

TECHNICAL AND SUPPORT DOCUMENTATION  
ORDERING PROCEDURES

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1. GENERAL

- 1.01 This practice explains Southwestern Bell Telephone's ordering procedures for technical and support documentation such as SWBT 9-digit and V practices, vendor 9-digit practices, as well as miscellaneous material available from Bell Communications Research (BCR), our local contracted distributor, and the AT&T Customer Information Center (CIC). AT&T Technologies operate the CIC at the Indiana facility.
- 1.02 This practice is being reissued to conform to current practice format, update the general text, and to introduce the new form FA SW 6691, for Drawings and Program Documents.
- 1.03 It is intended that this practice be used by all organizations in SWBT to assist them in procuring technical and support documentation in a timely and efficient manner.

2. DEFINITIONS

- 2.01 The following definitions have been included to clarify the meanings of words used in this section.
- 2.02 Location Status Report: A printout of all the practices by number within the requested distribution codes ordered for a given "Location Number." (See Exhibit 7.)
- 2.03 Stored Program Control System (SPCS): Practices that contain specially sensitive proprietary information that is distributed only to qualified recipients on a need to know basis. Such information may relate to equipment or to the Network. When a document rated "SPCS" is canceled, or for any reason no longer needed, it shall be carefully destroyed in a manner that would prevent it from being inadvertently retrieved.
- 2.04 Task Oriented Practice (TOP): Practices that are task oriented, i.e., practices that provide procedural instructions used in installing, operating, modifying, and maintaining telecommunications systems and providing telecommunications services.

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- 2.05 Proprietary Information: This is any information which the owner does not wish to freely disclose. Disclosure to a limited number of others does not necessarily deprive the information of all its private characteristics provided such disclosure is made with appropriate restrictions. Procedures for safeguarding Proprietary Information are described in Attachment A of Joint Practice 92.
- 2.06 Purge: An Annual file verification that is made to reestablish all standing orders and requisition numbers to insure correct accounting data appear on orders, and to make any other adjustments to these orders such as cancellations, requirement or address change.
- 2.07 Location Numbers: These numbers identify the individual users, they consist of seven Alpha and Numeric characters. The Alpha characters are used to identify the area or division. An example of a location is AA00001. This location "AA" is at General Headquarters. Location numbers shall be assigned by Company and State Documentation Coordinators for all departments.
- 2.08 Requisition Numbers: All one-time and standing orders require a requisition number. The number consists of the House Identification number and the telephone company requisition number (e.g., 37-1-23456). The block of one-time requisition numbers in General Headquarters are assigned by the Division Secretaries. One-time requisition numbers in the states are assigned by the State Documentation Coordinator. The standing order numbers are assigned by the Company and the State Documentation Coordinators.
- 2.09 Miscellaneous Distribution Plan (MDP): This ordering procedure is for standing orders handled by Customer Information Center (CIC) for Miscellaneous Printed matter not available through coded distribution. (see Section 3 of this practice for a description of "Coded Distribution.") Examples are Technical Reference, Broad Gauge, E-Forms, Training Courses, etc.
- 2.10 Record File Holder: This is a term used to describe any supervisory location that maintains a standing order consisting of one or more distribution codes, and one or more "Location Numbers."

NOTE: A record file holder is limited to ordering a maximum of 99 distribution codes for each "location number." If any location requests more than 99 distribution codes, that location will change to "All" and every Bell Practice will be shipped to the location.

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- 2.11 Operating Company Master Index Tape (Opmit): Computer record of the AT&T, Bellcore, and Company Practices, and the Distribution Codes assigned to each practice. (See Exhibit 8.)
- 2.12 Company Documentation Coordinator: This individual's responsibility is coordinating all documentation ordering and distribution activities. The Company Documentation Coordinator is part of the Technical Information Resource Management (TIRM) staff in General Headquarters. The coordinator's address is:

General Headquarters Documentation  
Coordinator  
One Bell Center, 33-S-04  
St. Louis, Missouri 63101  
314-235-5894

- 2.13 State Documentation Coordinator: An individual designated by Southwestern Bell Telephone to coordinate and approve file holder requests within each state. Their addresses are listed below:

Documentation Coordinator:

General Headquarters  
(314) 235-5894  
One Bell Center, 33-S-04  
St. Louis, Missouri 63101

Arkansas  
(501) 373-5043  
1111 W. Capitol, Room 417  
P.O. Box 1611  
Little Rock, Arkansas 72203

Kansas  
(913) 276-1160  
220 E. 6th St., Room B35  
Topeka, Kansas 66603

Missouri  
(314) 247-4407  
100 N. Tucker, Room 140  
St. Louis, Missouri 63101

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Oklahoma  
(405) 236-6320  
405 N. Broadway, Room 310  
Oklahoma City, Oklahoma 73102

Texas  
(214) 464-2579 (-2989)  
One Bell Plaza 3521.11  
Dallas, Texas 75202

Documentation users point of contact should be the Company or State Coordinators.

Users in General Headquarters should always contact the Company Coordinator. Users in each state should contact the segment, department or State Coordinator in their area.

### 3. CODED DISTRIBUTION

#### GENERAL DESCRIPTION

- 3.01 Coded Distribution is a computer system for ordering practices by related job tasks. This Coded Distribution System generates automatic distribution of Bellcore, SWBT and AT&T Practices.
- 3.02 The system was developed on the concept that practices are written to define specific procedures; i.e., tasks to be performed. By identifying the practices for a given task, the user will be able to receive only the needed practices.
- 3.03 The user orders needed practices by using a code that relates to a given task. This code is called a Distribution Code. (See Exhibit 1.)

#### DISTRIBUTION CODE

- 3.04 A Distribution Code is composed of one alpha character followed by two numerics. The single alpha character identifies a major subject category. The two numerics identify specific tasks within that subject.
- 3.05 The two numeric task identifiers within each major subject category remain the same for each subject:

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00 - This task identifier should contain only the indexes associated with the major subject category.

01 - This is the "Library Code." It contains all practices assigned to the major subject category and, therefore, should only be ordered by the major libraries.

