

DDD TASK FORCE

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- Attachments:
1. Format for Independent Company DDD Meetings
 2. Office Profile — Level Treatment
 3. Miscellaneous Bulletin for Independent Companies
 4. Sample Format — 555-1212 Charged in Error
 5. Sample Format — Pre-Billing Credit Request — Poor Transmission
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1.0 GENERAL

- 1.01 This Section describes the structure and functions of the DDD Task Force, and the responsibilities of the assigned members.
- 1.02 The "DDD Task Force" acts as a resource group to the DDD Service Bureau when other department action is needed to improve performance in areas not responding to normal maintenance efforts. The efforts of this group can result in projects which are applied on a company-wide basis.
- 1.03 The members of the Task Force are people currently filling a staff or line job in their respective departments. The selection of the members and the provision of active leadership will determine the effectiveness of the group.

SECTION 010-401-012

1.04 Reviewing Bureau data and results, System letters, audits of existing procedures, needs for new approaches to engineering, operating or maintenance methods, analysis of chronic weak spots, and special assignments from the Steering Committee are sources for improvement items. The Network Trouble Analysis Supervisor (member of the Steering Committee) coordinates the activities of the Task Force.

2.0 Task Force Projects

2.01 Some typical areas of "Task Force" involvement are --

- (1) Routing verification of markers, decoders and translators in all toll switching machines.
- (2) Digit deletion -- Common control to SXS.
- (3) Signaling integrity. All systems.
- (4) Integrity of pulsing in all automatic test frames.
- (5) Vacant level-verification of treatment.
- (6) Elimination of non-standard tones and announcements.
- (7) Assist with toll circuit order priorities.
- (8) Analyze system AMA tape studies. (% Completion)
- (9) Assist staff in joint reviews of "weak spots".
- (10) Analysis of new offices after cut-over.
- (11) Review Public Service Commission and official complaints.
- (12) In depth analysis of ineffective machine attempts.
- (13) Effect of Western Electric activity on DDD results.
- (14) Effects of customer station equipment on DDD results (PBXs -- automatic dialers, etc.)
- (15) Follow up on status of flash removal.
- (16) Inter-connection effect on DDD results.

3.0 Specific Departmental Duties

3.01 When a team approach is used by the Task Force in analyzing problems which have not responded to trouble clearing efforts, each department has certain functions for which that department's task force member has the responsibility to obtain necessary involvement in his organization as required. These are listed in the following paragraphs.

3.02 *Engineering Responsibilities*

(1) Option Checking (DDD items).

- (a) Review of drawing notice changes.
- (b) Determine need to apply new options on existing equipment.
- (c) Review wiring lists for proper options on existing equipment.
- (d) Field sample options prior to setting up full scale option checks.
- (e) Establish priorities for change notices by location.

(2) Assistance to Plant

- (a) Field assistance on maintenance items as required.
- (b) Review adequacy of Plant practices and revise as required.
- (c) Monitor proper calibration of all automatic test frames.
- (d) Assist with technical problems related to use of supplementary observing sets.

(3) Work with Independent Companies

- (a) Assist Independents with equipment maintenance problems.
- (b) Keep informed on compatibility problems (CXR, SF).
- (c) Attend results and DDD meetings with Independents.

(4) Assistance to Equipment Engineers

- (a) Review maintenance considerations versus economic considerations on equipment rearrangements (DDD results).
- (b) Assist on orders being written where DDD is involved.
- (c) Study circuit compatibility.

(5) Shop Modifications

- (a) Establish priorities for shop modifications of equipment.

3.03 Traffic Responsibilities

(1) Operator Trouble Reporting

- (a) Operator education (Bureau role).
- (b) Receiving maximum reports from all switchboards.
- (c) Feed back to operators – result of trouble reporting.
- (d) Standard trouble reporting procedures. (Update bulletins).

(2) Customer Instruction

- (a) Summarize effect of customer dialing on ineffective call results.
- (b) Work with "Customer" instruction group.
- (c) Review "credit requests" for customer dialing errors.
- (d) Review directories for correct Customer Dialing Instructions

(3) No Circuit Problems (NC – RO)

- (a) Analyze and compare overloaded trunk groups with DDD results.
- (b) Establish toll circuit order priorities.
- (c) Verify correct data and utilization of circuits on overloaded groups.
- (d) Study Sunday and holiday loads and time of day changes.
- (e) Analyze Ineffective Machine Attempt data

(4) Extended Area Service

- (a) Adequacy of EA trunk groups.
- (b) Proper customer instruction.
- (c) Check for "missing screens".
- (d) Adequacy of EA maintenance.

(5) Service Observing

- (a) Verification of all observing locations. (Proper attachments).
- (b) Review of observing practices for changes.
- (c) Arrange for supplementary observing where required.

(6) Reorder analysis

- (a) Operator encountered reorders (multiple selected circuits).
- (b) Mechanized reorder trap.
- (c) Operator keying errors.
- (d) Identification of reorder weak spots.
- (e) Vacant code analysis.

(7) Review switchboard multiple arrangements

- (a) Ease of selection.
- (b) Properly identified.
- (c) ANC points properly identified.

(8) Intercepting Requirements

- (a) Arrange for special intercept needs (vacant codes, extended area codes, dialing instructions).

3.04 *Independent Relations Responsibilities***(1) Keep Independents Informed of Results in Their Territory**

- (a) In trunk, out trunk
- (b) Operator errors (RO trap)
- (c) NC - RO
- (d) Overloaded TC groups.
- (e) Operator reported troubles.

