INTERFUNCTIONAL SPECIAL SERVICES COORDINATION

SPECIAL SERVICES PROVISIONING PROCESS

CONTENTS PAGE

CONTENTS PAGE

CONTENTS PAGE

1. GENERAL

1.01 This section describes the standard order process which involves interactions of various organizations in the operating company for the provisioning and disconnecting of special services.

1.02 Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

1.03 Refer to Section 010-510-001 for an index of the Interfunctional Special Services Coordination (ISSC) documentation.

2. SCOPE

2.01 This section describes the functions of the various work organizations involved in the provisioning of special services. Special services are usually complex and may have terminations in more than one administrative area. There are often special installation techniques required for special services.

2.02 Special services may also be described as either those which are or those which are not processed in the Circuit Provision Center (CPC). The designed special services are processed by the CPC using the Trunks Integrated Records Keeping System (TIRKS). The nondesigned special services are not processed by the CPC.

2.03 The Special Services Provisioning Measurement Plan (SSPMP) provides a method of measuring the performance of major functional groups involved in the special services provisioning process. The plan compares scheduled critical reporting dates against actual completion dates for work functions required during the life cycle of a special service order. The SSPMP requires each functional group to accept, execute, and report on its responsibilities for critical work functions. The SSPMP requires reports of each functional group to identify weak spots.

2.04 Organizations in several departments have various responsibilities and perform certain functions associated with the provisioning of special services. The intent of this section is to establish methods for special services work groups located in the Network, Business, and Comptrollers organizations and certain responsibilities as they relate to the Long Lines (LL) organization.

2.05 A general description is provided of the sequence in which a special services order flows and information on how the order progresses from initial receipt to final completion. Methods associated with CPC-processed special services disconnect orders are defined in this section. The classification of disconnect orders, action codes, equipment/facility work at circuit work locations, order preparation, general processing, record updating, inventory movement, inventory availability date (IAD), and disconnect inventory availability are described in detail.

3. OVERALL ORDER FLOW

3.01 The following paragraphs provide overall descriptions of the flow of special services orders as they progress through the various work centers during the provisioning process. (Refer to Fig. 1.) This flow depicts the implementation of a special service circuit where the Special Service Center (SSC) is both the Overall Control Office (OCO) and the Circuit Control Office (CCO). A brief description of the work activities in each center is included. The interface blocks in Fig. 1 have numerical identifiers for the interfaces. Table A describes the identified interface and the interrelationship of the process in Fig. 1.

A. Business Marketing

3.02 Special services activity is triggered by customer negotiated orders, referrals from Business Service Center (BSC), Bell Point of Contact (BPOC) (for terminations), agents, and consultants. Figure 1 provides a flowchart for the provisioning process. Business Marketing (BMK) reviews the customer requests, contacts the customer as required, and gathers data (eg, checks availability of terminations with the ISSC team.) Refer to Section 010-510-200 for Termination Contact (TERMCO) responsibilities. Next, BMK determines or obtains the intervals from the ISSC. Refer to Section 010-510-302 for interval determination.

3.03 Orders requiring CPC processing are passed to the Service Order Entry Center/Special Services (SOEC/SS). Where the CPC has no involve-

ment, orders are passed to the SOEC. The BMK provides the application date along with the due date on the order request. When complex services terminating in a PBX, HORIZON®, communication system, or DIMENSION® PBX system are involved, advance notification documents are forwarded to the CPC, Business Services Engineering Center (BSEC), Network Administration Center (NAC), or other departments responsible for provisioning the order.

B. Bell Point of Contact (BPOC)

3.04 The BPOC activity is triggered by a request for service originated by an Other Common Carrier (OCC). (Refer to Sheet 1 of Fig. 1.)

