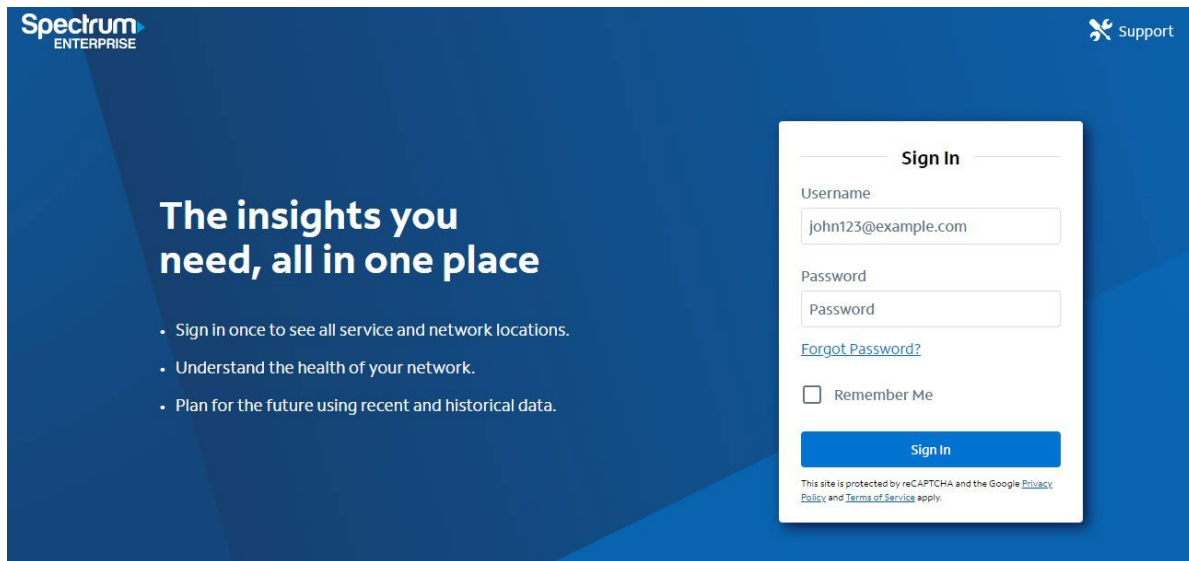


Charter Communications Trouble Ticket Reporting Tool

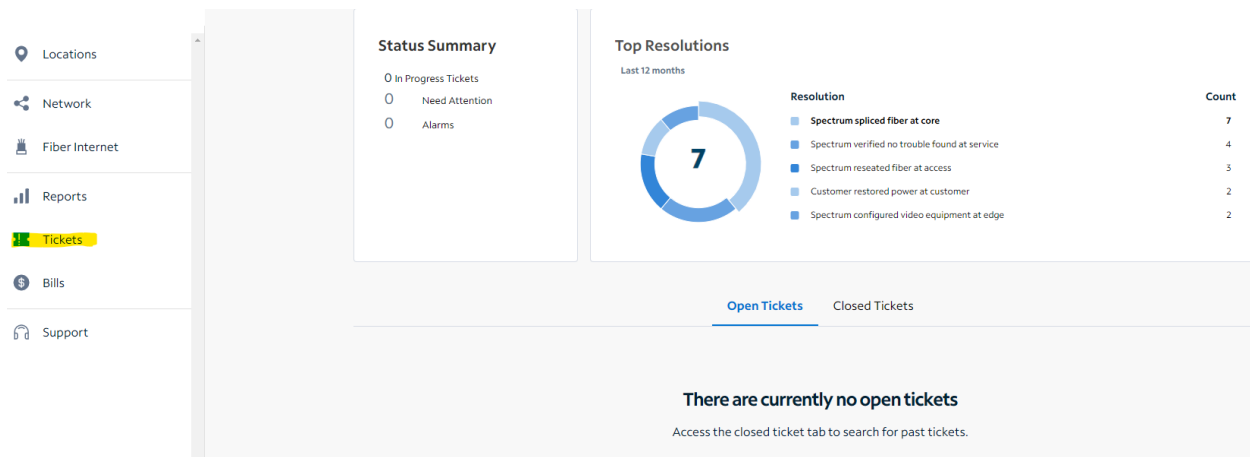
On the CALNET Charter Communications website, click on the Trouble Ticket Reporting Tool (TTRT).