(2) Meet With Independents

- (a) Set up CSP or TC meetings and review results. (Testboard and serving machine supervision to attend also)
- (b) Review Service Improvement Plans.
- (c) Prepare format for meetings. (See attachment #1)
- (d) Review maintenance problems (Central office, power, toll).
- (e) Analyze weak spots.

(3) Inform Independents of Long Range DDD Objectives

- (a) Standard tones and announcements.
- (b) Treatment of all vacant levels.
- (c) Engineering objectives on trunks.
- (d) Flash removal.
- (e) ANI objectives.
- (f) Review use of new test equipment.
- (g) Transmission testing arrangements.
- (h) Standard test numbers.

(4) Miscellaneous

- (a) Controlling work errors.
- (b) Out of hour call out lists (Proper posting).
- (c) Priorities on circuit additions.
- (d) Assistance on dial conversions.
- (e) Transfer of office alarms.
- (f) Review Central offices using team visit approach.
- (g) Maintain profile on each office showing – treatment of all levels, numbers bridged etc. (See Attachment #2)
- (h) Information - News - Miscellaneous Bulletins (See Attachment #3)

3.05 Long Lines or Toll Responsibilities

(1) Assist engineer with analysis of compatability problems

- (a) Carrier
- (b) Signaling units
- (c) Trunk relay equipment.
- (d) Four wire terminating sets.

(2) Reorder Trap Analysis

- (a) Review handling of referrals to 17C.
- (b) Develop out-trunk patterns.
- (c) Perform pattern analysis on all Reorder Trap printouts.

(3) Transmission (Inter-toll)

- (a) Assist with correction of transmission problems on inter-toll routes. (Analyze)

(4) Analyze Ineffective Machine Results

- (a) NC - IT
- (b) NC - TC
- (c) Sender Overload

(5) Establish priorities for Long Lines (Inter-state) inter-toll circuit orders.**(6) Assist Staff with Review of 17C Operations**

- (a) Review trunk lock-out procedures.

(7) Miscellaneous

- (a) Special Services Analysis (Wats, Data, Overseas calling)

3.06 Plant Responsibilities

Note: The functions of the Plant member of the DDD Task Force are generally assumed by the Bureau Chief. Should local conditions or work loads warrant an additional Plant member on the Task Force, the background required is similar to that required by the Bureau Chief.

(1) Liaison with Switching Staff

- (a) Status of CMP at all locations.
- (b) Switching results - toll and local.
- (c) Staff projects in progress.
- (d) Inform staff of weak spots.

(2) Assist Task Force with analysis of Bureau data.**(3) Arrange for special mechanized listings of data as required.****(4) Arrange for all field visits through normal channels.****(5) Assist in field reviews.**

3.07 Comptroller/Data Processing Department Responsibilities

Note: The person filling this position should have a working knowledge of the Data Processor's capabilities. He should also be familiar with AMA processing so as to be able to understand the Bureau's requests and properly interpret them for the DPC.

After all Bureau data is fully mechanized and procedures for obtaining special listings established, this position does not require full time involvement. The prime requirement at that time is one of providing liaison between the Bureau and the DPC for changes in existing programs or special printout requests.

Various Bureau input which can be used to produce mechanized listings for analysis are listed here and suggested formats are attached. Where large volumes prohibit detail listing, exception reporting can be used to reduce size of printouts and assist in pattern analysis.

(1) 555-1212 Charged in Error

(a) Originating and terminating sort (Attachment #4)

(2) Pre-Billing Credit Request. (If reported live include with operator reports)

(a) Poor transmission (Originating and Terminating sort – Attachment #5)

(c) Cut offs (Originating and terminating sort – Attachment #6)

(d) Wrong Numbers

(Number wanted different than number found on billing tape – Attachment #7)

(Number wanted same as on billing tape – Attachment #8)

(3) Incoming Trunk Service Observing

Note: See Traffic Service Observing Practice – Division B – Section 3

(4) Outgoing Trunk Service Observing

Note: See Traffic Service Observing Practice – Division I Section 1

(5) DDD Dial Line Service Observing

Note: See Traffic Service Observing Practice – Division B, Section 1

(6) ANI Failures

(a) Originating sort (Attachment #9)

(7) Detail of "Reports and Traces"

- (a) Originating and terminating sort (Attachments #10 and #11)

(8) Operator Encountered Reorders

- (a) Originating and terminating sort - (Attachment #12)

3.08 Public Relations Responsibilities

Note: Public Relations has the responsibility to give assistance to the DDD Network Analysis Bureaus in the area of employee and customer education as it affects the use of communication facilities. The prime objectives are to increase customer DDD usage and educate customers and employees in DDD improvement efforts. The representative serves the Task Force on an as required basis and is a member of the DDD Steering Committee.

(1) Customer Instructions

- (a) Basic dialing procedures in Company area.
- (b) How to avoid wrong number charges.
- (c) No charges for long distant information (555-1212)
- (d) Area code use - HNPA - FNPA.
- (e) Access code use
- (f) C.D.I. elimination.

(2) Employee Information

- (a) What has been done to improve DDD service
- (b) Employee trouble reporting
- (c) Special feature articles on new DDD improvement efforts.
- (e) Information releases for bulletin boards, news letters, Company magazine, and employee meetings, covering progress of DDD improvement.

