

REPORTING PLANT DAMAGE
AND ABNORMAL CONDITIONS

1. GENERAL

1.01 This Section describes procedures to be followed in reporting certain plant damage and/or abnormal conditions which occur within the territory served by Southwestern Bell Telephone Co.

1.02 This Section is issued to replace Section V61.005 and to provide revised guidelines and responsibilities for reporting plant damage and abnormal conditions. This Section is also reissued to update the categories and conditions requiring a report and to cover Segment (Business, Residence, Network, etc.) responsibilities for abnormal reporting in a reorganized environment.

1.03 The purpose of the Abnormal Report is to alert higher management of a condition that has affected service or has the potential to affect service. Reports should also be made on any communication problem which causes or has the potential to cause reaction from the news media, major customers, government or regulatory agencies or when public safety is jeopardized.

ADDITIONAL REPORTS MAY BE REQUIRED TO ADVISE ON RESTORATION PROGRESS OR UNTIL POTENTIAL CONDITION HAS ENDED.

2. CONDITIONS REQUIRED TO BE REPORTED

2.01 The following are major categories of conditions requiring a report which are described in detail in succeeding paragraphs:

- A. Major Abnormal Conditions
- B. Isolation of one or more NNX
- C. Central Office Failures

- D. Fire or boiler explosion involving Company property
- E. Sabotage or Vandalism to Company property
- F. Plant Damage - Exchange
- G. Plant Damage - Toll

A. MAJOR ABNORMAL CONDITIONS

2.02 Events requiring Blue, Yellow or Red Condition, as defined in Section 010-122-010, initiated in Southwestern Bell territory. The declaration of such an event shall be made to the office of the Assistant Vice President-Network Maintenance, specifying:

- The reason for the declaration
- The scope of events, if known;
- Time of event, if known;
- Name of individual making the declaration.

2.03 Other major abnormal conditions are:

- (1) Network radio or television channel failure for any duration due to any cause.
- (2) Local radio or television channel failure of more than 5 minutes.
- (3) Failure of five or more Priority 1 Services for any duration due to any cause. Priority Class Services are defined in Section 660-207-020.

(4) An interruption of service to a Priority Class Service (1 through 4) due to plant operation error. In the flash report the following additional information is required:

- (a) At what point (equipment, frame, group, cable pair, etc.) was the circuit identified as a Priority Service?
- (b) Had the control office of the Priority Service affected been contacted for release?
- (c) Has the importance of maintaining Priority Service been stressed to the employee who made the error?
- (d) Will an investigation be made to determine how the interruption could have been avoided?

(5) When it becomes necessary to execute Network Control (e.g., Line Load Control, Trunk Load Control or Code Blocking) other than those planned for heavy load conditions such as holidays, Mothers Day, etc., this report should contain what controls were affected, extent and the suspected cause and clearing time (or prospects for restoration). A report should also be made when network controls are released and operation is normal.

(6) When there is a total failure of a PBX (including DIMENSION[®]) or Centrex serving Federal, State, City, or County office, Military installation or major business customer.

B. ISOLATION OF ONE OR MORE NNX

2.04 Report isolations when one or more Bell System or Independent Company NNX code is isolated from the toll message network.

NOTE: An NNX is considered isolated when "in and/or out" traffic cannot be handled via normal manner, however:

- (a) Do not report isolations due to troubles in the open wire plant unless the isolation is over 4 hours.
- (b) Do not report Independent Company exchanges isolated when the trouble is caused by failure of Independent Company owned and maintained plant unless the isolation is over 4 hours.

C. CENTRAL OFFICE FAILURES

2.05 Central office failure is reportable when:

(1) Malfunctions of Traffic Service Position Systems (TSPS) that include the following:

- (a) Any failure which initiates the call processing recovery program and results in the execution of a System Initialization A or System Initialization B except as required as part of procedures associated with software changes.
- (b) A central office trouble which seriously affects all traffic being offered to the system, or all calls of a type (coin, non-coin, 0+, 0-, 1+) from a tributary office or 100 or more incoming trunks to the system.

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- (c) A loss of a chief operator unit, local or remote.
- (2) There is a failure of a Central Office or Community Dial Office to process calls for any duration, due to any cause.
- (3) General Office trouble affecting the service of 400 or more lines.
- (4) Any unplanned recovery or phase action in an ESS office that affects calls in progress.
- #1 ESS Phase 4 or higher
 - #2 ESS MRF level 4 or higher
 - #3 ESS RCUI level 4 or higher
 - #4 ESS Phase 2 or higher
- (5) Central Office on emergency power for over 4 hours due to failure of commercial power supply.
- (6) Loss of all or part of AMA records.

D. FIRE OR BOILER EXPLOSION

2.06 Fires or boiler explosions in Southwestern Bell owned or leased buildings, as covered in Section 770-340-501, shall be reported. This report is in addition to the fire report procedure provided in Addendum 770-340-501SW.

E. SABOTAGE OR VANDALISM

2.07 Sabotage and acts of vandalism, as covered in Joint Practice 18, shall be reported. This report is in addition to the report made to the Security Organization as provided in Joint Practice 18.

F. PLANT DAMAGE - EXCHANGE

2.08 Exchange plant damage is reportable when:

- (1) An exchange cable of any size is damaged that affects 100 or more subscriber lines.
- (2) There is a failure of 25% or more of any interoffice facility (cable, carrier or radio).

G. PLANT DAMAGE - TOLL

2.09 Toll plant damage is reportable when:

- (1) There is a complete failure between toll switching entities even when no isolation is involved due to traffic reroute or other means of restoration.
- (2) There are 25% or more circuits affected on a toll entrance or toll cable maintained by Southwestern Bell.
- (3) 100 or more toll circuits (trunk and/or private lines) are out of service in a division for any duration due to any cause.

