1 and Test 2 of the performance test have failed. To continue with the analysis, End User needs to execute Test 3 of the performance tester. Resolution/Recommendation: Please ask the End User to run a full I Performance test and re-test in KBD.</p>	No BTW Fault	Performance issue indicated, Test 1 & 2 have failed but Test 3 not completed.	End User is required to re-run the Performance test and select Test 3 to accurately diagnose the performance issue.
EPP24	<p>Problem Explanation: A potential performance issue has been identified. Test 3 of the performance test has failed. Resolution/Recommendation: If further assistance required please report the fault into BTW.</p>	If Further Assistance Required Pass to BTW	Potential performance issue indicated by Test 3 failing a performance test.	Please confirm all End User Environment checks have been completed and if issue not resolved submit for further BTW investigation.
EPP29	<p>Problem Explanation: A historic LTB issue was identified. Current Line rate is above Fault Threshold Rate. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	No current issue found in the BTW Network, however an historic LTB issue was seen.	Current Line Rate is above the Fault Threshold Rate, Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).



EPP33	<p>Problem Explanation: The circuit is opted out of Interleaving. Please note that Interleaving may stabilize the circuit if applied.</p> <p>Resolution/Recommendation: To switch on interleaving please raise a modify order with BTW.</p>	No BTW Fault	Performance test not run however Interleaving is currently opted out and this may resolve the issue if applied.	Interleaving may stabilize the circuit if applied. To apply interleaving please raise a modify order with BTW.
EPP34	<p>Problem Explanation: Performance Test not run.</p> <p>Resolution/Recommendation: Please ask End User to execute a performance test by logging on to http://speedtest.btwholesale.com at the time they are experiencing problem and then retest with KBD.</p>	No BTW Fault	Performance Test not run.	Please ask End User to execute a performance test by logging on to http://speedtest.btwholesale.com at the time that they are experiencing the issue if the End User is unable to run a performance test then please re-test in KBD and select the 'unable to run performance test' option if offered.
EPP36	<p>Problem Explanation: Performance Test not run in last <x> days.</p> <p>Resolution/Recommendation: <No BTW network fault identified. If you are reporting a WCC performance issue then> Please ask End User to execute a performance test by logging on to http://speedtest.btwholesale.com at the time they are experiencing problem and then retest with KBD.</p>	No BTW Fault	Performance Test not run.	Please ask End User to execute a performance test by logging on to http://speedtest.btwholesale.com at the time that they are experiencing the issue if the End User is unable to run a performance test then please re-test in KBD and select the 'unable to run performance test' option if offered.
EPP37	<p>Problem Explanation: A potential performance issue has been identified. End User service has been identified as routed over a Highly Utilised VP.</p> <p>Resolution/Recommendation: WBC capacity available. Please consider migrating the end user to WBC to resolve the issue.</p>	No BTW Fault	Performance issues identified.	Please consider migrating the End User to WBC to resolve this issue (WBC capacity available).
EPP38	<p>Problem Explanation: A potential performance issue has been identified. End User service has been identified as routed over a Highly Utilised VP.</p> <p>Resolution/Recommendation: Please inform the End User the VP Regrade date is <Regrade Date>. Please wait until Regrade is complete before retesting.</p>	No BTW Fault	Performance issues identified and localised as being routed over a highly utilised VP.	This VP is due for a regrade as shown in the Resolution/Recommendation, please retest once regrade has been completed.
EPP39	<p>Problem Explanation: A potential performance issue has been identified. End User service has been identified as routed over a Highly Utilised VP.</p> <p>Resolution/Recommendation: If further assistance required please contact BTW.</p>	If Further Assistance Required Pass to BTW	Performance issues identified and localised as being routed over a highly utilised VP.	VP is not due for a regrade please forward the issue the BTW if required.