(3) Public Activities - (Cover DDD Subjects)

- (a) Open houses
- (b) Talks and demonstrations
- (c) Film showings
- (d) School programs

(4) Public Information (Cover DDD Subjects)

(a) Newspaper ads.

(b) Public booklets

(c) Radio and TV ads

(d) Press relations and training

DDD T.C. OR C.S.P. MEETING
INDEPENDENT COMPANIES

Date _____ T.C. or C.S.P. _____ Division _____

ATTENDANCE: (Provide List on Attachment)

ITEMS DISCUSSED:	No Problem	Pending Problem	Explanation Attached
1. Flash Removal _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Trunk Additions Due & Overdue _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Proper Treatment of Vacant Levels & Numbers _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Standardization of Coin & Incpt. Tones _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Man Made Troubles _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Loop Around (Is it in at all Ofcs) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Status of 104 105 Test Lines _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. CXR Tests & Routines (on Schedule) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Operator Reports (Ind. Co. Toll Centers) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. DDD RESULTS (Reports and Traces)			
A. N.R. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. R.O. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Other (C.O., B.S., D.S.) NSE, C.H., WRG=S. Etc.) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. End Ofc. Alarms to Toll Ofc. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Call Out List Betw. Companies _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Dial Conversions & Replacements _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Repair Service Practices _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. ANI Problems _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Other Traffic Problems _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Misc. Items			
A. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next Scheduled Meeting: Date _____ Time _____ Place _____

TYPE OF TREATMENT GIVEN TO INCOMING TOLL CALLS

NNX _____
OFFICE PREFIX

EXCHANGE _____

TEL. CO. _____

LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS	LAST 4 DIGITS
10XX	20XX	30XX	40XX	50XX	60XX	70XX	80XX	90XX	00XX
19XX	29XX	39XX	49XX	59XX	69XX	79XX	89XX	99XX	09XX
18XX	28XX	38XX	48XX	58XX	68XX	78XX	88XX	98XX	08XX
17XX	27XX	37XX	47XX	57XX	67XX	77XX	87XX	97XX	07XX
16XX	26XX	36XX	46XX	56XX	66XX	76XX	86XX	96XX	06XX
15XX	25XX	35XX	45XX	55XX	65XX	75XX	85XX	95XX	05XX
14XX	24XX	34XX	44XX	54XX	64XX	74XX	84XX	94XX	04XX
13XX	23XX	33XX	43XX	53XX	63XX	73XX	83XX	93XX	03XX
12XX	22XX	32XX	42XX	52XX	62XX	72XX	82XX	92XX	02XX
11XX	21XX	31XX	41XX	51XX	61XX	71XX	81XX	91XX	01XX
INC. SEL. LEVEL #1	2	3	4	5	6	7	8	9	0

IN FILLING OUT ABOVE SQUARES, PLEASE USE THE FOLLOWING CODES AND INCLUDE EXPLANATION ON ANY OTHER CODES USED:

- "IO" INTERCEPT - OPERATOR
- "IM" INTERCEPT - MACHINE
- "RO" 1 20 IPM TONE (REORDER)
- "W" WORKING NUMBERS
- "NR" NO RING (GET NOTHING)
- "CR" CONTINUOUS RING

BRIDGED NUMBER SERIES, IF ANY (COIN PHONE LEVEL TO ANOTHER LEVEL)

VACANT NUMBER TREATMENT
(IO or IM)

CHANGED NUMBER TREATMENT
(IO or IM)

HOW TO FILL IN LEVEL TREATMENT FORM

FOR EXAMPLE ON A DDD CALL INCOMING FROM THE WORLD TO YOUR EXCHANGE (NNX), WHAT WOULD HAPPEN AFTER THE CALL REACHED YOUR EXCHANGE AND THE LAST 2 DIGITS (XX) HAPPENED TO BE IN THE 1400 GROUP? IF THERE ARE ANY WORKING NUMBERS IN THAT GROUP PLACE A "W" IN THE SQUARE AFTER 14XX; OR IF THE CALL WOULD ENCOUNTER REORDER TONE (R.O.), OPERATOR INTERCEPT (IO) MACHINE INTERCEPT (IM), NO RING (NR) OR CONTINUOUS RING (CR) - PLACE THE APPROPRIATE SYMBOL AFTER EACH GROUP AS REQUIRED. SOME OFFICES MAY NOT BE EQUIPPED ON SOME LEVELS TO HANDLE THE LAST 3 DIGITS. IN THIS CASE PLACE THE APPROPRIATE SYMBOL FOR THE TYPE OF TREATMENT GIVEN TO THIS LEVEL, (NR,RO,IO or IM) EVEN THOUGH THE LAST 3 DIGITS ARE LOST OR ABSORBED.

What You Can Do To Help Improve DDD Service

- I. Participate in C. S. P. and Toll Center meetings.
- II. Give Hold and Trace Assistance as required.
- III. Cooperate with specially arranged for call thru testing from the DDD Bureau.
- IV. Be sure to restore busied out Toll and local equipment as promptly as possible.
- V. Clear local troubles promptly.
- VI. Cooperate with the serving Toll Center on tests and corrective action.
- VII. Make every effort to provide standardized tones and announcements.
- VIII. Give treatment to all vacant levels, lines & numbers with the proper tone or announcement.
- IX. Develop and use an effective maintenance program to keep equipment as free of trouble as possible.
- X. Be sure to make circuit additons, which are required, as soon as practicable.