3.05 The BPOC screens the OCC facility requirements, assigns the Common Language Circuit Identification (CLCI) and order number. If a compatibility checklist is required, a copy of the order is sent to the CPC where a designer prepares the compatibility checklist and returns it to the BPOC. The BPOC sends the checklist to the OCC to advise of capability. The OCC makes a selection of the features required and returns the checklist answer to the BPOC. The BPOC will then determine availability of terminations and obtain intervals. Next, BPOC completes the OCC order memo and sends a copy to the SOEC/SS for processing. Copies of the OCC order and checklist are sent to BMK concerning terminations, the CPC, and the NAC.

C. Other Bell Operating Company (BOC)

3.06 The BOC receives service requests from its customers and sends the order information to the SOEC/SS of the local company. Refer to Sheet 1 of Fig. 1.

D. Bell-Independent Relations (B-IR)

3.07 The B-IR organization receives service requests from the independent companies. It prepares and sends the order information to the SOEC/SS.

E. Business Service Center (BSC)

3.08 The BSC has six subcenters: Centralized Operations Group (COG), Demand Sales Center (DSC), SOEC, SOEC/SS; ISSC; and the Account Inquiry Center (AIC). See Sheet 2 of Fig. 1 for the layout and order flow.

Centralized Operations Group (COG)

3.09 The COG is responsible for the coordination of service requests/cutovers of customer-provided key, PBX, automatic call distributor (ACD), and multifunction systems. They negotiate, process, coordinate, and resolve difficulties encountered in the installation of exchange (line and/or trunk), Wide Area Telephone Service (WATS), and private line services. The majority of these requests come from agents representing customers; although in some cases, the requests come from the individual customer. The order data is then provided to the SOEC/SS for CPC-processed orders or to the SOEC for non-CPC processed orders.

Demand Sales Center (DSC)

3.10 Activity within the DSC is triggered by the receipt of a request for service from a customer. The request is screened to determine if it is handled by Marketing. If it is handled by Marketing, the request data is sent to BMK to initiate the order process. If the request is DSC negotiated, it is screened to determine if CPC processing is required. If CPC processing is required, the order information is sent to the SOEC/SS. For those requests not requiring CPC processing, the order information is sent to the SOEC for processing. Refer to Sheet 2 of Fig. 1 for the flow through the DSC.

Service Order Entry Center (SOEC)

3.11 The SOEC involvement in CPC-processed orders is triggered by an on-line transfer or a telephone call of order data from the SOEC/SS when a related local order is required. When telephone numbers are required, the NAC is contacted for assignments. If a circuit number is required, it is assigned. When station equipment engineering is required, the BSEC is included on the order distribution. The order data is passed to an order writer where it is formatted and then typed into the Service Order Processor (SOP) for distribution. Refer to Sheet 2 of Fig. 1 for SOEC order flow.

Service Order Entry Center/Special Services (SOEC/SS)

3.12 Service order activity within the SOEC/SS is triggered by receipt of service requests from:

- The DSC for those services received by the DSC that require CPC processing
- The COG for those services where the COG is involved

- The BMK for those requests requiring CPC processing
- The BPOC for OCC-originated requests
- The B-IR for Independent Company (ICO) orders
- Other BOC for requests originated by other BOCs
- Other areas within the BOC.

3.13 During order preparation in the SOEC/SS, the request is screened to determine if CPC processing is required. If service is classified as handled by SOEC/SS and CPC processing is required, the order is prepared and processed. If it is not classified as handled by SOEC/SS, the request data is sent to the SOEC for processing.

3.14 Orders that require CPC processing are reviewed. If a related local order is required, the order data is transmitted on-line or via a telephone call to the SOEC for preparation of the related local order. Next, the Mechanized Interval Guide (MIG) is accessed to verify the order intervals. If the intervals are not correct, the negotiator is contacted to have the intervals modified. When telephone numbers are required, the NAC is contacted for assignments. If a circuit number is required, it is assigned. When station equipment engineering is required, the BSEC is included on the order distribution.