HE11	<p>Problem Explanation: Broadband telephone line is not working. Resolution/Recommendation: Please report it to the telephony provider.</p>	No BTW Fault	Broadband telephone line is not working.	Please advise your End User to report this issue to their Telephony provider as this is a PSTN and not a ADSL issue.
HE12	<p>Problem Explanation: The problem has been identified with non ADSL equipment connected to their line/PC. Resolution/Recommendation: The End User problem was resolved after disconnecting non ADSL equipment from their line/PC. KBD tests indicate no BTW network fault. Do not report to BTW.</p>	CCSFI	Diagnostics indicate that non ADSL equipment is causing the issue.	Please ensure this equipment is not connected when the End User is using the Broadband connection, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
HE13	<p>Problem Explanation: End User premises issue identified. Resolution/Recommendation: The End User's problem was resolved after connecting directly to the master socket. This indicates an internal home environment issue. Please resolve directly with your customer. KBD tests indicate no BTW network fault. Do not report to BTW.</p>	CCSFI	Diagnostics indicate a issue at the End User.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
HE14	<p>Problem Explanation: The End User's equipment is faulty. Resolution/Recommendation: Replace the equipment to resolve the fault. KBD tests indicate no BTW network fault. Do not report to BTW.</p>	No BTW Fault	Diagnostic has revealed a End User equipment issue, proved by substitution.	Diagnostic has revealed a End User equipment issue, proved by substitution, Please rectify the End User equipment issue.
HE15	<p>Problem Explanation: End User ADSL equipment issue. Resolution/Recommendation: ADSL service working with CP supplied equipment. KBD tests indicate no BTW network fault. Do not report to BTW.</p>	No BTW Fault	Diagnostic has proved End User using non CP supplied equipment, Confirmed ok when CP supplied equipment reconnected.	Diagnostic has proved End User using non CP supplied equipment, Confirmed ok when CP supplied equipment reconnected, Please inform End User of faulty/non compatible equipment.



HE16	<p>Problem Explanation: End User Premises issue was identified. Resolution/Recommendation: End User premises issue has been resolved .KBD tests indicate no BTW network fault. Do not report to BTW.</p>	CCSFI	End User wiring changed has been identified, circuit testing ok from master socket.	End User premises issue has been identified, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
HE17	<p>Problem Explanation: This may be due to a common noise issue affecting the local network. Resolution/Recommendation: Please pass to BTW for further diagnostics.</p>	Report to BTW	Possible Local Access Network issue, requires further BTW investigation.	Report to BT Wholesale.
HE18	<p>Problem Explanation: An End User premises appliance has been identified as causing problems with the ADSL service. Resolution/Recommendation: Advise End User to switch off/disconnect that device during broadband use. Do not report to BTW.</p>	CCSFI	End User appliance found to be causing Broadband problems.	Please inform End User not to use the device whilst using Broadband connection, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
HE19	<p>Problem Explanation: End User equipment issue. Resolution/Recommendation: CP Diagnostic resolved the problem.KBD tests indicate no BTW network fault. Do not report to BTW.</p>	CCSFI	End User equipment issue identified, when CP completed HETQ	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).



ISP11	<p>Problem Explanation: We did not find any problem in the BTW network. The End User has a working session. A performance problem has been reported during the initial 3 days of the stabilization period.</p> <p>Resolution/Recommendation: Please inform the End User of the stabilization period and wait for a further <x> days before retesting with KBD if the issue still persists.</p>	No BTW Fault	<p>Diagnostics show no issue in the BTW network, End User has a current working session, Performance issue reported with the MAX stabilization period.</p>	<p>Please allow for the full 10 day stabilization period to complete and if the issue continues please re-test in KBD.</p>
ISP12	<p>Problem Explanation: We did not find any problem in the BTW network. the End User has a working session. The speed/performance test was executed outside the time that the fault was experienced. Resolution/Recommendation: Please advise End User to run a speed/performance test when the problem is being experienced.</p>	No BTW Fault	<p>Diagnostics show no issue in the BTW network, End User has a current working session, Performance issue reported but performance test was reported outside the time the issue was experienced.</p>	<p>Please advise End User to run a speed/performance test when the problem is being experienced and retest to enable full KBD Diagnostics to complete.</p>
ISP13	<p>Problem Explanation: The End User has a working session. Resolution/Recommendation: Performance issue may be related to the internet server and not the network. Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	<p>Diagnostics show no issue in the BTW network, End User has a current working session.</p>	<p>Performance issue reported which maybe caused by issues outside of the BTW network, please check interleaving etc as per KBD Resolution/Recommendation .Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).</p>
ISP14	<p>Problem Explanation: The End User has a working session. And it seems to be working to contractual parameters. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	<p>Diagnostics show no issue in the BTW network, End User has a current working session.</p>	<p>Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).</p>
ISP15	<p>Problem Explanation: The End User has a working session. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	<p>Diagnostics show no issue in the BTW network, End User has a current working session.</p>	<p>Please follow your diagnostic procedures to resolve the issue as diagnostics indicate no BTW issue. Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).</p>



