



TDS 10-month history - page 1 of 2

	12/30/05 10am switch from Choice One to TDS
	Received FOC (form order confirmation) from Choice One on 12/26 Julie Owen (289-1546) will take Don Shott's place on 12/30.
	Hughes must move wires to new "block"
	12/30/05 - Could not get internet working. TDS work ticket 2856881.
	IP was not configured for Static. TDS did not check data extension because it was not TDS.
	XDATA Helpdesk 888-850-5915. Internet ext. 2.
	1/4/06 11:43 - Phones go down after 17seconds then come on again. TDS workticket 2010943. Fixed 5:30 pm.
AAA	1/24/06 Tues. 1:30 pm Internet out. Back up 1:50.
	1/25/06 Wed. 12:05 pm Internet out. Back up 12:20 Down 12:23 Ref 2893105 per TDS John 2:40.
	1/26/06 Thurs. 8 am still down. Internet still out. 8:20 TDS Jim said problem has been dispatched to repair team.
	SBC Jay Pettygrove 8:30 said "Looks like bad pairs (which carry the T-1 signal) on the data line"
	Jay hooked up to one new pair of the two pairs needed for the data line. Voice line OK. Made change at the Day St. box.
	2/02/06 Thurs. 10am TDS Chris called to say alarms going off on their transport equipment indicating trouble on data line (before we were aware). Issued a work ticket 2035378.
	1pm AT&T/SBC Jerry Cutler (Tech no. S60) said he was looking for bad pair when voice line went out also.
	2pm AT&T/SBC Jerry Cutler (Tech no. S60) said he and another tech found two more good pairs and tested them thoroughly.
	50-line cable is spliced into larger cable by D'machine on River lane. All go to "cross box" on Dale Ave.
D	2/17/06 Fri. 11:53 am. - voice and data down. Both service numbers busy. Back up 12:50 am.
	1:25 pm. - voice and data down. Both service numbers busy. Back up 1:30 pm.
	2/21/06 Tues. 11:15 am. - Data down. TDS Jeff will send tech out. Ticket 2931304. 1/2 channel out. Could be CMG router card.
	Tues. 12:50 pm. - Data down. TDS Chris will send tech out. Ticket 2049519. Other ticket was for voice line by mistake.
	Tues. 2:00 pm. - SBC Jeff Bird here a couple minutes. Back at 2:20 Data back up at 2:30.
V	3/09/06 Thur. 9 am. - Voice down. TDS Mike issued Ticket 2061722. Back up 9:30. Down 9:35. Up 10:10.
	Down 10:35. 1:10 pm Patrick said TDS has been monitoring since 11 pm and look pretty good. They will continue to monitor.
	Down 2:05 pm. TDS said AT&T has been contacted. Up at 2:10.
	2:40 Jay from AT&T came. Said troubles all over town due to ice thaw and alot of water. 3:30 Jay couldn't fix. Turning it over to the cable team.
	5pm AT&T Keith from cable crew came to work on it.
	TDS Patrick said when over 4 occurrences in 90 days, then referred to the "Chronic Team". Will then monitor and maybe switch out cable.
	3/24/06 - TDS Monica called to say they were continuing to monitor the circuit and things look OK at this time.
	4/13/06 - Choice One survey in morning asked why switched and what was important. Said service and internet important. Now internet down.
	4/13/06 Thur- 2:45 TDS Ryan checking. System up & down all day. They thought problem might be our 3Com router, CSI said no.
D	4/14/06 Fri- 10:34 am - TDS ticket 2998790. Said they can't talk to the equipment. Different problem than yesterday.
	4/17/06 - Internet running OK.
	4/18/06 Tue. - 8:20am TDS Amanda called to see if there were any more problems with the voice part of the T-1. There was not, so
	TDS will close out the "chronic work ticket" no. 2061722 for the voice problem (supposedly an AT&T problem).
	Amanda said TDS started monitoring on 3/15 and monitors for 30 days.
D	4/20/06 - 1:55pm TDS Sandra called to see if there were any more problems on the voice (same as Amanda 4/18/06).
	4/28/06 Fri. - 11:00am - Data down. TDS greeting said some customers in IL & WI have internet connection problems.
	TDS Kevin said he could not log into server. CRD light red, LNK light green. Will dispatch TDS technician- ticket no. 3015427.