3.15 The order data is passed to an order typist where it is entered into the SOP for distribution. Orders are distributed to the following:

- Distribution Services (DS) for assignment of local facilities and loop makeup data
- Order control group to initiate order tracking in the Circuit Order Control (COC) module of TIRKS
- The NAC for those orders requiring translations
- The B-IR for those orders involving an independent company
- The BPOC for OCC orders
- The BSEC for those orders requiring station equipment engineering
- Installation Control Center (ICC)/Special Services Dispatch Administration Center (SSDAC) for presurvey work.

Interfunctional Special Services Coordination (ISSC)

3.16 The ISSC team is involved in the provisioning process when requested to supply the negotiator with information on the availability of termination equipment. The TERMCO is a function of the ISSC-BSC team member. Refer to Section 010-510-200 for specific TERMCO responsibilities.

3.17 The ISSC-BSC team member is responsible for the Interval Contact (INTV) function. The INTV provides information to the negotiator about intervals on orders which require particular due date determinations (individual case basis [ICB] intervals, shorter than standard intervals, expedites, and/or project considerations). Refer to Section 010-510-200 for specific INTV responsibilities.

3.18 The ISSC-BSC team member will provide trained persons to perform the ***status*** function. The ***status*** function will provide the negotiator information about status on orders currently in the provisioning process. Refer to Section 010-510-304 for specific status responsibilities.

3.19 When jeopardies are encountered which cannot be resolved in the respective work centers, the ISSC team may be requested to assist in seeking a resolution. Refer to Section 010-510-305 for specific jeopardy responsibilities.

F. Order Entry Group

3.20 Unassigned service orders are input to the SOP from the SOEC/SS and distributed to the order entry group. The orders are screened and the circuit identification, order number, etc, are input to COC for tracking. When required, Scheduled Issue Date (SID) jeopardies are posted.

G. Distribution Services (DS)

3.21 Activity in DS is triggered by the receipt of an unassigned service order in the Loop Assignment Center (LAC) from the SOEC/SS for orders requiring CPC processing. (Refer to Sheet 3 of Fig. 1.)

3.22 Upon receipt of the unassigned service order, DS assigns the local facility connecting the

customer with the central office. If a local equipment number (LEN) is required, DS obtains the assignment from Computer System for Main Frame Operations (COSMOS).

3.23 The DS assignment records are posted to reflect the local assignments. If the requested service is not designed, the order is transmitted to the appropriate work group using regular distribution methods.

3.24 If the order requires CPC processing, the LEN, cable and pair, and makeup are recorded on the distribution document. The document is then transmitted via the existing distribution methods.

3.25 When loop makeup is required, the operating company follows existing procedures for work flow between the LAC and Distribution Services Design Center (DSDC). The loop makeup is added to the document and transmitted via the existing distribution method by the work group designated by the operating company.

3.26 Assigned orders are transmitted to the following when CPC processing is required:

- The CPC for circuit design and Work Order and Record Detail (WORD) production
- Special Service Center (SSC)/Serving Test Center (STC) for installation control
- Recent Change Memory Administration Center (RCMAC) for inputting the required line changes into the switching machine
- Switching Control Center (SCC)/Network Terminal Equipment Center (NTEC) for coordination and scheduling of central office (CO) installation activities
- The ICC/SSDAC for scheduling installation work
- Field Service Administration Center (FSAC) for scheduling terminal installation work
- The BPOC for orders involving OCC
- The CO for specific work details required.

H. Circuit Provision Center (CPC)

3.27 The design activity begins with receipt of the document which contains the local loop assignment and makeup as well as the line equipment assignment. Advance trunk order notices received from BMK and loop information received from B-IR are used in the design process when required. Interoffice facilities and central office circuit components are determined for each design. When required in the design, customer premises line treatment equipment is ordered or verified at the customer premises by BSEC. The interoffice facilities and central office components are assigned by the TIRKS. If plug-ins are required, CPC verifies they are available. (Refer to Sheet 3 of Fig. 1.)