ISP16	<p>Problem Explanation: We did not find any problem in the BTW network. A stale session was identified with the service which has now been resolved.</p> <p>Resolution/Recommendation: Please confirm that the End User is now able to connect. If problem persists please follow CP diagnostic procedures to resolve the fault and retest with KBD.</p>	No BTW Fault	A stale session was identified with the service which has now been resolved. Session cleared by CP whilst completing fault diagnostics.	Please confirm that the End User is now able to connect as a Stale Session was cleared during the diagnostics, if issue persists please retest in KBD.
ISP18	<p>Problem Explanation: The End User has a working session. Status check shows errors on End User line.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Diagnostics show no fault in the BTW network, End User has a current working session, errors seen on End User line indicating potential End User issue.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
ISP19	<p>Problem Explanation: The End User has a working session. End User is facing a performance issue at particular time(s) of the day.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Diagnostics indicate no BTW issue, Time of day issue indicated.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
ISP20	<p>Problem Explanation: We did not find any problem in the BTW network. A possible stale PPP session was identified but not cleared. Resolution/Recommendation: Please confirm all CP and End User checks have been completed.</p>	No BTW Fault	Stale session identified but has not been cleared during diagnostics.	Please confirm your diagnostic procedures have been completed to clear the Stale Session identified , if issue not resolved please forward to BTW for further investigation.
ISP21	<p>Problem Explanation: We did not find any problem in the BTW network . The End User has a working session.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed.</p>	No BTW Fault	Diagnostics show no issue in the BTW network, End User has a current working session.	Please follow your diagnostic procedures to resolve the issue as diagnostics indicate no BTW issue, if issue not resolved please forward to BTW for further investigation.