2.10 In any reportable abnormal condition caused by the failure of a buried or underground cable due to work activity, the following additional information shall be furnished:

- (a) Did we know that activity was going on in the vicinity of the damaged plant?
- (b) Did we locate cable?
- (c) Did we have an employee at the location?
- (d) Will we bill the person causing the damage?

3. RESPONSIBILITY FOR REPORTING ABNORMAL CONDITIONS

3.01 The responsibility for reporting plant damage or abnormal conditions rests with the second level supervision in the organization that is first on the scene or which is responsible for correcting the condition (whichever can give an accurate account of conditions as early as possible after occurrence). This responsibility must be discharged regardless of the organizational Segment (Network, Business, Residence, etc.).

3.02 Each segment is responsible for reporting abnormal conditions and plant damage through segment lines of organization to the office of the General Manager. The General Manager or delegated supervisor will promptly notify the office of the General Manager-Network or General Manager-Switched Services of the abnormal condition and all known facts about that condition in accordance with Paragraph 5.02.

3.03 In each state, except Texas, the General Manager-Network is responsible for accepting all reports from all segments and furnishing those reports to the Assistant Vice President-Network Maintenance at the General Headquarters in St. Louis.

3.04 In Texas, each segment shall report abnormal conditions and plant damage through segment lines of organization to the office of the General Manager. The General Manager or delegated supervisor will promptly notify the segment coordinator at Texas Headquarters in Dallas of the abnormal condition and all known facts about that condition in accordance with Part 5 of this Section. The segment coordinator at Texas Headquarters will in turn pass the report to the office of the Assistant Vice President-Switched Services, who in turn will promptly

notify the Vice President-Customer Services (Network) and the Assistant Vice President-Network Maintenance at General Headquarters in St. Louis.

4. ORGANIZATION FOR REPORTING ABNORMAL CONDITIONS

4.01 The General Managers and Assistant Vice Presidents involved should establish within their organizations a primary coordinator and two alternates with responsibility for accepting and reporting plant damage and/or abnormal conditions 24 hours per day, 7 days a week. A telephone number should be established and included in Appendix 1 of this Section as available to be answered during normal business hours by all three coordinators. For out-of-hours reporting, the names and telephone numbers of those responsible shall be listed in Appendix 1. They should be called in order of priority.

4.02 When a report is received by any coordinator or alternate it is the responsibility of that individual to see that the report is rapidly furnished to the abnormal "Hot Line" at General Headquarters during normal business hours (8 a.m. to 5 p.m., Monday through Friday) or to the first available Headquarters coordinator listed in Appendix 1, during off-hours, weekends and holidays.

5. FORM OF REPORTS

5.01 The standard format for reporting extensive plant damage is the Form SW-6047, Report of Abnormal Service Conditions (Exhibit 1). When a plant damage report is made both the person giving the report and the person receiving the report should use this form on a line-by-line basis in order to simplify the passing of information and to insure that all information is available.

5.02 When reporting an abnormal service condition (e.g., central office failure, carrier failure, etc.) a memorandum format is acceptable. The memorandum format should contain the following information:

- (1) Area
- (2) City
- (3) Date of abnormal condition
- (4) Time of abnormal condition
- (5) Time abnormal condition was lifted
- (6) If condition still exists - time of expected restoral
- (7) Isolated exchanges and whether they are Independent Company or Southwestern Bell owned
- (8) Brief narrative of cause of abnormal
- (9) Number of message circuits (total) and private lines, regardless of ownership
- (10) Will an investigation be made to determine the course of the abnormal condition?
- (11) What network controls were activated (if any)
- (12) In cases involving the failure of buried or underground cable plant due to work activity, also report those items listed in Paragraph 2.10 of this Section.
- (13) In the event of a Blue, Yellow or Red Condition, also report those items listed in Paragraph 2.02
- (14) In the event of interruption of Priority Class Service, also report those items listed in Paragraph 2.02 (4).
- (15) An assessment by the Network Management Center on the impact the abnormal condition has caused to the network.

6. ABNORMAL COORDINATOR LIST

6.01 Appendix 1 of this Section contains the list of Segment (Business, Residence, Network, etc.) coordinators for each General Manager and Assistant Vice President involved in Abnormal Reporting. This Appendix will provide a single reference for reporting all abnormal conditions 24 hours a day, 7 days a week.

6.02 Changes, additions and deletions to the list of Abnormal Coordinators in Appendix 1 of this Section may be made by letter to the Assistant Vice President-Network Maintenance or by telephone to the General Headquarters Abnormal Reporting number (314-247-3214). Revisions to Appendix 1 will be made promptly and distributed to all holders of standing orders for 010 sections.

REPORTING PLANT DAMAGE
AND ABNORMAL SERVICE CONDITIONS

1. GENERAL

1.01 This Appendix provides for reporting Plant Damage and Abnormal Service Conditions to the Office of General Manager-Network.

1.02 This Appendix is reissued to update the list of Kansas Network Maintenance Division Staff Personnel to be notified.

2. REPORTING

2.01 In the event of Plant Damage and/or Abnormal Service Conditions during normal business hours, after 5:00 PM Monday through Friday, on weekends and holidays, reports are to be made to one of the following beginning with the first name listed.

Ray Canada

Business: 913-296-8309
Residence: 913-272-4263

Burel Rice

Business: 913-296-8964
Residence: 913-273-6910

Tom Vestle

Business: 913-296-8055
Residence: 913-272-9850

Bill Venable

Business: 913-296-8510
Residence: 913-266-6160