02 thru 99 - There are 98 possible combinations of practices relating to major subject categories.

3.06 Southwestern Bell Telephone's major subject categories, specific tasks and associated Distribution Codes are identified in Appendices 2 through 22 of the Practice SW000-010-903.

ADVANCE PRINTING ROUTINE

3.07 Advance Printings/Notices are preliminary copies of practices which notify us of the upcoming release of the final copies of new or revised practices.

3.08 Advance Printings/Notices provide the means for Subject Matter Experts (SMEs) to determine if new practices will be standard for SWBT and distributed to users in the field. This makes Advance Printings/Notices a key part in the distribution procedure for practices under the Coded Distribution System.

3.09 If a new practice is determined to be appropriate for distribution, an SME assigns a distribution code(s) to the practice.

3.10 When the final practice is printed and ready for release it is automatically distributed to users that are on standing order for the Distribution Codes associated with the new practice. Instructions for establishing standing orders are in Section 5 of this practice.

LIMITATIONS AND RESTRICTIONS

3.11 The coded Distribution System has some restrictions built into the program and other limitations imposed by the Company for effective management of the plan. The limitations and restrictions are as follows:

(a) System Restrictions:

No more than 99 Distribution Codes may be assigned to one Location Number. If more codes are needed, additional Location Numbers must be established.

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Although a particular practice may appear in more than one Distribution Code, only one copy will be shipped per Location Number. (This assumes the quantity of one is ordered.)

All Distribution Codes automatically include indexes, therefore, the -00 Distribution Code should be ordered by users who require indexes only.

(b) Company Limitations:

If the location is an unattended office, an attended office's address must be used as the ship to address and the practices should then be shipped via company mail to the unattended office.

Locations maintaining a complete file of practices are limited to training centers and State or Headquarters central libraries. These locations should request the -01 Distribution Codes for each subject. Other locations wishing to maintain a complete file must submit their order along with a written request specifying reason for need, approved by a fifth level or higher, to their State Documentation Coordinator. The State Documentation Coordinator will submit the request to the Company Documentation Coordinator for approval.

4. ORDERING PROCEDURES

- 4.01 This section provides the general procedures for processing all orders for technical and support documentation.
- 4.02 There are two basic types of orders for technical and support documentation: One-time orders and standing orders.
- 4.03 A one-time order is an order placed by a user to obtain the current issue of a document. The user will not automatically receive updates as the document is revised. There are various kinds of one-time orders:

Practice Conventional Order - An order placed for an individual practice, a division, or a division-layer.

Practice Merged Code Order - An order for all current Bellcore and AT&T Practices within a particular Distribution Code, with the exception of SWBT Practices.

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Miscellaneous Documentation Order - An order for select-code items, Broad Gauge documents, Handbooks, etc.

- 4.04 A standing order is an order placed by a user to automatically receive all new and revised documentation. The current issue will not be sent. There are two kinds of standing orders:

Coded Distribution Standing Order - An order placed by a user to receive all new and updated practices within the same distribution code.

Non-Coded Distribution Standing Order - An order placed by a user to automatically receive all new and revised select-code and other items.

ONE-TIME ORDERS - BCR, LOCAL DISTRIBUTOR, AT&T CIC

- 4.05 One time orders for documents stocked at the BCR, our local contracted distributor, and AT&T CIC must be submitted on Form FA SW-6689. Exhibit 2 is a sample of Form FA SW-6689 and provides instructions for completion.
- 4.06 A listing of the types of documents available from BCR, our local distributor, and AT&T CIC is shown in Exhibit 6. Users should contact their Documentation Coordinator if they require additional information on documents available from these suppliers.
- 4.07 SWBT Practices and other practices (BCR or vendor practices) may not be included on the same order. Bellcore and vendor practices are identified through information letters or bulletins. A separate Form FA SW-6689 is required for processing and verification of shipment.
- 4.08 Requests for individual practices must identify each practice by its nine-digit number (XXX-YYY-ZZZZ) separately, in numerical order. The only exception to this is if a complete division or division-layer is required. An order for a complete division is placed when the user requires every practice starting with the same first three digits (XXX). An order for a division-layer is placed when the user requires every practice starting with the same first four digits (XXX-Y).
- 4.09 A one-time practice Merged Code Order must be submitted on Form FA SW-6690. (See Exhibit 3 for instructions.)

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## ONE-TIME ORDERS - AT&amp;T DRAWINGS AND PROGRAM DOCUMENTS

- 4.10 One-time orders for engineering drawings and program documents must be submitted on Form FA SW 6691. Requests for one-time orders should be forwarded to the specific Company or State Coordinator. The Form FA SW 6691 should be prepared per instructions in Exhibit 4.
- 4.11 A listing of the types of documents available from AT&T is shown in Exhibit 6. Users should contact their Documentation Coordinator if they require additional information on documents for AT&T CIC.

5. STANDING ORDERS

- 5.01 Standing Order Requests for 9-digit Bellcore, Company and AT&T Practices must be submitted on Form FA SW 6690, Standing Order Request for 9-Digit Practices. (See Exhibit 3.)
- 5.02 Requests for standing orders are submitted to the respective State or Company Documentation Coordinator.
- 5.03 Requests submitted must be complete with the following information:
- (a) Quantity of practices required.
- NOTE: This should normally be (1) for nine digit practices.
- (b) Correct billing information.
  - (c) Correct mailing information.
  - (d) Current Distribution Codes required.
  - (e) Date of request.
- 5.04 Distribution codes should be entered after the originator has become familiar with Codes "A" to "Z" in Appendices 1 through 22.
- 5.05 A location number is limited to 99 distribution codes. A BSP Division index for each division maintained in a location file is included with the shipment and should not be ordered by the numeric 00 Distribution Code.

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- 5.06 File locations maintaining a complete file of 9-digit Bellcore, AT&T and company practices and indexes should request only the appropriate subject identifier and identifier 01 for each subject.