KL01	Error: [KL01] The current user is not allowed to test this circuit as this circuit belongs to a different CP. You cannot report this outcome.	No BTW Fault	The current user is not allowed to test this circuit as this circuit belongs to a different CP.	Please check/confirm circuit details as this circuit belongs to a different CP.
KL02	Error: [KL02] The queried circuit does not exist. Please check the circuit ID/Service ID/Telephone no. and try again. You cannot report this outcome	No BTW Fault	The queried circuit does not exist.	Please check/confirm circuit details as this circuit does not exist.
KL03	Error: [KL03] The queried circuit is not supported by KBD 20CN application. It is either 21CN circuit or the circuit does not exist. You cannot report this outcome.	No BTW Fault	The queried circuit is not support by 20C KBD application.	Please check/confirm circuit details as this is a possible 21C product.
KL04	Error: [KL04] The circuit cannot be tested as the circuit service status is - <circuit state>. You cannot report this outcome. E.g. The circuit cannot be tested as the circuit service status is - In Course of Provision. You cannot report this outcome.	No BTW Fault	The queried circuit is showing a open Provision related order.	We are unable to test this circuit as our records indicate the Provision is not yet complete, please check with Provisioning control.
KL05	Problem Explanation: This circuit is affected by <PEW/TT/MSO/EMU>. The Incident detail is as follows- <Incident ID, Start Date and Estimated Completion Date>. For details about all the incidents affecting this circuit, click 'Network Incidence Check' button in the Drill Down View. Resolution/Recommendation: Please inform the End User of this.	No BTW Fault	Circuit is affected by a current service outage.	Please check the outage details as provided by the KBD output advise your End User of accordingly.
KL06	Problem explanation: The initial look up check has been successfully completed. Resolution/ Recommendation: CP opted out of further BTW diagnostics. If you wish to report a fault to BTW you must retest in KBD and select the 'YES' option when offered further KBD diagnostics.	No BTW Fault	Initial check shows circuit testing ok.	CP opted out of further BTW diagnostics, if issue persists please re-run KBD to completion.
KL07	Error: [KL07] Your account is not setup correctly. Please contact the helpdesk.	No BTW Fault	The account is not setup correctly. Please contact the helpdesk.	The account is not setup correctly. Please contact the helpdesk.
KL08	Error: [KL08] The service you are trying to access is currently unavailable, please try again later.	No BTW Fault	The service you are trying to access is currently unavailable.	The service you are trying to access is currently unavailable. Please try again later.
KL09	Error: KBD does not recognize this circuit. Please ensure that a valid 20CN service id is entered and try again. If KBD is still unable to test this circuit please retry later or report to the BTW Systems Support Help Desk.	No BTW Fault	The queried circuit cannot be validated by KBD 20CN application. Please ensure that a valid 20CN service id is provided and try again	KBD does not recognize this circuit. Please check your circuit details and service status, if these are correct please retry later or report to the BTW Systems Support Help Desk.



NS11	Problem Explanation: The circuit is not in sync. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.	CCSFI	Diagnostics indicate no BTW issue, Copper Line test passed.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
NS12	Problem Explanation: The circuit is not in sync. Circuit is not TAM-enabled. Resolution/Recommendation: <Early life failure.> Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.	CCSFI	Non TAM circuit, Copper Line test passed & circuit id potential ELF.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
NS13	Problem Explanation: The circuit is not in sync. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.	CCSFI	Diagnostics indicate no BTW issue, TAM & Copper Line test passed.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
NS14	Problem Explanation: The circuit is not in sync. Resolution/Recommendation: Early life failure - Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.	CCSFI	TAM test (if available) has passed, Copper Line test passed & circuit id ELF.	Diagnostics have confirmed this is an ELF however BTW diagnostics indicate this circuit is not in synch, Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
NS15	Problem Explanation: The circuit is not in sync. However, the line is showing a high number of retrains that may be due to a faulty modem/router or a potential home wiring issue. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.	CCSFI	Diagnostics indicate no BTW issue, TAM & Copper Line test passed.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
NS16	Problem Explanation: The circuit is not in sync. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.	CCSFI	Diagnostics indicate no BTW issue, TAM & Copper Line test passed.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).



RAD11	<p>Problem Explanation: The End User does not have a working PPP session. The problem is caused due to <#problem Cause#>. Resolution/Recommendation: Please follow your diagnostic procedures to resolve the fault. Do not report this fault to BTW.</p>	No BTW Fault	Radius log check indicated incorrect or malformed login details, as indicated in the 'problem explanation'	Please check / confirm all End User details are correct as diagnostics have indicated no BTW issue but possible incorrect/malformed login being used.
RAD12	<p>Problem Explanation: The End User does not have a working PPP session and the service request has been rejected. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Diagnostics show no current PPP session, login request rejected by CP.	Please check / confirm all End User detail, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
RAD16	<p>Problem Explanation: The End User was not configured correctly for CP domain. Resolution/Recommendation: CP diagnostic has resolved the fault.</p>	No BTW Fault	The End User was not configured correctly for CP domain.	End User Configuration issue resolved by CP during diagnostics, if issue persists please re-test via KBD.
RAD18	<p>Problem Explanation: The End User does not have an active PPP session but IP connectivity has been confirmed within the BTW network. Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Diagnostics show no active PPP session, IP connectivity confirmed with BTW network.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
RAD19	<p>Problem Explanation: Please perform all End User checks (Software/PC setup/Drivers etc). Resolution/Recommendation: If problem persists, report into BTW with the following message - The End User has a high number of short PPP sessions.</p>	No BTW Fault	Diagnostics RWT, Radius log indicating high number of short sessions.	Please follow your diagnostic procedures to resolve the issue as diagnostics indicate no BTW issue however a high number of short sessions have been seen , if issue not resolved please forward to BTW for further investigation.