	2:00pm TDS Brian said circuit 1 (plugged into circuit 2 of channel bank) was out. Will dispatch AT&T fix T-1 circuit.
	3:40pm AT&T Jay called to say he's going to the junction box to fix bad cable pairs.
	4:20pm AT&T Jay called to say he can't finish. Someone will be out again tomorrow (Sat.) morning. Left boss's number (Mike Smith-Special Services) 815-654-5106.
	4:45pm I called AT&T Mike who apologized and said we were turned over to "chronic dept." for excessive problems. Someone will be out Sat. am.
	5:50pm Tested internet and it worked. Fixed itself. called AT&T Mike Smith to let him know.
D	5/2/06 Tues. - 8:00am Data down. TDS Rob issued ticket no. 3019045.
	8:40am Data up. I let Rob know. 9:40am Rob turned over to TDS Repair Team for evaluation. 9:55am saw SBC van drive around building.
	10:05am AT&T Mike Foster came to check kdata box and outside wiring. 10:15am drove away. 10:35 back.
	10:45am AT&T Mike Foster said working OK but Cable Group will come to check. His group is DOG (Digital Operations Group) installs equipment.
	2:00pm AT&T Bill from Cable Group said he found the wire and repaired it. it was within two blocks. Squirrels had knawed on it.
	2:35pm AT&T Bill from Cable Group finished testing the line and says it's clean. He tested it under heavier voltage which is not always done.
	5/03/06 Wed. - 9:30am TDS Tony came with trouble ticket from yesterday 4:20pm. Talked to Vitale at Central Office and agreed to do nothing for now.
	Tony said Cental Office had trouble "seeing" one of the two circuits and wouldn't let them change things remotely.
	11:00am - TDS Aaron (Madison Repair Group) called to check on our service. Will close out ticket 2109486.
AAA	5/10/06 Wed. - 8:40am TDS Corey - checking system because data going up & down. Did several checks. Everything looks OK at present time.
	5/11/06 Thurs. - 8:00am Data down. TDS John issued ticket no. 3030079. Said Adit channel bank may have to be reset (by TDS?) Or firmware upgrade to the CMG (router).
	1:10am - TDS Clark (Tony's boss?) said AT&T was replacing a bad section of cable and crossed over some pairs which caused us some problems. Should be fixed now.
	5/23/06 Mon. - 11:30am TDS Mike said he would notify AT&T about junction box 5401 on corner of Walker & Lawn.
	5/24/06 Wed. - 9:30am Not connecting to email server. TDS Nathan said to do a "trace route" to the mail server.
	Ryan Zimmerman says he can't see a problem from his end at Jumping Trout. (ADIT 600 shows two amber indicators 4 & 6)
	5/25/06 Thur. - 8:00am Email problem fixed itself overnight. (ADIT 600 now shows indicator 7 amber & red) 8:45 indicator light now green.

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V	6/07/06 Wed. - 10:00 am	Voice dropping when put on hold. Indicators 2 & 3 amber. Barbara issued Ticket 2143861.
	6/08/06 Thur. - 10:00 am	Chris checking and monitoring.
	6/08/06 Thur. - 1:00 pm	Jeff, with Gracy, came to download logs off channel bank and reset to be able to see remotely. Looks like last problem was on 5/11/06.
	6/16/06 Fri. - 12:20 pm	TDS Patrick called to check on data line. Will close chronic ticket 2117126. No problems in over 30 days.
		Remote monitoring detected up to 33 errors in a 24 hour period. For past 30 days almost no errors.
	6/29/06 Thur. - 4:40 pm	- 4 lines lit up at same time. Two wrong numbers, two no answer. TDS Shane will make note of it.
D	9/12/06 Tues. - 8:15am	Data down. TDS Pat said he could not reach Addit Channel Bank. Issued work ticket 3181470 (repair order 2246442). Data circuit out in XData box.
	11:15	Repair service 877-208-5111. Amber said they detected problem with circuit and contacted AT&T 10:40am.
	1:00 pm	Data came back up. TDS Jim said he would make note the someone should call me with closing notes to explain what happened.
D	9/13/06 Wed.- 7:30am	Data down. TDS Jim sending Tech to do another line test. Yesterday looked at "smart jack" and found wet wiring.
	9:30 am	TDS Barb said AT&T was contacted 9:00 am to check central switch out in field.
	1:10 pm	TDS Tim said AT&T and TDS both discussing the problem. Testing continuing..