Example: A01 - B01 - C01 - D01

- 5.07 The information provided on Form FA SW 6690 is entered via the AT&T Customer Information Center Information Management System (CICMS) and Bellcore's Personal Computer Order System (PECOS) by the Company Documentation Coordinator. The distribution codes requested establishes the locations standing order requirements for practice revisions required at the specific location.
- 5.08 New practices will be added to the respective distribution codes by the Company Documentation Coordinators staff and automatically be distributed.
- 5.09 The Company Documentation Coordinator receives a computer printout of the locations Standing Order Request. This printout is by Location Number and reflects address and distribution codes as requested on Form FA SW 6690. (See Exhibit 3.)
- 5.10 Requests for 9-digit practices on an individual basis from the Coded Distribution System are available from AT&T CIC only, must be submitted on Form FA SW 6689. Bellcore practices are not applicable.
- 5.11 Order numbers will be assigned by the Company and State Documentation Coordinators.

CHANGES TO STANDING ORDERS

- 5.12 Changes to an existing order number and "Location Number" can be done by submitting Form FA SW 6690 indicating the requested changes. (See Exhibit 3.)
- 5.13 Changes to existing AT&T Drawing and Program Documentation orders can be accomplished by submitting Form FA SW 6691. Select the appropriate box to indicate if an Add, Change, or Delete Code is needed. More than one box can be utilized on the same order if required. (Place the old information in the appropriate spaces on the form. Place the new information under Material Description, include the word New.) (See Exhibit 4.)

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6. MERGED CODE DISTRIBUTION

- 6.01 Merged Code Distribution is a procedure that allows the field to place a one-time order for a group of practices without listing the practice separately, with the exception of SWBT Practices.
- 6.02 Merged Codes provide for "one-time" ordering of all of the practices contained in a distribution code (or codes). The user submits a request indicating only the distribution codes desired. This includes both Bellcore and AT&T Practices.
- 6.03 Requests for Merged Code Distribution should be submitted through the lines of organization on Form FA SW 6690 with the box "Merged Code" checked. (See Exhibit 3.)

NOTE: Due to the cost of practices involved and to eliminate possibility of error all requests for merged codes must be signed by the appropriate third level manager.

- 6.04 If the request for a Merged Code is for a new location, and the location needs to be placed on standing order for the distribution codes requested, the originator may check both the "Merged Code" and "New Location" boxes.
- 6.05 Merged Codes may be used to establish practices for a new location, or to obtain the required practices for a new compliment of equipment assigned to a location.

7. ONE-TIME ORDERSA. Bellcore, Local Distribution, AT&T CIC

- 7.01 One-time only orders are to be used when it is necessary to order Bellcore, AT&T, or Company (SWBT) Practices on an individual or one-time basis by the 9-digit practice number. Also included are other documentation such as select-code items, Publications, and manuals. Nine digit practices ordered in this manner WILL NOT be updated when a new issue is released.
- 7.02 Form FA SW 6689 "Documentation Request" is to be used for all requests for 9-digit Bellcore, AT&T and Company Practices (SWBT). (See Exhibit 2.)
- 7.03 Order numbers will be assigned by Division Secretaries to users in the Company, by Documentation Coordinator in the states.

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- 7.04 Company (SWBT), Bellcore and AT&T Practices may not be included on the same request. A separate Form FA SW 6689 is required for processing and verification of shipment.
- 7.05 Requests for practices must identify each practice separately in numerical order.
- 7.06 If the request is for a Task Oriented Practice (TOP), the column "TOP" must be checked.
- 7.07 If the request is for a Trade Secret Practice (SPCS), the column "SPCS" must be checked.
- 7.08 Requests on Form FA SW 6689 should be forwarded to the Company Documentation Coordinator at least four weeks prior to the date required.

**B. AT&T Technology Documents**

- 7.09 One-time only orders are to be used when it is necessary to order Standard Engineering Drawings on an individual or one-time basis by material description. Standard Engineering Drawings ordered in this manner WILL NOT be updated when a new issue is released.
- 7.10 Form FA SW 6691, "Drawing and Program Document Form" is to be used for all requests for Standard Engineering Drawings and Program Documents. (See Exhibit 4.)
- 7.11 Requisition numbers will be assigned to each standing order request by the Company or State Documentation Coordinator.
- 7.12 Standard Engineering Drawings and Program Documentation requests can be included on the same order for both one-time and standing orders.
- 7.13 If the request is required by a specific date at a location enter date required. (See Exhibit 4.)

NOTE: The average schedule ship date is three weeks after receipt of the requisition at AT&T CIC.

Requests on Form FA SW 6691 should be forwarded to the respective Documentation Coordinator at least four weeks prior to the date required.

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8. REQUISITION NUMBERS

- 8.01 All ordering of 9-digit practices must be done through the Company Documentation Coordinator. AT&T Customer Information Center (CIC) and Bellcore have been instructed not to accept orders for 9-digit practices for Southwestern Bell Telephone Company from any other source.
- 8.02 All AT&T CIC billing for "Standing Orders" will be charged to the appropriate District Level or higher.
- 8.03 One-Time Only Orders and requests for miscellaneous items for an organization must be submitted using a separate order number.
- 8.04 Order numbers and company exclusion identifiers for each organization's "Standing Order" requests for 9-digit Company, Bellcore and AT&T CIC Practices are assigned by the Company and State Documentation Coordinators.
- 8.05 Additional order numbers for "Standing Orders" requests may be established by the Company Documentation Coordinator.

9. RECORD FILE HOLDER

- 9.01 Each location identified by mailing address and location number that maintains a standing order for 9-digit Practices is a Record File Holder.
- 9.02 The Record File Holder is responsible for originating and maintaining current and accurate standing order requests for practices.
- 9.03 The Record File Holder should review practice requirements periodically, and eliminate requests for Distribution codes no longer required. Changes should be affected by entering a new Form FASW 6690 with the current requirements for a "Location Number."

NOTE: After a "Location Number" and Address have been established, all future requests for changes, additions, or deletions of distribution codes, must be refer to the established location. Any change in "Location Number" will cause a new location to be established.