3.28 When a non-OCC order is controlled by another area, the CPC provides an Engineering Information Report (EIR) to the Engineering Control Office (ECO). If the order involves an OCC, the EIR is sent to the ECO with the cable and pair assignment. The ECO performs the overall design function.

3.29 On an OCC order, a Design Layout Report (DLR) is prepared and sent to the OCC via the BPOC. The OCC reviews and provides verification to the ECO via the BPOC. The ECO performs the final engineering and produces the WORD document which is distributed to the CPC. Any local design changes are handled through a Confirming Engineering Information Report (CEIR). Information from the ECO document is transferred to the local company's WORD document.

3.30 When an order is controlled by the local area and an OCC is involved, a DLR is prepared and sent to the OCC via the BPOC. The OCC reviews and provides verification to the CPC via the BPOC.

3.31 When all of the necessary input is available, the CPC performs the final engineering. If plug-ins are required, the CPC initiates the plug-in shipment. Shipping notices for plug-ins are sent to the field by the Plug-In Inventory Control System (PICS).

3.32 The WORD document is produced and distributed to the following locations. This completes the Records Issued Date (RID) function:

- The SSC/STC for coordination and scheduling installation activities
- The SCC/NTEC for coordination and scheduling of CO work
- The CO for installation activity

- The ICC/SSDAC for coordination and scheduling of loop work

- B-IR for their file.

The Field Assistance Bureau (FAB) is located in the CPC and provides assistance to all work groups/centers during installation and maintenance of CPC-processed circuits.

I. Special Service Center (SSC)/Serving Test Center (STC)

3.33 Activity within the SSC/STC is triggered by receipt of a service order and/or WORD document. (Refer to Sheet 4 of Fig. 1.) The documents are screened, sorted, logged, and posted. The SSC confirms the Designed, Verified, and Assigned (DVA) date with the involved work groups. When jeopardies are encountered, they are resolved with the involved centers. When satisfactorily completed, DVA is posted in TIRKS.

3.34 When Frame Continuity Date (FCD) and Plant Test Date (PTD) coordination is required to meet Circuit Tested and Available (CTA) date and Due Date (DD), the involved centers are contacted and a schedule is developed. When stored program line translations are required, the RCMAC is contacted. If trunk translations or marker cross-connections are required, the SSC/STC coordinates the activity with the SCC/NTEC. When a FCD test is required, the SSC/STC coordinates and performs the test with other SSCs/STCs, COs, and Installation Work Group/Special Services Work Group (IWG/SSWG). At completion of FCD, the SSC/STC posts that completion.

3.35 When the PTD is required, the SSC/STC coordinates and performs the test with the involved ICC/SSDAC and SCCs. Upon completion of transmission tests, CTA is posted. If due date jeopardies are encountered, they are resolved with the involved work groups. Assistance may be requested from the ISSC if necessary. Upon successful completion, the SSC/STC posts Overall Service Provisioning (OVP) and passes completion data to the SOEC/SS.

J. Network Administration Center (NAC)

3.36 Activity in the NAC is triggered by receipt of an advance notification from BMK, an unassigned service order from SOEC/SS, or an OCC order and checklist from BPOC. Routing and charging assignments are made, and the translation order is sent to the SCC/NTEC. (Refer to Sheet 5 of Fig. 1.) When the routing and charging assignment work (cross-connects or translation input) must be coordinated with trunk work, the SSC is notified.

3.37 The RCMAC within the NAC receives an assigned service order from DS. The order is sorted and routed. Line translations are input to the ESS memory two days before PTD.

K. Switching Control Center (SCC)/Network Terminal Equipment Center (NTEC)

3.38 Activity in the SCC is triggered by receipt of a translation order from the NAC and a WORD document from the CPC or from an assigned service order from DS. Activity in the NTEC is triggered by receipt of a WORD document. (Refer to Sheet 6 of Fig. 1.) The orders are screened, logged, and distributed to the appropriate work groups. The work locations are loaded for the DVA check.