If you would like assistance, contact the Network Analysis Bureau in

City _____ Area Code _____

Tel. No. _____

CALLS TO INFORMATION, 555 - CHARGED IN ERROR

ACCT INST #8500506

JANUARY 7 1970

ORIGINATING SORT

DATE	TIME	ELAPSED TIME	TO NPA-NNX-NO.	HOW IDENT	FROM NPA-NNX-NO.	RG/01
11/ 4	11 00	04	414 555 1212	ANI	XXX 295 3261	25 1
10/ 7	11 03	01	414 555 1212	ANI	XXX 295 6691	25 1
10/15	09 56	01	414 555 1212	ANI	XXX 295 6732	25 1
12/12	16 04	01	309 555 1212	ANI	XXX 297 2233	25 7
11/ 1	22 40	01	415 555 1212	ANI	XXX 321 8779	73 0
11/11	14 35	03	314 555 1212	ANI	XXX 324 2781	04 0
10/13	09 38	01	715 555 1212	ONI	XXX 332 0927	09 4
12/11	11 06	01	612 555 1212	ANI	XXX 332 0927	09 4
10/ 8	07 59	01	617 555 1212	ANI	XXX 332 3566	09 4
12/15	15 28	01	212 555 1212	ANI	XXX 332 3804	09 4
10/ 7	09 26	01	201 555 1212	ANI	XXX 332 5800	09 4
12/ 1	08 56	01	215 555 1212	ONI	XXX 332 6050	09 4
11/ 3	13 06	01	415 555 1212	ANI	XXX 332 6397	09 4
12/25	17 59	01	617 555 1212	ANI	XXX 332 6444	09 4
11/ 7	19 16	02	415 555 1212	ANI	XXX 332 8019	09 4

CALLS TO INFORMATION, 555 - CHARGED IN ERROR

ACCT INST #8500509

JANUARY 8 1970

TERMINATING SORT

DATE	TIME	ELAPSED TIME	TO NPA-NNX-NO.	HOW IDENT	FROM NPA-NNX-NO.	RG. 01
12/11	11 04	01	XXX 555 1212	ANI	XXX 336 3181	37 4
12/ 1	20 12	01	XXX 555 1212	ANI	XXX 336 6604	37 4
12/ 9	15 39	01	XXX 555 1212	ANI	XXX 336 9452	37 4
12/ 2	14 09	01	XXX 555 1212	ANI	XXX 342 4877	08 2
12/12	12 20	01	XXX 555 1212	ANI	XXX 353 3060	76 0
11/24	20 37	01	XXX 555 1212	ANI	XXX 361 1972	26 0
12/17	14 22	01	XXX 555 1212	ANI	XXX 384 5800	19 1
12/11	11 24	01	XXX 555 1212	ONI	XXX 432 1076	36 0
12/18	11 16	01	XXX 555 1212	ANI	XXX 432 3301	36 0
12/22	11 05	01	XXX 555 1212	ANI	XXX 432 4311	36 0
12/ 4	15 25	01	XXX 555 1212	ANI	XXX 432 4854	36 0
11/24	08 44	01	XXX 555 1212	ANI	XXX 432 6366	36 0
12/ 5	18 13	01	XXX 555 1212	ANI	XXX 432 6454	36 0
12/22	09 54	01	XXX 555 1212	ANI	XXX 432 6481	36 0
12/23	09 25	01	XXX 555 1212	ANI	XXX 435 1081	36 1
12/ 7	21 33	01	XXX 555 1212	ANI	XXX 435 2638	36 1
12/25	18 58	01	XXX 555 1212	ANI	XXX 437 5393	36 2
11/26	11 29	01	XXX 555 1212	ONI	XXX 452 9179	63 0
12/ 7	08 00	01	XXX 555 1212	ANI	XXX 462 0434	76 1
12/23	17 02	02	XXX 555 1212	ANI	XXX 462 5450	76 1
12/ 9	13 53	01	XXX 555 1212	ANI	XXX 463 1260	75 0
12/ 8	10 29	01	XXX 555 1212	ANI	XXX 481 5800	71 0
12/10	13 24	01	XXX 555 1212	ANI	XXX 494 3623	36 3
12/18	09 29	01	XXX 555 1212	ANI	XXX 494 3874	36 3
12/ 8	14 08	01	XXX 555 1212	ANI	XXX 494 4094	36 3
12/ 8	14 01	01	XXX 555 1212	ANI	XXX 645 9550	12 5
12/ 9	14 06	01	XXX 555 1212	ANI	XXX 682 8881	63 0
12/ 9	19 07	01	XXX 555 1212	ONI	XXX 739 9758	30 2
12/ 1	12 27	01	XXX 555 1212	ANI	XXX 771 6000	07 5
12/ 7	11 31	01	XXX 555 1212	ANI	XXX 787 3658	25 9
12/12	09 45	01	XXX 555 1212	ANI	XXX 846 3221	37 7
12/ 7	13 51	01	XXX 555 1212	ANI	XXX 873 0132	11 4
12/ 4	12 06	01	XXX 555 1212	ANI	XXX 921 9657	21 0