	3:00 pm	AT&T arrived at PST. Left for Dale Ave. at 3:20 returned 4:15. Said he looked at the wires and his notes and they didn't match. Then they told him his notes were from something else.
	4:25 p.m.	- AT&T Mike left. Has to call cable guy. Wires wet & shorting out between here and Dale Ave.
	4:30 p.m.	- AT&T Mike came back for paperwork he forgot.
	4:35 p.m.	- Data line back up.
D	9/14/06 Thurs.- 8:00am	Data down. Talked to TDS Service Sarah, then her supervisor Stephanie. Said we had to fix AT&T.
		Stephanie said SHE could not even get thru to responsible people at AT&T.
		Talked to Jessa Cooper (217-782-7295), ICC Interstate Commerce Commission, Consumer Services Division. Filed complaint no. 2006-17346 against TDS (cannot do AT&T because we are not billed by them).
		TDS has 14 days to reply. They must contact the Chief Clerks Office.
	9:10 am	Saw AT&T truck between here and Dale Ave. junction box.
	10:40 a.m.	- Data line back up.
	11:20 a.m.	- TDS Debbie called to let me know AT&T was working on it since 8:30 this morning. I told her it was now fixed but I filed a complaint with the ICC.
		She said the complaint was already communicated in their system and it should help working with AT&T.
D	9/15/06 Thurs.- 8:30am	Data down. Took 40 minutes to reach repair team. 9:10 am TDS Repair Team Jim said trouble ticket 2246442 closed 9:00 am.
		Jim issued new trouble ticket 2250950.
	10:45 a.m.	- Data line back up.
V	10/19/06 Thur. - 4:10 pm	Voice line down. TDS Rick issued ticket 2285340 for voice.
	10/20/06 Fri. - 7:30 am	- Voice circuit gone from T-1 box
	- 8:25 am	- TDS Paul (direct 866-566-2007 repair dept) said he would call back with update.
	- 8:40am	- Phones up. SBC Jerry said he found two good cable pairs to hook up to voice circuit.
Z	10/20/06 Fri. - 11:50 pm	Voice line down. TDS Jason said ticket still open from yesterday. They are still working on it.
	- 3:35 pm	- Phones up.
	- 4:05 pm	- Phones down thru end of day.. Back up Monday morning 10/23.
V	10/24/06 Tues.. - 11:00 pm	Voice line down. TDS Mike issued ticket for voice 2289241.
		TDS Brian Sexon had come in around 10am to dump and clear log file. Voice went down as he was in my office. Brian thinks T-1 circuit may have failed.
		Brian said we are connected to the Harlem Blvd. Equipment.
	-1:30 p.m.	- AT&T Jeff will try to find a good cable pair ,or two. 1:51pm to Dale Ave.
	- 2:20 pm	- Phones up. Jeff said he might send a cable pair list to the engineer. One of the pairs was "grounded".
	10/25/06 Wed. - 4:00 pm	- I called TDS for status on tickets. Kim said SBC repaired an "F2 span" pair (closer to building). Then tested for several hours and found no bouncing or leaking.
		Data line ticket 2250950 still open and being monitored.
	10/31/06 Tue. - am	- SBC trucks driving around.
V	10/31/06 Tue. - 1:00 pm	- AT&T External Affairs Mgr., Brad Jensen, called for Jim Simonovich because Mayor Lindberg called him.
	11/01/06 Tues.. - 9:05 am	Voice line down. TDS Rick issued ticket for voice 2296554. T-1 Voice circuit flashing amber at HCRC1.
	-9:30 a.m.	- Called Jessa Cooper at ICC. Patti said she was on conf. call. Will call back.
	-10:00 a.m.	- Jessa called and said TDS responded. TDS Steve Petterelli told Jessa that TDS Mark Fox (608-663-3138) talked to AT&T Rick Steigler who said there were water issues.
	-10:40 a.m.	- Phones up.
	-11:00 a.m.	- AT&T Jeff took line down and went to Dale Ave. to check other end..
	-12:45 p.m.	- Phones up. Up & down all afternoon.
	-4:35 p.m.	- Phones up.
D	11/10/06 Friday.- 4:45pm	Data down. Left voice message at TDS telling them about internet going down. ""TDS-Net formerly US Link Internet"
	11/13/06 Mon. - 8:00 am	- Internet up.