3.39 The SCC/NTEC resolves jeopardies with the involved centers. Upon successful DVA, the SCC/NTEC posts circuit location (CKL) and circuit work location (CWL) completion in TIRKS. When FCD or PTD work is required, the SCC coordinates the scheduling with the SSC. The SCC/NTEC loads the CO for wiring and office testing. When line translations are required, coordination with the RCMAC takes place via the SCC.

3.40 When trunk translations are required, the SCC coordinates with the Field Services Work Center (FSWC) and the SSC/STC. The CKL and CWL jeopardies are resolved with the COs. When the SCC completes the translation input, a completion report is sent to the NAC.

L. Central Office (CO)

3.41 Activity in the CO work locations is triggered by receipt of service orders from DS, WORD documents from the CPC, and work load data from the SCC/NTEC. (Refer to Sheet 6 of Fig. 1.) A DVA check is performed and the results are reported to the SCC/NTEC. When CO work, wiring, and marker cross-connections are completed, a cross office test is made. When jeopardies are encountered, they are resolved with the SCC/NTEC. Upon successful office

testing, the CO reports Wired and Office Tested (WOT) completion to the SCC/NTEC.

M. Installation Control Center (ICC)/Special Services Dispatch Administration Center (SSDAC)

3.42 Activity within the ICC/SSDAC is triggered by an unassigned service order from the SOEC/SS, an assigned service order from DS, and a WORD document from the CPC. (Refer to Sheet 7 of Fig. 1.) The service orders and WORD documents are screened and sorted. The presurvey data is sent to the IWG/SSWG. Upon completion of the presurvey, the IWG/SSWG sends the results to the ICC/SSDAC. The ICC/SSDAC sends the assigned service order and WORD Document to the IWG/SSWG.

3.43 The DVA status is received from the IWG/SSWG. Jeopardies are resolved with the involved centers, and DVA completion is posted in TIRKS. The PTD appointment is scheduled with the SSC. The ICC/SSDAC then loads the IWG/SSWG installer. Upon completion of the installation, the ICC/SSDAC is notified. If jeopardies are encountered, they are resolved with the SSC and other involved centers. When the order is completed, the ICC/SSDAC transmits service order statistics to the SOEC/SS.

N. Installation Work Group (IWG)/Special Services Work Group (SSWG)

3.44 Activity in the IWG/SSWG may be triggered by receipt of an unassigned service order from the ICC/SSDAC. (Refer to Sheet 7 of Fig. 1.) The IWG/SSWG performs a presurvey of the customer location. Upon receipt of the assigned service order and WORD document from the ICC/SSDAC, the IWG/SSWG performs the DVA check and reports this information to the ICC/SSDAC.

3.45 With receipt of the work loading data from the ICC/SSDAC, the IWG/SSWG performs the required wiring. A test is performed with the SSC. If jeopardies are encountered, they are resolved with the involved centers. Upon completion, notification, which includes statistics, is sent to the ICC/SSDAC.

O. Field Service Administration Center (FSAC)

3.46 The FSAC activity is triggered by receipt of an assigned service order from DS and station data from the BSEC when additional station equipment is being provided. (Refer to Sheet 8 of Fig. 1.) The documents are screened and sent to the FSWC for the DVA check. When DVA jeopardies are encountered, they are resolved with the involved centers.

3.47 With successful DVA completion, a report is sent to the SSC. When required, an appointment for overall testing is scheduled with the SSC. Next, the installer in the FSWC is work loaded. Upon field work completion, a notice is received from the FSWC. If jeopardies are encountered, they are resolved with the involved centers and the SSC.

P. Field Services Work Center (FSWC)

3.48 Activity is triggered by receipt of the assigned service order from the FSAC. (Refer to Sheet 8 of Fig. 1.) The installer is work loaded and performs the DVA check if required. The DVA status is passed to the FSAC. Upon receipt of installation work loading from the FSAC, the installer wires and performs tests. If jeopardies are encountered, they are resolved with the involved centers.