RAD20	<p>Problem Explanation: The End User does not have an active PPP session but IP connectivity has been confirmed with the BTW network, but has failed to the CP Network.</p> <p>Resolution/Recommendation: Please confirm customer logon details. If correct please confirm CP Network/Backhaul configuration with Customer Service team. If issue persists pass to BTW for further investigation.</p>	No BTW Fault	Diagnostics RWT, TAM tested passed in BTW network but enhanced TAM test failed towards CP Network.	Please confirm all End User Environment checks have been completed and your own network / backhaul configuration with customer service team, if issue not resolved submit for further BTW investigation.
RAD21	<p>Problem Explanation: The End User does not have an active PPP session but IP connectivity has been confirmed with BTW and CP network.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. This is a CCSFI enabled outcome.</p>	CCSFI	Diagnostics show no active PPP session, IP connectivity confirmed within BTW network & as far as the CP domain.	Please confirm all End User Environment checks have been completed, Should this action not resolve the issue you can book an SFI appointment (CCSFI).
RAD22	<p>Problem Explanation: The End User does not have an active PPP session but IP connectivity has been confirmed within the BTW network. Enhance TAM test not available.</p> <p>Resolution/Recommendation: Please follow CP diagnostic procedures to resolve the End User fault as it is not BTW network related.</p>	No BTW Fault	Diagnostics show no active PPP session, IP connectivity confirmed within BTW network but unable to test further.	Please confirm all End User Environment checks have been completed and your own network / backhaul configuration with customer service team, if issue not resolved submit for further BTW investigation.
RAD23	<p>Problem Explanation: We have been unable to confirm a PPP session. Standard TAM test not available.</p> <p>Resolution/Recommendation: Please follow CP diagnostic procedures to progress the End User's problem. If further assistance is required please report the fault into BTW.</p>	If Further Assistance Required Pass to BTW	No current PPP session, TAM failed/unable to complete TAM test, requires further BTW investigation.	Please confirm all End User checks have been completed to ensure they are not the cause of the connectivity issue. if issue not resolved submit for further BTW investigation.
RAD24	<p>Problem Explanation: We have been unable to confirm a PPP session. Circuit is not TAM-enabled.</p> <p>Resolution/Recommendation: Please follow your diagnostic procedures to progress the End User's problem. If further assistance is required please report the fault into BTW.</p>	Report to BTW	Diagnostics indicate no apparent BTW issue however there is no current PPP session.	Please confirm all End User checks have been completed to ensure they are not the cause of the connectivity issue. if issue not resolved submit for further BTW investigation.
RAD27	<p>Problem Explanation: The End User does not have an active PPP session and a potential issue has been identified in the BTW network.</p> <p>Resolution/Recommendation: Please pass to BTW for further diagnostics.</p>	Report to BTW	No current PPP session, requires further BTW investigation.	Report to BT Wholesale.