10. RESPONSIBILITIES

- 10.01 Subject Matter Experts (SME) are assigned the following responsibilities:

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- o Determining what documents and their technical content are needed for their respective products/services/administrative areas.
- o Assigning the appropriate codes for user distribution, creating new codes where existing codes are inappropriate.
- o Determining the accuracy of technical content.
- o Establishing Planning schedules for the preparation, production and delivery of documentation.

10.02 The Company Documentation Coordination is assigned the following responsibilities:

- o Coordinating the flow of documentation to all employees needing technical documentation and for establishing and maintaining standards for publishing Southwestern Bell Telephone documents.
- o Authors, issues and maintains practices containing documentation ordering instructions for employees to use in preparing their orders. Designs ordering forms and coordinates their distribution to ensure availability of forms for users.
- o Coordinating with documentation managers at Bellcore and AT&T Technologies to maintain integrity of mechanized files containing SWBT user requirements, to implement improved ordering procedures, to identify SWBT needs for new documentation systems and to generally maintain timely flow of documentation from Bellcore and AT&T.
- o Providing training to new State Documentation Coordinators and SMEs on existing methods and procedures. Communicating new methods and procedures to all Coordinators and SMEs.
- o Performing user reviews and audits to ensure efficient document use and control of expenses for technical documentation.

10.03 State Documentation Coordinators are assigned the following responsibilities:

- o Providing information to users regarding current and new methods and procedures relating to ordering, distribution and billing functions.

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- o Determining the information accuracy, cost effectiveness, availability, need-to-know, and proper approval level on order requests.
- o Establishing and maintaining standing order, billing and document related data bases.
- o Coordinating with the Company Technical Documentation Unit to keep abreast of new procedures and methods, resolve problems, and place "rush" orders.
- o The State Coordinator's knowledge of existing technical documentation resources (libraries, central files, etc.) within the state enables her/him to refer employees to those resources whenever possible and avoid the expense of ordering additional documentation.

## 11. SERVICE INTERVALS

11.01 Orders placed with Bellcore and AT&T Customer Information Center (CIC) are placed in two categories of service intervals - normal and emergency. Normal Intervals: All normal orders are scheduled for shipping not later than three weeks from the date of receipt of order at Bellcore and AT&T CIC. Orders placed with AT&T (CIC) are scheduled for shipping not later than 4 weeks from the date of receipt transmitted orders. The shipping interval en route from AT&T CIC for both miscellaneous material and Hawthorne is an additional time period.

11.02 Emergency Intervals: Emergency orders can be scheduled for shipping from one to 14 days of receipt of order at AT&T (CIC) or Bellcore. There are three categories of emergency service intervals:

Expedited - 24 - 36 hours by express mail, air

Emergency - code 1 - 5 days by air mail 1st class handling

Code 5 - 10 days by United Parcel which is the normal carrier

11.03 Orders placed with local distributor are placed in two categories of service intervals - Normal and Special orders.

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Normal orders - All normal orders are scheduled for shipping not later than 4 to 5 weeks from the receipt by our local distributor. Normal orders can be expedited in an emergency situation. Intervals for emergency orders are scheduled for shipping not later than 24 - 36 hours of receipt by our local distributor.

Special orders - Examples are: Administrative Guides, Management Salary Plan, and etc. Special orders are scheduled for shipping not later than 24 - 36 hours of receipt by our local distributor.

12. CLAIMS

- 12.01 This section provides instructions for the handling of claims on material for which there existed wrong material, shortages, overages or damaged material.
- 12.02 Checking material for discrepancies should be done immediately upon receipt. This procedure enhances claim settlement in those cases where the supplier was at fault, and it also reduces errors caused when other employees take and use material before it has been checked.
- 12.03 When a discrepancy is discovered which involves incorrect material, overshipment or damaged material, such material must be held until authorization for proper credit is obtained from the supplier. In no circumstance will any employee return material to the supplier before authorization is received from the Company Documentation staff.
- 12.04 When a discrepancy is discovered which involves incorrect material or shortages, do not place a new order for the material unless authorized by the Company Documentation staff. Unauthorized reorders can result in duplicate shipments.
- 12.05 When a discrepancy is discovered in material, details should be reported promptly by the recipient to the appropriate Documentation Coordinator. To begin the claim procedures, the recipient should forward one copy of the packing slip which accompanied the material to the Company Documentation Coordinator. The discrepancies should be noted on the packing slip. For example, missing material should be circled, incorrect quantities should be indicated, etc. (See Exhibit 5.)

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- 12.06 The Company Documentation staff will investigate such reports to determine the best method of handling the discrepancy. The claim settlement will be based on:

Value of Material Cost of Processing Claim  
 Type and Quantity of Material Involved  
 Nature of Discrepancy, i.e., Shortage, Overage, etc.

- 12.07 The Company Documentation Documentation Coordinator will contact the originator of the claim when the claim has been settled. The originator will be advised regarding disposition of overshipments or damaged materials and reshipment dates for shortages or incorrect material.

13. SELECT TICKETS

- 13.01 A select ticket will be forwarded with each shipment of BCR and AT&T Practices to a specific location. (See Exhibit 5.) Select Tickets are originated by "Location Number."

- 13.02 The Select Ticket provides the following information:

- (a) List of practices being shipped.
- (b) List of the practices that are removed from a distribution code.
- (c) Distribution code affected.
- (d) Sequence number - a sequential log of tickets shipped to a location. (May be used to verify material.)

- 13.03 One-Time select tickets provides the following information: (See Exhibit 5.)

BO - New item is on Back Order. Do not reorder. Item will be shipped at a later date. If the new item is expected to be in stock in 2 months or later the item should be reordered after the date shown.

CN - Item canceled. There is no replacement.

BR - Being Revised. Reorder after date.

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NA - Customer not authorized to receive item.

NR - No Record

13.04 Select Tickets and Gummed Mailing Labels will be used to ship Company Practices. The information contained with each shipment of Company Practices should be recorded on the label.

14. CHANGES TO CODE FILES

14.01 Requests for changes or additions to the Coded Distribution "Code Files" may be originated by the field forces or staff using Form SW 6636. (See Exhibit 9.)