3.49 When translations are required, the FSWC contacts the RCMAC and/or the SCC/NTEC or accesses the Remote Maintenance, Administration and Traffic System (RMATS) to have them activated. With order completion, a report is made to the FSAC. Service order statistics are passed to the SOEC/SS.

Q. Order Completion—Service Order Entry Center/Special Services (SOEC/SS)

3.50 The SOEC/SS receives order statistics from the ICC/SSDAC and the FSWC when they have completed their functions. Refer to Sheet 9 of Fig. 1. The SSC transmits OVP to the SOEC/SS when service is complete and turned over to the customer. Order completion data is reviewed and changes are reflected. If related orders are involved, they are sent to the SOEC for processing. Finally, the SOP is updated.

4. DISCONNECT ORDER RESPONSIBILITIES

A. Special Service Disconnects

4.01 Disconnects described in this section are defined as the complete removal from service of a special service per customer request. Orders issued

for such disconnects are unrelated or unassociated with any other service order activity. These procedures apply to designed special services (CPC processed). Refer to Fig. 2 for the service order and WORD flowchart procedures.

4.02 Disconnect activities are initiated by a Universal Service Order (USO) or a Universal Service Order Memorandum (USOM).

4.03 In order to successfully complete a disconnect after issuance of a USO or related service order documents, four distinct activities take place:

(a) Service is disabled or denied to the customer.

(b) The service order is completed and billing ceases.

(c) All associated equipment, translations, facilities, etc, are physically removed from service. In many cases, especially for Switched Services [Common Control Switched Arrangement (CC SA), Enhanced Private Communications System (EPCS), Electronic Tandem Network (ETN)] translation work must be completed in conjunction with the disabling activity.

(d) All associated inventory (equipment, facilities, etc) are made available for reuse and all records are updated.

4.04 The special services CPC-processed disconnects use the service order to disable service and cease billing, while the WORD document is used for service tear down and inventory update. The WORD document will not be issued until the service order DD has been reported completed. A simplified work flow is shown in Fig. 2. The following sequence of events occurs:

(a) The service order is issued and sent to the loop assignment group, ie, LAC and the circuit order entry group (ie, SOEC).

(b) The Order Entry Group enters the service order into the control tracking system.

(c) The LAC adds the current loop and line equipment assignment information onto the service order and issues an assigned service order (ASO).

(d) The ASO is sent to the disabling control office, the circuit design group (ie, CPC), translations group (ie, NAC), and other groups or disciplines as required. (Input to the disabling control office may also be obtained from the control tracking system.) The maintenance control office (MCO) should also be notified of the pending disconnect order activity for association with the clearance of subsequent customer outage reports.

(e) The disabling control office will take the necessary steps to disable the service and pass necessary completion information to both the control tracking system and the service order completion group.

(f) The service order completion group (ie, SOEC/SS) will complete the service order, identify an effective billing date (EBD) whenever billing should cease on a day other than the Completion Date (CD), and pass the completed service order to the billing group.

(g) Based on the Completion Reporting Date (CRD) and the intervals in the tracking system (see paragraph 4.06), the control tracking system will establish the scheduled calendar dates for RID, DVA, and IAD.

(h) The circuit design group will issue the WORD document with an assigned IAD control office to all affected groups.

(i) On the DVA date, implementation groups can begin the service tear down activities. Completion of their work location activity should be made to the control tracking system and/or IAD control office by IAD. (In order to eliminate a dispatch to the customer premises just to complete the tear down activity, work activity at a customer premise is not required by IAD.)

(j) The IAD control office will complete the IAD item level in the control tracking system. The IAD completion notices will be provided to the various assignment/inventory systems or centers to make associated equipment and facilities spare.

B. Critical Dates on Disconnects

4.05 The following critical dates will be used to separate and distinguish disconnect activities:

(a) ***Application Date (APP):*** This is the date on which the requestor of the order provides

a firm commitment and sufficient information to proceed with writing the primary order.

