

# Telecommunications Network Troubleshooting Checklist

 Show only Checklist

Display Style  
Default 

## Initial Assessment & Reporting

Gather initial information and accurately document the reported issue.

### Reported Issue Summary

Write something...

### Detailed Description of Problem

Write something...



### Issue Category

- Internet
- Voice
- Video
- Equipment
- Other

### Severity Level (1-5)

Enter a number...

### Date of Issue

Enter date...

### Time of Issue

Enter time...

### Customer Account Number

Write something...

## Connectivity Verification

Check physical connections, cabling, and basic network reachability.

### Customer IP Address

Write something...

### **Ping Response Time (ms)**

Enter a number...

### **Connection Type**

- DSL
- Cable
- Fiber
- Satellite
- Wireless

### **Affected Services**

- Internet
- Voice
- Video
- Email

### **Date of Initial Connection Issue**

Enter date...

### **Time of Initial Connection Issue**

Enter time...

# Device Status & Diagnostics

Investigate individual device status (routers, switches, modems) and review diagnostic logs.

## Device CPU Utilization (%)

## Device Memory Utilization (%)

## Device Disk Space Utilization (%)

## Device Status (Online/Offline/Degraded)

- Online
- Offline
- Degraded

## Device System Logs (Last 24 Hours)

## Diagnostic Report (if available)

 Upload File

# Network Configuration Review

Examine network configuration settings for errors or misconfigurations.

## Current Router Configuration (Exported)

Write something...

## DHCP Status

- Enabled
- Disabled
- Static Assignment

## DNS Server Primary IP

Enter a number...

## DNS Server Secondary IP

Enter a number...

### NAT Enabled?

- Yes
- No

### Firewall Rule Review Summary

Write something...

## Service-Specific Troubleshooting

Address specific issues related to internet, voice, or video services.

### Service Type Affected

- Internet
- Voice (VoIP)
- Video (Streaming)
- VPN
- Other

### Download Speed (Mbps)

Enter a number...

### Upload Speed (Mbps)

Enter a number...

### Error Message (if applicable)

- None
- DNS Error
- Timeout Error
- Authentication Error
- Other

### Detailed Description of Service Issue

Write something...

### Date of Service Issue

Enter date...

### Time of Service Issue

Enter time...

# Escalation & Remediation

Outline steps for escalating unresolved issues and implementing corrective actions.

## Escalation Tier

- Tier 1 Support
- Tier 2 Support
- Specialized Team
- Vendor Support

## Detailed Explanation of Issue Escalated

Write something...

## Estimated Time to Resolution (Hours)

Enter a number...

## Escalation Date

Enter date...

### Escalation Time

Enter time...

### Remediation Strategy Chosen

- Workaround Implementation
- Permanent Fix Deployment
- Configuration Change
- Hardware Replacement

## Documentation & Closure

Record all troubleshooting steps, findings, and resolution details for future reference and knowledge base updates.

### Detailed Troubleshooting Steps Taken

Write something...

### Root Cause Analysis Summary

Write something...

### Time Spent Troubleshooting (in minutes)

Enter a number...

### Resolution Status

- Resolved
- Workaround Implemented
- Escalated
- Deferred

### Resolution Date

Enter date...

### Resolution Time

Enter time...

### Ticket Number/Reference ID

Write something...

### Technician Signature