SDSL11	Problem Explanation: The End User does not have a working PPP session. The problem is caused due to <#problem Cause#>. Resolution/Recommendation: Please follow your diagnostic procedures to resolve the fault. Do not report this fault to BTW.	No BTW Fault	SDSL circuit - Radius log check indicated incorrect or malformed login details, as indicated in the 'problem explanation'.	Please check / confirm all End User details are correct as diagnostics have indicated no BTW issue but possible incorrect/malformed login being used.
SDSL12	Problem Explanation: The End User was experiencing a service barring issue. Resolution/Recommendation: CP diagnostics has resolved the fault.	No BTW Fault	SDSL circuit - Initial diagnostics show a service barring issue which has been resolved by the CP whilst completing fault diagnostics.	End User Service Barring issue resolved by CP during diagnostics, if issue persists please re-test via KBD.
SDSL13	Problem Explanation: <#problem> No BTW Network Fault identified. Resolution/Recommendation: Please follow your diagnostic procedures to resolve the fault.	No BTW Fault	SDSL circuit - Performance, intermittent or connectivity issue reported however no BTW network found. Fault details indicated in the 'problem explanation'.	End User Configuration issue resolved by CP during diagnostics, if issue persists please re-test via KBD.
SDSL14	Problem Explanation: The Copper Line test has failed. Resolution/Recommendation: If further assistance is required please report the fault into BTW.	No BTW Fault	SDSL circuit – Copper Line test issue.	Please confirm all relevant SDSL specific End User Environment checks have been completed and if issue not resolved submit for further BTW investigation.
SDSL15	Problem Explanation: A potential connectivity issue has been identified. Resolution/Recommendation: If further assistance is required please report the fault into BTW.	Report to BTW	SDSL circuit - TAM network check failed at ATM / PPP layer.	Report to BT Wholesale.
SDSL16	Problem Explanation: A potential connectivity issue has been identified. Resolution/Recommendation: If further assistance is required please report the fault into BTW.	Report to BTW	SDSL circuit - TAM network check failed at layer DSL / Modem.	Report to BT Wholesale.
SDSL17	Problem Explanation: <#problem> Resolution/Recommendation: Please follow your diagnostic procedures to resolve the fault. If further assistance is required please contact BTW SDSL Helpdesk on 08000321914 (Option 2)	No BTW Fault	SDSL circuit – Loop seen on line.	Please confirm all relevant SDSL specific End User Environment checks have been completed and if further assistance is required please contact BTW SDSL Helpdesk on 08000321914 (Option 2).
SDSL18	Problem Explanation: The Copper Line test return OR error code - <ErrorMsg>. Resolution/Recommendation: Please confirm there is no open faults reported to BTW. If further assistance is required please report the fault into BTW.	No BTW Fault	Result obtained by Copper Line test, requires further BTW investigation.	Report to BT Wholesale.
SDSL19	Problem Explanation: The End User does not have an active PPP session and a potential issue has been identified in the BTW network. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Report to BTW	No current PPP session, requires further BTW investigation.	Report to BT Wholesale.



SHE11	Problem Explanation: End User equipment issue. Resolution/Recommendation: CP Diagnostic resolved the problem.	No BTW Fault	SDSL circuit - Diagnostics have indicated a End User equipment issue.	Diagnostic has revealed a End User equipment issue, Please rectify the End User equipment issue.
SHE12	Problem Explanation: End User Premises issue identified. Resolution/Recommendation: The End User's problem was resolved after connecting directly to the master socket. This indicates an home environment issue. Please resolve directly with your customer.	No BTW Fault	SDSL circuit - Diagnostics have confirmed circuit working when connected to master socket.	Please confirm all relevant SDSL specific End User Environment checks have been completed as diagnostics indicate a End User premises issue as circuit confirmed working at Master Socket.
SHE13	Problem Explanation: The End User's equipment is faulty. Resolution/Recommendation: Replace the equipment to resolve the fault.	No BTW Fault	SDSL circuit - End User equipment proved faulty by substitution during diagnostic investigation.	Diagnostic has revealed a End User equipment issue, proved by substitution, Please rectify the End User equipment issue.
SHE14	Problem Explanation: End User SDSL equipment issue. Resolution/Recommendation: No BTW issue. SDSL service working with CP supplied equipment.	No BTW Fault	SDSL circuit - Faulty End User equipment confirmed by substitution during diagnostic investigation.	Diagnostic has proved End User using non CP supplied equipment, Confirmed ok when CP supplied equipment reconnected, Please inform End User of faulty/non compatible equipment.
SHE15	Problem Explanation: An End User premises appliance has been identified as causing problems with the SDSL service. Resolution/Recommendation: Advise End User to switch off/disconnect that device during broadband use.	No BTW Fault	SDSL circuit - Diagnostics identified End User premises issue relating to a new appliance.	Please advise the End User not to use the appliance that has been identified as causing the issue when using the SDSL service.
SHE16	Problem Explanation: End User Premises issue was identified. Resolution/Recommendation: End User premises issue has been resolved.	No BTW Fault	SDSL circuit - Diagnostics identified End User premises electrical interference.	Please advise the End User not to use the appliance that has been identified as causing the interference when using the SDSL service.
SHE17	Problem Explanation: This may be due to a common noise issue affecting the local network. Resolution/Recommendation: Please pass to BTW for further diagnostics.	Report to BTW	SDSL circuit - Possible Local Access Network issue on SDSL line, requires further BTW investigation.	Report to BT Wholesale.