POOR TRANSMISSION - ORIGINATING SORT

ACCT. INST. 4512410

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ORIG TC	# - CALLING NO. INDICATES CONN CO. C.O.	1*	CALLED TC	NO CALLED	DATE
22 NORTH	097 2283	1*	514	XXX 336 4121	10/20
	097 2403		716	XXX 546 7500	10/20
	097 8060		412	XXX 327 6300	10/23
22 NORTH	452 7705	3*	198	XXX 338 3357	10/21
	452 9172		206	XXX 244 8011	10/23
22 NORTH	457 4441	2*	11	XXX 485 4411	10/21
22 NORTH	458 1622	1*	714	XXX 252 4197	10/22
	458 3764		196	XXX 233 6819	10/23
23 EAST	743 6313	2* 9***	215	XXX 743 0223	10/23
24 CENTER	261 3173	1* 1***	714	714 328 2347	10/23
	261 6431		11	#414 928 3386	10/22

POOR TRANSMISSION - TERMINATING SORT

ACCT. INST. 4512413

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CALLED TC	# - CALLED NO. INDICATES CONN CO. C.O.	ORIG TC	CALLED NO.	DATE	
	#XXX 296 2121	06	654 3464	10/20	
	#XXX 296 2131	11	623 5540	10/20	
	#XXX 296 2244	10	734 9939	10/20	
	#XXX 296 2365	15	921 7359	10/21	
	#XXX 296 2494	07	889 4427	10/26	
40 WEST	XXX 356 8263	5*	72	235 5086	10/22
40 WEST	#XXX 524 3094	1*	40	522 4464	10/23
	#XXX 524 4810		40	356 6401	10/24
40 WEST	#XXX 586 2833	2*	40	253 6180	10/23
	#XXX 586 3266		40	742 3730	10/26
40 WEST	#XXX 587 2207	2*	06	652 6348	10/26
40 WEST	#XXX 985 5451	1*	48	836 4604	10/25
	#XXX 985 6262		05	466 3284	10/23
	#XXX 985 6336		48	836 4604	10/24
41 SOUTH	XXX 362 5587	3* 14***	40	429 3323	10/23

CUT-OFF PRINTOUT - ORIGINATING SORT

ACCT. INST. 4512410

NOVEMBER - INT. 1

PAGE 20

ORIG TC	CALLING NO. # - INDICATES CONN. CO. C.O.	CALLED TC	NO. CALLED	DATE
	766 2561	199	XXX 629 8596	10/23
	766 2669	35	XXX 271 7250	10/26
	766 3517	212	XXX 751 5000	10/24
	766 4651	20	XXX 235 6220	10/21
	766 5528	10	XXX 722 6444	10/25
	766 5611	10	=XXX 867 2403	10/22
		6*		
10 WEST	779 4517	16	XXX 435 5301	10/23
	779 4544	16	XXX 432 7731	10/21
	779 6118	716	XXX 672 7883	10/21
	779 6558	71	=XXX 752 2111	10/23
		4*		
10 WEST	788 1651	71	#XXX 752 4201	10/26
	788 3126	10	XXX 725 7911	10/22
		2*		
10 WEST	836 2449	199	XXX 625 4342	10/21
		1*		
10 WEST	867 2125	49	XXX 238 4776	10/24
	867 2251	08	XXX 547 1115	10/21
	*867 2251	10	XXX 982 5330	10/22
	867 3364	199	XXX 685 8564	10/26
		4*		
10 WEST	982 2611	212	XXX 773 3550	10/23
	982 4146	71	#XXX 823 3141	10/20
	982 4203	10	XXX 733 7346	10/23
	982 4466	10	#XXX 986 3906	10/21
	982 5349	10	XXX 739 0171	10/23
		5*		
		81***		

CUT-OFF PRINTOUT - TERMINATING SORT

ACCT. INST. 4512413

NOVEMBER - INT. 1

PAGE 21

ORIG TC	CALLING NO. # - INDICATES CONN. CO. C.O.	CALLER TC	NO. CALLED	DATE
49 MIDDLE	XXX 238 0234	45	067 0227	10/22
	XXX 238 0291	01	541 7720	10/21
	XXX 238 2666	03	276 3682	10/20
	XXX 238 4711	40	356 4828	10/21
	XXX 238 4731	40	356 6834	10/21
	XXX 238 4776	10	867 2125	10/24
	XXX 238 8880	05	242 1068	10/24
		7*		
49 MIDDLE	XXX 244 1311	04	384 5498	10/22
	XXX 244 1311	24	927 3663	10/20
	XXX 244 2411	48	884 6517	10/22
	XXX 244 3506	45	868 3417	10/20
	XXX 244 6353	24	478 3137	10/21
		5*		
49 MIDDLE	XXX 249 1141	24	648 5018	10/22