You will be asked to leave the CALNET-Charter Communications website to enter the Charter Communications' Spectrum Enterprise portal which houses the TTRT.

Log-in with your assigned credentials: email and password or contact your Client Service manager for access requests.



Select the Tickets option on the left to manage and create Charter Communications Tech Support Trouble Tickets. You can search for tickets by location, ticket number or circuit ID



Charter Communications Trouble Ticket Reporting Tool

- To create new technical support ticket, use the Create Ticket on the top right on the page. You will need Location or Circuit ID, problem description and point of contact to submit a new ticket

Create Support Ticket

Please provide your support ticket information.

1. Location Information

Search



2. Service Problem Information

Describe your issue

What problems are you experiencing?



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Charter Communications Trouble Ticket Reporting Tool

- To view, modify or follow up on open tickets click on View Details on your ticket

The screenshot displays the 'Open Tickets' section of the Charter Communications Trouble Ticket Reporting Tool. At the top, there are tabs for 'Open Tickets' (selected) and 'Closed Tickets'. A search bar is located at the top left, and a 'View' button is at the top right. Below the search bar, the 'Open Tickets' section is titled, with a sub-header 'Last Updated: 3:28 PM 6/6/22'. A 'Download Results' link is visible on the right. The main content area shows 'Viewing: 1 - 1 of 1' and a single ticket card. The ticket card has a yellow border and contains the following information:

- DATA**
- Other Non-impacting Issue**
- Ticket ID: ECT-81264468
- TICKET NEEDS ATTENTION** (with a yellow dot icon)
- 1 hour ago
- Details**
- Customer Name: XXXXX
- Location: XXXXX
- Date Created: 6/6/2022 11:09 AM
- Internal Ticket ID: Not Entered
- Service Type: Not Entered
- Circuit ID: XXXXX

At the bottom of the ticket card, there is a 'View Details >' link.

Charter Communications Trouble Ticket Reporting Tool

- To view closed tickets for the past 12 months, click on Closed Tickets and select View Details for more information

The screenshot displays the 'Closed Tickets' section of the Charter Communications Trouble Ticket Reporting Tool. At the top, there are two tabs: 'Open Tickets' and 'Closed Tickets', with 'Closed Tickets' being the active tab. Below the tabs is a search bar with a magnifying glass icon and a 'View' button with a grid icon. The main content area is titled 'Closed Tickets' and includes a 'Last Updated: 3:31 PM 6/6/22' timestamp and a 'Download Results' link. Below this, it indicates 'Viewing: 1 - 2 of 2' tickets. Two ticket cards are shown side-by-side. Each card has a 'DATA' header, a title, a 'Ticket ID', a 'CLOSED' status with a date and time, and a 'Details' section with various fields. The first ticket is titled 'Unable To Browse Single Site' with Ticket ID ECT-81060583, closed on 2/18/2022 at 11:50 AM. The second ticket is titled 'No Connectivity' with Ticket ID ECT-80918086, closed on 11/9/2021 at 3:11 PM. Both tickets have redacted customer information (XXXXX) and a 'View Details >' link at the bottom.

Ticket ID	Title	Status	Date Closed	Customer Name	Location	Date Created	Internal Ticket ID	Service Type	Circuit ID
ECT-81060583	Unable To Browse Single Site	CLOSED	2/18/2022 11:50 AM	XXXXX	XXXXX	2/8/2022 11:05 AM	Not Entered	XXXXX	XXXXX
ECT-80918086	No Connectivity	CLOSED	11/9/2021 3:11 PM	XXXXX	XXXXX	11/8/2021 12:20 PM	Not Entered	XXXXX	XXXXX