9-1-1 Trouble Reports

Contact us at: cmac@capcog.org

For high priority issues - the first step is to verbally place a trouble ticket with the **AT&T Resolution Center (1-866-722-3911)**. After a trouble ticket has been created, document details of the issue(s) on a CAECD Trouble Report and file according to agency procedures.

For normal/low priority issues - tickets can be called in or submitted through the Online EZ ticket portal (instructions below). After a trouble ticket has been created, document details of the issue(s) on a CAECD Trouble Report and file according to agency procedures.

How to determine severity of issue(s):

High Priority: Necessitates immediate call to the AT&T Res Center
- Issue renders a workstation or the entire system unusable
- Requires immediate technician response
- Example: Workstation will not boot up; entire system will not allow 911 calls to be put through; unable to log into maps or maps graying out; unable to dial out; no audible ringing

Normal/Low Priority: Can be verbally reported to the AT&T Res Center, or submitted via Online EZ ticket portal
- Issue allows for normal operation on a workstation or network
- Feature(s) are missing, but can be accommodated via other features or an open position
- Next business day technician response
- Example: Printer not working; maps not plotting; keyboard or mouse not working

Instructions for submitting a trouble ticket through the AT&T EZ ticket portal:
- Go to https://expressticketing.acss.att.com/expressticketing/
- Select 'Create Ticket'
- Input agency Pseudo ID
- Select Texas as the state
- Validate power
- Identify the issue(s) in the Description box and elaborate in the Detail section
- Choose 'Other' in the Report Type drop down
- Choose 'No' in the Testing Authorization drop down
- Choose 'Yes' in the Dispatch Authorization drop down
- Check the box to allow verification of Contact Information
- Access hours are already defaulted to 24/7; select Save & Continue
- Complete the Primary contact information (provide a number of someone who canbe reached 24/7 for questions/updates
- Select 'Validate Report'
- Review report
- Agree to the Terms of Use and choose 'Submit Ticket'
- A ticket number will be provided (document this on CAECD Trouble Report)

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9-1-1 Capital Area Emergency Communications District

AT&T Ticket Number:

Other Ticket Number:
(if applicable)

Date Reported to AT&T:

Reported By:

Time Reported to AT&T:

Date of Incident:

Position number(s) affected:

Time of Incident:

All positions affected:

Description of Issue(s):