WRONG NUMBER SAMES – TERMINATING SORT

ACCT. INST. 4512413

NOVEMBER – INT 3

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CALLED TC	CALLED NO.	ORIG. TC	CALLING NO.	DATE
	# – INDICATES CONN. CO. C.O.			
	XXX 674 2395	48	884 3003	10/28
	XXX 674 2550	47	838 9371	10/29
	XXX 674 3215	48	255 0116	10/31
	XXX 674 4093	24	473 3863	10/27
	XXX 674 5203	24	648 5548	11/03
		7*		
24	EAST # XXX 696 3752	11	349 3027	10/31
		1*		
24	EAST # XXX 699 3367	24	567 7181	10/07
	# XXX 699 3391	05	463 9641	10/13
		2*		
		65***		
25	NORTH XXX 284 2292	05	251 5671	10/18
	XXX 284 2611	11	485 3318	10/13
	XXX 284 2682	08	662 2832	10/02
	XXX 284 2800	25	334 9250	10/25
	XXX 284 4420	25	644 8394	10/30
	XXX 284 4543	05	251 6070	10/11
	XXX 284 5053	02	332 8594	10/25
	XXX 284 5551	25	334 5685	10/14
	XXX 284 5581	10	733 6644	10/10
	XXX 284 9560	25	334 7588	10/20
	XXX 284 9781	25	692 2219	10/30
		11*		
25	NORTH # XXX 285 3353	25	334 3625	10/28
	# XXX 285 3458	05	251 8720	10/30
	# XXX 285 4392	25	334 3515	10/26
		3*		
25	NORTH XXX 287 3624	25	334 5469	10/29
	XXX 287 4183	25	334 7226	10/18
	XXX 287 4451	25	334 2364	10/20
		3*		
25	NORTH XXX 334 1474	47	255 5579	10/16
	XXX 334 2009	05	251 1890	10/24
	XXX 334 2455	20	235 8550	10/28
	XXX 334 3211	01	321 8198	10/30
	XXX 334 3515	11	485 3364	10/02
	XXX 334 3711	05	251 8963	10/08
	XXX 334 4076	01	744 3216	10/18
	XXX 334 4308	20	235 8550	10/28

ANI FAILURE PRINTOUT—ORIGINATING SORT

ACCT. INST. 1289104

FEBRUARY 1-10

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DATE	TRANS. CONN.	CALLING NUMBER			TYPE	OFFICE
209	1411	592 9907	ANI	FAILURE	IFF	CAMA
210	1400	593 5622	ANI	FAILURE	IFF	CAMA
212	1603	593 5622	ANI	FAILURE	IFF	CAMA
212	1310	593 5622	ANI	FAILURE	IFF	CAMA
210	1313	593 6188	ANI	FAILURE	NIT	CAMA
212	1311	595 3064	ANI	FAILURE	IFF	CAMA
210	1212	595 3274	ANI	FAILURE	IFF	CAMA
210	1300	595 3274	ANI	FAILURE	IFF	CAMA
211	1202	595 3274	ANI	FAILURE	IFF	CAMA
211	1411	595 3650	ANI	FAILURE	IFF	CAMA
211	1410	595 3650	ANI	FAILURE	IFF	CAMA
209	1412	595 7800	ANI	FAILURE	IFF	CAMA
209	1412	595 7895	ANI	FAILURE	IFF	CAMA
212	1411	595 8264	ANI	FAILURE	NIT	CAMA
210	1212	598 0307	ANI	FAILURE	IFF	CAMA
212	1410	598 1172	ANI	FAILURE	IFF	CAMA
211	1212	598 3216	ANI	FAILURE	IFF	CAMA
209	1304	662 6661	ANI	FAILURE	NIT	CAMA
210	1603	662 7645	ANI	FAILURE	NIT	CAMA
211	1214	662 7700	ANI	FAILURE	IFF	CAMA
212	1304	662 7700	ANI	FAILURE	IFF	CAMA
212	1303	662 7700	ANI	FAILURE	IFF	CAMA
210	1312	662 9197	ANI	FAILURE	IFF	CAMA
210	1600	662 9297	ANI	FAILURE	IFF	CAMA
212	1304	662 9451	ANI	FAILURE	NIT	CAMA
211	1213	662 9819	ANI	FAILURE	NIT	CAMA
212	1103	664 2391	ANI	FAILURE	NIT	CAMA
210	0103	664 2421	ANI	FAILURE	NIT	CAMA
211	1103	664 2655	ANI	FAILURE	NIT	CAMA
211	0001	664 2854	ANI	FAILURE	NIT	CAMA
210	0103	664 3043	ANI	FAILURE	NIT	CAMA
212	0103	664 3411	ANI	FAILURE	NIT	CAMA
210	0103	664 3735	ANI	FAILURE	NIT	CAMA
211	0103	664 3765	ANI	FAILURE	NIT	CAMA
210	0103	664 4731	ANI	FAILURE	NIT	CAMA
209	0103	664 4942	ANI	FAILURE	NIT	CAMA
212	1304	665 1344	ANI	FAILURE	NIT	CAMA
212	1304	665 1578	ANI	FAILURE	NIT	CAMA
210	1403	665 1896	ANI	FAILURE	NIT	CAMA
210	1304	665 2425	ANI	FAILURE	NIT	CAMA
212	1313	665 2745	ANI	FAILURE	NIT	CAMA
210	1201	665 3867	ANI	FAILURE	IFF	CAMA
210	1402	665 3867	ANI	FAILURE	IFF	CAMA
211	1304	665 4249	ANI	FAILURE	NIT	CAMA
210	1213	665 4810	ANI	FAILURE	NIT	CAMA
212	1202	665 5222	ANI	FAILURE	NIT	CAMA
210	1410	665 5660	ANI	FAILURE	IFF	CAMA
210	1304	665 5779	ANI	FAILURE	NIT	CAMA
211	1304	665 6234	ANI	FAILURE	NIT	CAMA
210	1304	665 8249	ANI	FAILURE	NIT	CAMA
211	1304	665 8308	ANI	FAILURE	NIT	CAMA
212	1304	665 8512	ANI	FAILURE	NIT	CAMA
209	1304	665 9977	ANI	FAILURE	IFF	CAMA
209	030	734 4741	ANI	FAILURE	NIT	LAMA
209	030	734 7770	ANI	FAILURE	NIT	LAMA
209	000	734 9848	ANI	FAILURE	NIT	LAMA
209	040	742 7915	ANI	FAILURE	NIT	LAMA