14.02 Requests may be originated to accomplish the following:

- (a) Establish new Distribution Codes and include appropriate practices.
- (b) Consolidate the practices found in several Distribution Codes into one code that will provide for larger entities (Grouping) Codes.
- (c) Delete a practice or practices from an existing code.
- (d) Add a practice or practices to an existing code.
- (e) Delete an obsolete distribution code.
- (f) Clarify the definitive explanation describing the content of a Distribution Code.

14.03 The original copy of Form SW 6636 is forwarded to the Company Documentation Coordinator for consideration.

14.04 The Subject Matter Expert responsible for the Subject Matter will review the requests and advise the company Documentation Coordinator of the appropriate changes to be made.

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## EXHIBIT 1

## DISTRIBUTION CODES

<u>Coded Group</u>	<u>Subject Matter</u>
A00 - A99	Central Office Operations and Maintenance Network Central Office Operations (NCOO) Practices
B00 - B90	Customer Equipment - PBX
C00 - C50	Customer Station Equipment
D00 - D99	Outside Plant Engineering
E00 - E99	Trunks, Special Service, Facility and Transmission Operation and Maintenance Network Central Office Operations (NCOO) Practices
F00 - F25	Local Test Room Operations
G00 - G50	Outside Plant
H00 - H62	Buildings and Material Management
J00 - J25	Motor Vehicle and Construction Apparatus
M00 - M50	Exchange Plant Assignment and Common Language
N00 - N99	Network Administration and Design
P00 - P78	Teletypewriter - Data
Q00 - Q19	Dir/ect Practices-Directory White Pages Documentation
R00 - R99	Radio System Operation and Maintenance Network Central Office Operations (NCOO) Practices
S00 - S99	Special Application
T00 - T99	Equipment Engineering and Design
U00 - U99	Mechanized Support System
W00 - W99	Circuit Provisioning
X00 - X50	Operator and Business Services
Z00 - Z39	Facs/Premis

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EXHIBIT 2  
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THIS FORM SHOULD BE USED TO PLACE ONE-TIME ORDERS FOR PRACTICES, AND  
ONE-TIME AND/OR STANDING ORDERS FOR MISCELLANEOUS DOCUMENTS.

FA FORM SW 6689  
(7-84)

**INSTRUCTIONS FOR ENTERING INFORMATION**

1. **REQUISITION #:** Enter your one time or standing order requisition number. If this is to initiate a new standing order, contact your Documentation Coordinator for a number.
  2. **LOCATION #:** Enter your unique standing order location number. If this is to initiate a new standing order, contact your Documentation Coordinator for a number. If this is a one-time order, leave blank.
  3. **PAGE \_\_\_ OF \_\_\_:** Enter the page number and total number of pages.
  4. **TYPE OF REQUEST:** Check the appropriate box depending on the type of order you are placing. You may check only one box per order. Orders for material stocked by different suppliers must be placed on separate FASW-6689 forms. DO NOT MIX MATERIAL STOCKED BY DIFFERENT SUPPLIERS. NOTE: Form FASW 6690 should be used for standing order requests for 9-digit practices (Coded Distribution).
    - ONE TIME ONLY:** Check to order practices and miscellaneous documentation for which you will not receive updates.
    - STANDING ONLY:** Check to order miscellaneous documentation for which you do not want an initial shipment but do want to receive all subsequent updates.
    - ONE TIME & STANDING:** Check to order miscellaneous documentation for which you want both an initial shipment and all subsequent updates.
    - CHANGES TO EXISTING STANDING ORDERS:** Check to make any type of change to an existing standing order. List types of changes. Complete order form with the OLD information and place the NEW information in the MATERIAL DESCRIPTION section (see #11).
  5. **SHIP TO:** Enter title only (last names or initials are allowed, space permitting), street, room number, city, state and ZIP Code of the ship to addressee. Enter a Y (Y = Yes) or N (N = No) next to each line of the SHIP TO to indicate changes.
  6. **BILL TO:** Enter the responsibility code, job function code, and geographic location code of the district level or above who should be charged for this material. You may use the function code of 9999. This code will distribute the cost of this material to each of the job function codes associated with the responsibility code.
  7. **MICROFICHE/PAPER/BOTH:** THIS APPLIES TO PRACTICES ONLY. Circle the form in which you would like to receive the practices ordered. "Both" means that you will receive microfiche if available and paper if not.
  8. **QUANTITY:** Enter the number of copies you require.
  9. **UNIT:** Enter each or package.
  10. **SELECT CODE:** Enter the 6-digit select code associated with the required miscellaneous documentation.
  11. **9-DIGIT PRACTICE NO. OR MATERIAL DESCRIPTION:** Enter either the practice number or the name of the miscellaneous documentation. (For the practice number, you may enter all 9-digits if you require one particular practice; you may also enter only the first 3 or 4 digits if you require an entire division or division-layer.) NOTE: Merged Code orders (one time Coded Distribution orders) must be placed on the Form FASW 6690.
  12. **SW:** Check this box if the practice is a Southwestern Bell Telephone Practice.
  13. **TOP:** Check this box if the practice is a Task Oriented Practice. This requires a district level or higher approval.
  14. **SPCS:** Check this box if the practice is a Stored Program Control Systems Practice. This requires a district level or higher approval.
  15. **ORDERED BY:** Enter the signature of the person completing the order.
  16. **NAME:** Print or type the name of the person completing the order.
  17. **TEL #:** Enter the phone number of the person completing the order.
  18. **DATE:** Enter the date signed.
  19. **AUTHORIZED BY:** Obtain the signature of the appropriate level of approval in accordance with the Schedule of Authorization.
  20. **TITLE:** Enter the title of the person approving the order.
  21. **TEL #:** Enter the phone number of the person approving the order.
  22. **DATE:** Enter the date signed.
  23. **DEPT'L COORD. SIGNATURE:** Obtain the signature of the appropriate departmental coordinator. This signature indicates that the order has been verified and reviewed for need.
  24. **STATE COORD. SIGNATURE:** Obtain the signature of the appropriate state coordinator. This signature indicates that the order has been verified and reviewed for need.
  25. Detach and retain ORIGINATOR COPY. Forward all other copies to your Documentation Coordinator.
- REFER TO PRACTICE SW 000-010-903 FOR ADDITIONAL INFORMATION

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EXHIBIT 3  
(Page 2 of 2)

THIS FORM SHOULD BE USED TO PLACE CODED DISTRIBUTION STANDING ORDERS FOR  
PRACTICES AND FOR ONE-TIME MERGED CODE ORDERS.