SL01	Error: The current user is not allowed to test this circuit as this circuit belongs to a different CP.	No BTW Fault	The current user is not allowed to test this circuit as this circuit belongs to a different CP.	Please check/confirm circuit details as this circuit belongs to a different CP.
SL02	Error: The queried circuit does not exist. Please check the <Circuit ID/Service ID/Telephone no> and try again.	No BTW Fault	The queried circuit does not exist.	Please check/confirm circuit details as this circuit does not exist.
SL03	Error: The queried circuit is not supported by KBD 20CN application. It is either 21CN circuit or the circuit does not exist.	No BTW Fault	The queried circuit is not supported by 20C KBD application.	Please check/confirm circuit details as this is a possible 21C product.
SL04	Error: The circuit cannot be tested as the circuit service status is - <Circuit state>. E.g. The circuit cannot be tested as the circuit service status is - In Course of Provision.	No BTW Fault	The queried circuit is showing an open Provision related order.	We are unable to test this circuit as our records indicate the Provision is not yet complete, please check with Provisioning control.
SL05	Problem Explanation: This circuit is affected by <PEW/TT/MSO>. The Incident detail is as follows- <Incident ID, Start Date and Estimated Completion Date>. For details about all the incidents affecting this circuit, click 'Network Incidence Check' button in the Drill Down View. Resolution/Recommendation: Please inform the End User of this.	No BTW Fault	Circuit is affected by a current service outage.	Please check the outage details as provided by the KBD output advise your End User of accordingly.
SL06-N	Problem Explanation: The SuperLite look up check has been successfully completed. <PPP Session is UP> <PPP Session Down and Modem is not in Sync> <PPP Session Down and Modem is in Sync>Resolution/ Recommendation: If you wish to report a fault to BTW you must retest in KBD and select the 'YES' option when offered further KBD diagnostics.	No BTW Fault	Initial check shows circuit testing out of Synchronisation.	If further Diagnostics required, please run KBD to completion.



SL06-R	<p>Problem Explanation: The SuperLite look up check has been successfully completed. <PPP Session is UP> <PPP Session Down and Modem is not in Sync> <PPP Session Down and Modem is in Sync></p> <p>Resolution/ Recommendation: If you wish to report a fault to BTW you must retest In KBD and select the 'YES' option when offered further KBD diagnostics.</p>	No BTW Fault	Initial check shows circuit testing in Synch but no PPP session established.	If further Diagnostics required, please run KBD to completion.
SL06-W	<p>Problem Explanation: The SuperLite look up check has been successfully completed. <PPP Session is UP> <PPP Session Down and Modem is not in Sync> <PPP Session Down and Modem is in Sync></p> <p>Resolution/ Recommendation: If you wish to report a fault to BTW you must retest in KBD and select the 'YES' option when offered further KBD diagnostics.</p>	No BTW Fault	Initial check shows circuit is working.	If further Diagnostics required, please run KBD to completion.
SL07	<p>Error: Your account is not setup correctly. Please contact the helpdesk.</p>	No BTW Fault	The account is not setup correctly. Please contact the helpdesk.	The account is not setup correctly. Please contact the helpdesk.
SL08	<p>Error: The service you are trying to access is currently unavailable, please try again later.</p>	No BTW Fault	The service you are trying to access is currently unavailable.	The service you are trying to access is currently unavailable. Please try again later.
SL09	<p>Error:The queried circuit cannot be validated by SuperLite 20CN application. Please ensure that a valid 20CN service id is provided and try again.</p>	No BTW Fault	The queried circuit cannot be validated by KBD 20CN application. Please ensure that a valid 20CN service id is provided and try again	KBD is currently unable to test this circuit please retry later or use DNA option to progress.
SL10	<p>Error: The SuperLite is currently not supported for SDSL. You cannot report this outcome. If you wish to report a fault to BTW, you must run a full KBD test.</p>	No BTW Fault	Please re-run selecting KBD	Please re-run selecting KBD