DATE	TIME	REPORT ORIGINATOR	TROUBLE REPORT	TRUNK OR ORIG. TEL. NO.	CALLED NPA NNX NO.	VIA OR END TC LOCATION	TYPE AND DISPOSITION
#-EXCESSIVE HOLDING TIME							
21 SOUTH							
09 03	1344		NR-NA		657 3678		RETAIN FOR ANALYSIS
09 14	1326		NR-NA	8	857 2381		RETAIN FOR ANALYSIS
09 22	1345		NR-NA	1	722 3393		RETAIN FOR ANALYSIS
09 16	0914		NR-NA	18	734 2651		RETAIN FOR ANALYSIS
09 23	1032		NR-NA	8	336 3181		RETAIN FOR ANALYSIS
08 28	0851		NR-NA	021	432 6301		# NTF - REACHED NUMBER AND TRIPPED
09 08	1144		NR-NA		435 5321		RETAIN FOR ANALYSIS

09 18	0928		NR-NA	18	855 2424		RETAIN FOR ANALYSIS
09 24	0940		NR-NA	108	235 4960		RETAIN FOR ANALYSIS
09 14	1010		NR-NA	19	452 4361		NTF - WRONG PLACE XBT
09 16	0845		NR-NA	20	457 4461		RETAIN FOR ANALYSIS
09 01	1333		NR-NA	20	457 4611		RETAIN FOR ANALYSIS
08 31	1037		NR-NA	20	457 5566		RETAIN FOR ANALYSIS
09 17	0809		NR-NA	13	457 7711		# NTF - APPARENT NO RELEASE
09 11	1622		NR-NA	2	458 2121		RETAIN FOR ANALYSIS
08 31	1041		NR-NA	10	458 3713		RETAIN FOR ANALYSIS
09 21	1006		NR-NA	9	458 4601		RETAIN FOR ANALYSIS
09 10	0842		NR-NA	20	458 4611		NTF - 1ST. SEL. SEIZED - NOT STEPPED
09 23	0841		NR-NA	4	458 5711		RETAIN FOR ANALYSIS
09 11	1336		NR-NA	20	458 5728		RETAIN FOR ANALYSIS
09 17	0925		NR-NA	13	458 6763		RETAIN FOR ANALYSIS
08 28	0835		NR-NA	20	467 3503		NTF - 1ST. SEL. SEIZED - NOT STEPPED
09 25	0915		NR-NA	4	467 6167		RETAIN FOR ANALYSIS
09 25	1344		NR-NA	2	467 6441		RETAIN FOR ANALYSIS
09 25	0925		NR-NA	19	565 2011		RETAIN FOR ANALYSIS
09 22	0831		NR-NA	13	565 3092		RETAIN FOR ANALYSIS
09 23	0837		NR-NA	16	334 3421		# NTF - SWITCH NOT SEIZED
09 03	0903		NR-NA	22	334 3421		NTF - REACHED NUMBER AND TRIPPED
09 16	1539		NR-NA	7	384 4025		RETAIN FOR ANALYSIS
09 14	1050		NR-NA	6	268 2118		RETAIN FOR ANALYSIS
09 17	0825		NR-NA	16	573 2843		RETAIN FOR ANALYSIS
09 17	1433		NR-NA		353 3000		RETAIN FOR ANALYSIS
09 11	1028		NR-NA	3	922 9740		RETAIN FOR ANALYSIS
09 02	1431		NR-NA		227 1266		RETAIN FOR ANALYSIS
09 08	1121		NR-NA		759 1228		RETAIN FOR ANALYSIS
09 03	1035		NR-NA	198	556 3290		RETAIN FOR ANALYSIS
09 16	1011		NR-NA	9	784 2311		RETAIN FOR ANALYSIS
09 11	1603		CH-CBH	113	238 6840		RETAIN FOR ANALYSIS
08 31	1052		NR-NA		549 4400		RETAIN FOR ANALYSIS
09 24	1037		NOISE	26	477 2200		RETAIN FOR ANALYSIS
09 16	0810		NR-NA	15	968 2121		RETAIN FOR ANALYSIS

CITY OR SWBD NAMES

NAME OR TRUNK GROUP IF SELECTED IN MULTIPLE
OR
TELEPHONE NUMBER IF CUSTOMER REPORT OF TROUBLE

TERMINATING - AREA CODE

NAME OF VIA OR END TOLL CENTER

21 SOUTH

NC	RD	NRNA	WNO	NOA	CBH	NSE	XT	CTO	BS	DS	OTH	TOTAL	CR	AN	ABN	APC	REF	OTH	NTF	IF	NTF...TH	COMPL
		39			1	1						41		34					7			7