FA FORM 300 6902  
(7-80)

**INSTRUCTIONS FOR ENTERING INFORMATION**

1. **REQUISITION #:** Enter your one time or standing order requisition number. If this is to initiate a new standing order, contact your Documentation Coordinator for a number.
2. **LOCATION #:** Enter your unique standing order location number. If this is to initiate a new standing order, contact your Documentation Coordinator for a number. This space must be completed for Merged Code orders.
3. **PAGE OF :** Enter the page number and total number of pages.
4. **TYPE OF REQUEST:** Check the appropriate box depending on the type of order you are placing. You may check only one box per order.
  - INITIATE NEW STANDING ORDER:** Check to establish a new standing order. Please check one of the following:
    - NEW LOCATION # ONLY:** Check this box when you have an existing standing order Requisition # and just need to add a new location.
    - NEW REQUISITION #:** Check this box when you do not have an existing standing order Requisition #.
  - CHANGES TO EXISTING STANDING ORDER:** Check to make any type of change to an existing standing order. List types of changes. Complete order form with the NEW information. NOTE: To change a requisition or location #, write the OLD # in the space provided and write the NEW # above it.
  - CANCEL EXISTING STANDING ORDER:** Check to delete an existing standing order. Please check one of the following:
    - CANCEL LOCATION # ONLY:** Check to delete only a particular location but leave the Requisition # intact.
    - CANCEL REQUISITION #:** Check to delete the Requisition # and all associated Location #s.
  - MERGED CODE ORDER:** Check to place a one time order of all practices contained in a Distribution Codes).
5. **SHIP TO:** Enter title only (last names or initials are allowed, space permitting), street, room number, city, state and ZIP Code of the ship to addressee. Enter a Y (Y = Yes) or N (N = No) next to each line of the SHIP TO to indicate changes.
6. **BILL TO:** Enter the responsibility code, job function code, and geographic location code of the district level or above who should be charged for this material. You may use the function code of 9999. This code will distribute the cost of this material to each of the job function codes associated with the responsibility code.
7. **MICROFICHE/PAPER/BOTH:** Circle the form in which you want to receive the practices ordered. "Both" means that you will receive microfiche if available and paper if not.
8. **QUANTITY:** Enter the number of copies you require. This item must always be completed no matter what type of order you are placing.
9. **TOPS OR SPCS:** If any of the distribution codes you are ordering contain TOPS or SPCS practices, circle yes. Third level or above approval is then required.
10. **DISTRIBUTION CODES-EXISTING LOCATIONS ONLY:** When adding or cancelling Distribution Codes to an existing standing order, list the distribution codes in the appropriate column. Do NOT fill in boxes under DISTRIBUTION CODES-NEW LOCATIONS ONLY.
11. **DISTRIBUTION CODES-NEW LOCATIONS ONLY:** When establishing a new standing order, fill each block with one Distribution Code or block. A list of available Distribution Codes is contained in Practice SW 000-010-903. Do not exceed the number of blocks on this form for any one Location #.
12. **ORDERED BY:** Enter the signature of the person completing the order.
13. **NAME:** Print or type the name of the person completing the order.
14. **TEL #:** Enter the phone number of the person completing the order.
15. **DATE:** Enter the date signed.
16. **AUTHORIZED BY:** Obtain the signature of the appropriate level of approval in accordance with the Schedule of Authorization.
17. **TITLE:** Enter the title of the person approving the order.
18. **TEL #:** Enter the phone number of the person approving the order.
19. **DATE:** Enter the date signed.
20. **DEPT'L COORD. SIGNATURE:** Obtain the signature of the appropriate departmental coordinator. This signature indicates that the order has been verified and reviewed for need.
21. **STATE COORD. SIGNATURE:** Obtain the signature of the appropriate state coordinator. This signature indicates that the order has been verified and reviewed for need.
22. **Detach and retain ORIGINATOR COPY:** Forward all other copies to your Documentation Coordinator.

REFER TO PRACTICE SW 000-010-903 FOR ANY ADDITIONAL INFORMATION

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EXHIBIT 4  
(Page 2 of 2)

SW-6991  
(3-88)

THIS FORM SHOULD BE USED TO PLACE AT&T ONE-TIME AND STANDING ORDERS FOR DRAWINGS AND PROGRAM DOCUMENTS.

INSTRUCTIONS FOR ENTERING INFORMATION

1. **CUSTOMER P.O. NUMBER (REQUISITION):** Enter your one-time or standing order requisition number. If this is to initiate a new standing order, contact your Documentation Coordinator for a number.
2. **SHIP TO NUMBER (LOCATION):** Enter your unique standing or location number. If this is to initiate a new standing order, contact your Documentation Coordinator for a number.
3. **PAGE \_\_\_ OF \_\_\_:** Enter the page number and total number of pages.
4. **TYPE OF REQUEST:** Check the appropriate box depending on the type of order you are placing. You may only check one box per order.
  - ONE-TIME:** Check to order drawings and program documentation for which you will not receive updates.
  - STANDING ONLY:** Check to order drawings and program documentation for which you do not want an initial shipment but do want all subsequent updates.
  - ONE-TIME & STANDING:** Check to order drawings and Program Documentation for which you want both an initial shipment and all subsequent updates.
  - CHANGES TO EXISTING STANDING ORDERS:** Check to make any type of change to an existing standing order. List types of changes. Complete order form with the OLD information and place the NEW information in the Material Description Section. See number 8 and check action codes.
5. **SHIP TO:** Enter Title only (last names or initials are allowed, space permitting) street, room number, city, state and zip code of the ship to addressee.
6. **BILL TO:** Enter the responsibility code, job function code, and geographic location code of district level or above who should be charged for this material. You may use the function code of 9999. This code will distribute the cost of this material to each job function code associated with the responsibility.
7. **MICROFICHE/PAPER/MICROFILM:** Check the appropriate box to indicate the form in which you would like to receive the drawings and/or program documents ordered.
8. **QUANTITY:** Enter the number of copies you require.
9. **MATERIAL DESCRIPTION:** Enter the drawing number or the name of the program document.
10. **ORDERED BY:** Enter the signature of the person completing the order.
11. **NAME:** Print or type the name of the person completing the order.
12. **TEL.#:** Enter the phone number of the person completing the order.
13. **DATE:** Enter the date signed.
14. **AUTHORIZED BY:** Obtain the signature of the appropriate level of approval.
15. **TITLE:** Enter the title of the person approving the order.
16. **TEL.#:** Enter the phone number of the person approving the order.
17. **DATE:** Enter the date signed.
18. **DEPT'L COORD. SIGNATURE:** Enter the signature of the appropriate departmental coordinator. This signature indicates that the order has been verified and reviewed for need.
19. **STATE COORD. SIGNATURE:** Enter the signature of the appropriate state coordinator. This signature indicates that the order has been verified and reviewed for need.
20. Detach and maintain originator copy. Forward all other copies to your Documentation Coordinator.