TAM11- R/D/N/Q	<p>Problem Explanation: A potential connectivity issue has been identified. Resolution/Recommendation:Please pass to BTW for further diagnostics.</p>	Report to BTW	Diagnostics have resulted in a TAM network check failure which requires further investigation.	Report to BT Wholesale.
TAM12- R/D/N/Q	<p>Problem Explanation: A potential connectivity issue has been identified. Resolution/Recommendation:Please pass to BTW for further diagnostics.</p>	Report to BTW	Diagnostics have resulted in a TAM network check failure which requires further investigation.	Report to BT Wholesale.
TAM13- R/D/N/Q	<p>Problem Explanation: The End User does not have an active PPP session. Resolution/Recommendation:Please pass to BTW for further diagnostics.</p>	Report to BTW	Diagnostics have resulted in a TAM network check failure which requires further investigation.	Report to BT Wholesale.
TAM14- R/D/N/Q	<p>Problem Explanation: The End User does not have an active PPP session. Resolution/Recommendation:Please pass to BTW for further diagnostics.</p>	Report to BTW	Diagnostics have resulted in a TAM network check failure which requires further investigation.	Report to BT Wholesale.



WCC11	<p>Problem Explanation: The End User has a potential QoS related performance issue.</p> <p>Resolution/Recommendation: Please pass to BTW for further diagnostics.</p>	Report to BTW	Diagnostics have indicated that further investigation is required by BTW.	Report to BT Wholesale.
WCC12	<p>Problem Explanation: The End User has reported potential QoS related performance issue. DSL Line monitoring indicates errors on the End User line. Resolution/Recommendation: Improving the stability of the End User Line by applying interleaving or changing the stability profile may reduce the errors. Please confirm all CP and End User checks have been completed. If further assistance required please report the fault into BTW.</p>	No BTW Fault	Diagnostics indicate errors on the End User line.	Please confirm all End User checks have been completed to ensure they are not the cause of the performance issue. If issue not resolved submit for further BTW investigation.
WCC13	<p>Problem Explanation: QoS TAM test not available.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. If further assistance required please report the fault into BTW.</p>	No BTW Fault	Diagnostics indicate errors on the End User line.	Please confirm all End User checks have been completed to ensure they are not the cause of the performance issue. If issue not resolved submit for further BTW investigation.
WCC14	<p>Problem Explanation: No performance issues have been identified in the BTW network. <DSL Line monitoring indicates errors on the End User line.></p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault. Only report the fault to BTW if engineer has confirmed no issue in the end user premises or Local Access Network.</p>	No BTW Fault	Diagnostics indicate no BTW issue.	Please confirm all CP and End User checks have been completed. KBD tests indicate no BTW network fault
WCC15	<p>Problem Explanation: No performance issues have been identified in the BTW network. Customer is indicating a QoS issue at specific time(s) of the day.</p> <p>Resolution/Recommendation: Please confirm all CP and End User checks have been completed. If further assistance required please report the fault into BTW.</p>	Report to BTW	Diagnostics have indicated that further investigation is required by BTW.	Report to BT Wholesale.