DATE	TIME	CALLED NPA NNX NO.	TERM. OFFICE LOCATION	TROUBLE REPORT	TRUNK OR ORIG. TEL NO.	REPORT ORIGINATOR	TYPE AND DISPOSITION # - EXCESSIVE HOLDING TIME																
84 WEST																							
08 31	1055	845 6067 *		NR-NA	TANDEMTRK	101	RETAIN FOR ANALYSIS																
09 08	0955	845 6069 *		NR-NA	LOCALCOMP	612	#7 TFT--SXS--DIRTY CONTACTS-NOT DROP EQPT																
09 09	1133	845 62 *		WRONG NO.			S.O. INC TRK																
09 08	1131	845 62 *		WRONG NO.			S.O. INC TRK																
09 10	1444	845 62 *		REORDER			S.O. INC TRK																
09 16	0920	845 6241 *		NR-NA	ASLD WAUS	2	RETAIN FOR ANALYSIS																
09 21	1348	845 6281 *		NR-NA	TANDEMTRK	3348	RETAIN FOR ANALYSIS																
09 09	1602	845 7039 *		NR-NA	TANDEMTRK	126	RETAIN FOR ANALYSIS																
09 01	0924	845 7221 *		NR-NA	TANDEMTRK	53	RETAIN FOR ANALYSIS																
09 08	1111	845 7358 *		NR-NA	TANDEMTRK	3070	RETAIN FOR ANALYSIS																
09 25	1017	845 7391 *		NR-NA	TANDEMTRK	27	RETAIN FOR ANALYSIS																
09 21	1334	845 8221 *		NR-NA	TANDEMTRK	3211	RETAIN FOR ANALYSIS																
09 01	1422	845 8259 *		NR-NA	STPT-WAUS	022	#7 TF--SXS - RELAY ADJ.																
08 27	0900	845 8288 *		NR-NA	LOCALCOMP	606	RETAIN FOR ANALYSIS																
09 25	1113	845 9248 *		NR-NA	LKGN-RACH	011	RETAIN FOR ANALYSIS																
09 01	1410	845 9857 *		NR-NA	STPT-WAUS	024	# NTF--1ST.SEL.ON WRONG LEVEL																
08 30	1405	847 19		REORDER			S.O. INC TRK																
09 10	0911	848 0193 *		NR-NA	LOCALCOMP	602	RELEASED WHILE TRACING																
09 21	1205	848 2284 *		NR-NA	RHNL-WAUS	14	RETAIN FOR ANALYSIS																
09 03	0857	848 3200 *		NR-NA	LOCALCOMP	602	7 TFT--SXS - RELAY ADJ.																
09 24	1310	848 6283 *		NR-NA	APPL-WAUS	2	7 TF--SXS - DIRTY CONTACTS-RELAYS-NOT DROP EQPT																

09 01	0922	848 8107 *		NR-NA	RHNL-WAUS	1	RETAIN FOR ANALYSIS																
09 10	1521	848 82 *		WRONG NO.			S.O. INC TRK																
09 08	1707	873 24 *		REORDER			S.O. INC TRK																
09 13		873 3701 *		REORDER			RETAIN FOR ANALYSIS																
09 01	1947	886 36		REORDER			S.O. INC TRK																
84 WEST																							
NO.	RO	NRNA	WNO	NOA	CBH	NSE	XT	CTO	BS	DS	OTH	TOTAL	CR	AN	ABN	APC	REF	OTH	NTF	TF	NTFT	TFT---TR	COMPL
49	187		14	1	5	5		2	4	2	6	275	3	232	1			2	11	7	12	7	37

NOTE - REPORT IS PREPARED BY TOLL CENTER, DISTRICT, DIVISION AREA, & COMPANY - BOTTOM LINE USED TO TRACK RESULTS - CAN BE CONVERTED INTO REPORTS

REORDER PRINTOUT - TERMINATING SORT

ACCT INST 4512413

MARCH = INT 1

PAGE

	CALLED TC	CALLED NO. # = INDICATES CONN.	ORIG TC CO C.O.	CALLING NO.	DATE
36	SOUTH	XXX 384 2530	3* 48	256	02 PM 02/26
36	SOUTH	XXX 481 6080	1* 24	674	08 AM 02/24
36	SOUTH	XXX 482 3597	1* 22	452	05 PM 02/23
36	SOUTH	XXX 671 0303	1* 24	473 6873	01 PM 03/01
36	SOUTH	XXX 672 0302	1* 24	472 2326	09 PM 02/20
		XXX 672 1132	25	334 3602	04 PM 02/24
		XXX 672 1730	24	495	03 PM 02/20
		XXX 672 1730	25	334 2391	04 PM 02/20
		XXX 672 2900	10	766	08 AM 02/20
		XXX 672 5554	22	452	07 PM 02/25
		XXX 672 9220	41	362	08 AM 02/19
		XXX 672 9220	41	389	10 AM 02/20
		XXX 672 9220	45	754	10 AM 02/19
		XXX 672 9220	45	754	10 AM 02/19
			10*		
36	SOUTH	XXX 761 1934	45	754	08 AM 02/22
			1*		
36	SOUTH	XXX 762 0900	17	763	08 AM 02/26
		XXX 762 7000	47	256	01 PM 02/23
		XXX 762 9585	48	255 4265	03 PM 02/28
			3*		
36	SOUTH	XXX 764 2275	06	654	05 PM 02/26
		XXX 764 4900	16	336 3551	09 AM 02/27
			2*		
36	SOUTH	XXX 769 9000	72	832	09 AM 02/24
			1*		
			24***		
37	WEST	XXX 258 3129	82	344	12 PM 02/21
		XXX 258 5557	47	221	11 AM 02/20
			2*		
37	WEST	XXX 321 3094	82	344	08 PM 02/25
		XXX 321 8315	72	284 2269	04 PM 02/21
			2*		
37	WEST	XXX 422 1000	72	832 3556	04 PM 02/27
			1*		
37	WEST	XXX 453 7200	24	261 7819	11 AM 02/24
37	WEST	XXX 476 8009	17	763 7354	03 PM 02/21