

**Ticket Reporting Format for Trouble Tickets**

**DATE OF ISSUE:**

**TIME OF ISSUE:**

**AGENCY:**

**LOCATION:**

**PLATFORM (ENHANCED OR BASIC):**

**USERS AFFECTED:**

**ORGINATING DID:**

**TERMINATING DID:**

**FREQUENCY OF OCCURRENCE:**

**BRIEF DESCRIPTION OF ISSUE:**

**\*\*\*\*PLEASE PROVIDE SAMPLE PACKET CAPTURES / LOGS THAT PERTAIN TO ISSUE\*\*\*\*\***