REFER TO PRACTICE SW000-010-903 FOR ADDITIONAL INFORMATION.

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EXHIBIT 5  
Page 1 of 2

1

From  Bell Communications Research Information Distribution Center 80 New England Avenue · Piscataway, NJ 08854-4198 Return Postage Guaranteed		1	TPC	A000000532	
TO: *SOUTHWESTERN BELL      UPS 3 DOCUMENTATION COORD ONE BELL CENTER 33-S-4 ST LOUIS MO                      63101			10003*E*189 23014	PAGE 1	
Release No.      Release Date      Sequence No. CL04              04/10/89			Set No.	Quantity	Practice No.
Order No.      Location No. 37 1 16400      ZA00001				1	795-000-000
Distribution Code  ITEM COUNT:      1					30 001

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EXHIBIT 5  
Page 2 of 2

F AT&T CUSTOMER INFORMATION CENTER  
R 2855 N. FRANKLIN ROAD  
O P.O. BOX 19901  
M INDIANAPOLIS, IN. 46219-1385



AT&T

RELEASE 7108

C.N. NO.

SHIP CODE ST

FORWARDING & RETURN POSTAGE GUARANTEED

SOUTHWESTERN BELL

P.S. NO. SO 1791767

0764502683  
DOCUMENTATION COORD  
RM 33-S-4  
ONE BELL CENTER  
ST. LOUIS

MO 63101

ORDER DATE	PICK DATE	REQ. DATE
03/17/89	03/17/89	04/03/89
CUSTOMER P.O.		SHIP TO
37 1 16400		63101ONE

CUST.INFO.CTR.ORDER NUMBER 0764502683

SELECT LOCATION	QTY SHPD.	UN	M	ITEM NUMBER DESCRIPTION	ISSUE NO.	PAGE	QTY. ORD.	QTY. B/O	ITEM NO.
G0000001	1	EA	P	314-000-000 314-000-000	80		1	0	
G0000002	1	EA	P	356-000-000 NUMERICAL INDEX - ANALOG	01		1	0	
G0000003	1	EA	P	363-000-000 LOOP TRANSMISSION SYS	06		1	0	
G0000004	1	EA	P	365-000-000 DIGITAL TRANSMISSION SYSTE	29		1	0	
G0000005	1	EA	P	406-000-000 AIR-GROUND RADIO	25		1	0	
G0000006	1	EA	P	462-000-000 462-000-000	96		1	0	

SHIPPING INFORMATION BELOW

MISC. CODE CHARGE

FRT. CODE CHARGE  
DOCUMENTATION COORD

PACKING SLIP DEL. INST.

RM 33-S-4

86-48 L

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EXHIBIT 6  
ORDERING REFERENCE LIST

AT&T Drawing and Program Documents-Available on One-Time or Standing basis, Form SW6691

Engineering Drawings  
Circuit Descriptions  
Program Documents  
Miscellaneous Microforms and Printed Matter

AT&T CIC Documents-Available on a One-Time or Standing basis, Form FA SW 6689 and  
FA SW 6690

Technical Reference  
Broad Gauge  
Training Aids and/or Courses  
Publications  
Apparatus Card Catalogs  
E-Forms  
Bell System Practices (Bellcore and AT&T)

Bellcore Documents - Available on a One-Time or Standing basis, Form FA SW 6689 and  
FA SW 6690

Technical References  
Publications  
Special Reports  
Bellcore Information Letters  
Bell System Practices  
Bellcore Practices

Local Contracted Distributor - Southwestern Bell Telephone Documents - Available on  
One-Time and Standing basis, Form FA SW 6689 and FA SW 6690

Handbooks  
Training Aids and/or Courses  
Manuals  
SWBT Practices  
Publications

Questions regarding the items listed should be directed to the respective Documentation  
Coordinator in each area.

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EXHIBIT 7



Standing Order Master

LOCATION STATUS REPORT

Quantity	Area	Order No	Location No	Page
1		37 1 14428	AA20083	1

Changes Effective Through BSPM No	BR84	Effective Date	08/02/88	Addressee	*SOUTHWESTERN BELL UPS 3 NTWK INFO CENTER ONE BELL CENTER RM 12-Q-1 ST. LOUIS MO 63101 3
PAPER LOCATION					

Distribution Codes

A01 A34 A39 A42 A59 A70 A75 A79 A88 A91 A93 A99 R01 R22 R23 R24 R26 R27
B29 B30 B31 B32 B33 B34 B35 B36 B37 B38 B39 B40 B41 B42 B43 C01 C10 C11
C13 C16 C33 C35 D01 E01 F01 F13 F14 F15 F16 F17 G01 G28 H01 H02 H60 H61
M01 M21 N01 P01 R01 S12 S21 S30 S31 S32 S40 S50 S61 S82 S90 S95 S99 T01
W01 W03 XAV X01 X15 X23 X25

PRACTICE NUMBER	ISSUE	PRACTICE NUMBER	ISSUE
TRTSY000271	BR 01	TRTSY000271 APP R2	BR 01
000-000-000 ADD	SW Z	000-000-000	BR 03
000-000-001	BR 22	000-010-010 ADD	SW A
000-010-011 ADD	SW B	000-010-015 ADD	SW B
000-010-015	BR 04	000-010-901 ADD	SW A
000-010-901	SW A	000-010-902	SW A
000-010-903	SW A	000-010-903 APP 01	SW B
000-010-903 APP 02	SW A	000-010-903 APP 03	SW A
000-010-903 APP 04	SW C	000-010-903 APP 05	SW C
000-010-903 APP 06	SW B	000-010-903 APP 07	SW B
000-010-903 APP 08	SW B	000-010-903 APP 09	SW A
000-010-903 APP 10	SW B	000-010-903 APP 11	SW B
000-010-903 APP 12	SW A	000-010-903 APP 13	SW E
000-010-903 APP 14	SW B	000-010-903 APP 15	SW C
000-010-903 APP 16	SW B	000-010-903 APP 17	SW L
000-010-903 APP 18	SW G	000-010-903 APP 19	SW C
000-010-903 APP 20	SW B	000-203-155	BR 01
001-000-000 ADD	SW C	001-201-906 ADD	SW C
001-991-044	BR 01	002-000-000 ADD	SW J
002-011-900	SW C	002-011-901	SW A
002-020-900	SW A	002-100-902	SW A
005-000-000 ADD	SW C	005-992-004	BR 02
007-000-000 ADD	SW I	007-000-000	BR 03
007-000-101	BR 01	007-010-900	SW A
007-180-301	BR 01	007-180-901	SW A
007-180-901 APP 01	SW A	007-180-902	SW A
007-180-902 APP 01	SW A	007-180-903	SW A
007-180-903 APP 01	SW A	007-200-201	BR 01
007-200-310	BR 02	007-201-100	BR 02
007-203-101	BR 07	007-203-102	BR 03
007-203-103	BR 01	007-203-106	BR 02
007-203-210	BR 03	007-204-101	BR 01
007-205-310	BR 02	007-208-310	BR 01
007-209-201	BR 02	007-210-320	BR 02
007-220-300	BR 01	007-220-301	BR 01

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EXHIBIT 8

**Bellcore**

Bell Communications Research

OPMIT Master Index

10 11  
10 11 87

Company SOUTHWESTERN BELL	Effective 04/19/89 REL BR23	Page 1
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Practice No	ISS	Pages	CL	Rel Change	Distribution Codes-Areas
901-000-000 ADD	SW	C	2	C BR55	D00 S21 X00
901-000-000	BR	04	4	C AR19	D00 D01 D03 X00 X01 X03 X04 X10 X11 X13 X14
901-111-302 ADD	SW	A	17	A 1470	D01 D03
901-350-203	BR	01	24	A CL69	D01 D03
901-350-250	SW	A	39	A BR90	D01 D03
901-350-300	SW	A	23	A 1730	D01 D03
901-600-001	BR	06	92	C BR79	D01 Z01 Z15
901-600-003	BR	02	116	C BR71	D01
901-600-004	BR	02	486	C BR71	D01
901-600-005	BR	01	230	C BR35	D01
901-600-006	BR	01	140	C BR24	D01 D03
901-600-007	BR	01	152	C CR01	D01
901-600-009	BR	03	116	C BR97	D01
901-600-010	BR	02	250	C BR54	D01
901-600-013	BR	01	152	C BR40	D01
901-600-014	BR	06	400	C BR20	D01 Z01 Z15
901-600-016	BR	01	100	A BR63	D01
901-600-017	BR	01	104	C BR63	D01 D03 Z01 Z15
901-600-021	BR	02	344	C AR11	D01 Z01 Z15
901-600-022	BR	02	156	C BR73	D01 D03 D17
901-600-023	BR	01	1	A BR63	D01
901-600-024	BR	01	158	C BR95	D01
901-600-025	BR	02	216	C BR82	D01 Z01 Z15
901-600-026	BR	02	324	A BR06	D01
901-600-028	BR	01	72	A BR63	D01
901-600-030	BR	02	124	C BR20	D01 D03 D18 D19
901-600-040	BR	02	142	C BR13	D01
901-600-055	BR	01	80	A BR22	D01
901-600-130	BR	01	116	C BR42	D01
901-625-120	BR	01	123	A BR63	D01
901-660-100	BR	02	114	A BR10	D01 D03
901-660-101	BR	02	215	A BR10	D01 D03
901-660-102	BR	02	178	A BR10	D01 D03
901-660-103	BR	02	185	A BR10	D01 D03
901-660-104	BR	02	177	A BR10	D01 D03
901-660-105	BR	01	65	A BR10	D01 D03
901-660-106	BR	01	13	A BR10	D01 D03
901-660-108	BR	01	49	C SR02	D01 D03
901-670-100	BR	03	504	C BR95	D01 D03 Z01 Z15
901-670-100 APP R1	BR	03	504	A BR95	D01 D03 Z01 Z15

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## EXHIBIT 10

## 9-DIGIT NUMBERING PLAN

CATEGORY OF INFORMATION	DIVISIONS ALLOCATED
General Information	000-019
Apparatus, Miscellaneous Equipment, Tools, Test Equipment, Power, and Signaling	020-179
Operation Support Systems	190
Switching Systems	200-289
Transmission and Signaling Systems	300-379
Radio	400-449
Customer Equipment:	
Common	460-469
Special Services	470-489
Station Equipment	500-529
PBX	530-559
Teletypewriter	570-589
Data Systems	590-599
Outside Plant	620-649
Test Center Operation	660-669
Loop Assignment	680-689
Motor Vehicles	720-729
Materials Management	740-749
Business Information Systems	750-759
Buildings	760-779
Engineering Planning	780-789
Engineering Administration	790
Common Language	795
Equipment Design and General Requirements	800-839
Transmission Engineering	850-889
Outside Plant Engineering	900-939
Radio Engineering	940-944
General Descriptive Information	950-989

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