(b) ***Due Date (DD):*** This is the date that turn-up, change, or denial (in the case of disconnects) of service is required to be provided to the customer.

(c) ***Completion Date (CD):*** This is the date on which billing and service is terminated, unless a minimum service period is in effect.

(d) ***Effective Billing Date (EBD):*** This is the date on which billing ceases when it should occur on a day other than CD.

(e) ***Completion Reporting Date (CRD):*** This is the date on which the order/item completion is reported to the tracking system(s). Reporting of CD indicates that DD requirements have been satisfied. (The CRD should be accomplished by CD plus 1 day.)

(f) ***Record Issued Date (RID):*** This is the date on which the Engineering Control Office (ECO)/Local Engineering Control Office (LECO) is to send the WORD to all implementation groups. This is also the objective date for other involved assignment/design groups to send documents to all implementation groups.

(g) ***Designed, Verified, and Assigned (DVA) Date:*** This is the date on which implementation groups are to report all documents and material have been received.

Note: Reporting to the tracking system(s) is not required for DVA on disconnect orders.

(h) ***Inventory Available Date (IAD):*** This is the date on which disconnected equipment and facilities are to be made available for reuse.

4.06 The standard interval for performing work activities associated with special services disconnects from CRD to IAD is 11 days. This interval provides sufficient time to prepare and issue WORD, for the receipt of WORD, and to perform the required work to physically remove equipment, translations, facilities, plug-ins, etc. Each company may allocate the time for intermediate critical dates, based on its own requirements, but should retain the overall CRD-IAD interval of 11 days.

C. Determination of Critical Dates

4.07 ***DD:*** The DD is shown in the Identification Section of the USO and will always reflect the date on which disabling of the service has been agreed upon with the customer. The offered interval between APP and DD will vary depending on when the customer requests service to be terminated. In order to effectively control disconnect activity and allow sufficient time for the disabling function, DD should be no earlier than APP. The DD will be logged in the control tracking system. Positive reporting is required on DD. Standard Functions Due Tomorrow, Jeopardy, and Orders Completed Yesterday reports will be provided by the control tracking system.

4.08 ***RID:*** The RID will not be shown on the USO, but will be automatically scheduled by the order tracking system(s). The RID is the day when the WORD is issued. Positive reporting is required on RID. Standard Functions Due Tomorrow, Jeopardy, and Documents Issued Yesterday reports will be provided by the tracking system(s).

4.09 ***DVA:*** The DVA will not be shown on the USO, but will be automatically scheduled by the order tracking system(s). The DVA is the day when the work required to physically remove the equipment, facilities, etc, on the service to be disconnected should begin. No reporting on DVA is required. Functions Due Tomorrow reports will be issued by the tracking system(s).

4.10 ***IAD:*** The IAD will not be shown on the USO, but will be automatically scheduled by the order tracking system(s). The IAD is the day when posting completion will initiate an update to the inventory tracking system that is releasing all associated inventory (facilities, equipment, plug-ins, etc) for reuse. Positive reporting on IAD is required. Functions Due Tomorrow reports will be issued by the tracking system(s).

4.11 At a minimum, IAD inventory encompasses all equipment, facilities, plug-ins, etc, on the service, excluding equipment at the customer's premise. All such inventory should be recovered for reuse by IAD; however, local facilities will continue to be administered under BOC facility administration plan procedures, which is IAD compatible except for the following reuse conditions.

4.12 Equipment and/or facility shortages and operational considerations may require utiliza-

tion and/or assignment of inventory released from disconnected services to take place immediately after DD and prior to IAD. Reuse of local equipment and facilities prior to IAD will be identified on the appropriate connect service order and/or WORD document until mechanized support systems for local facilities and equipment support such date interaction by internal record administration. Reuse of interoffice type equipment and facilities prior to IAD will be identified on the appropriate WORD document.

4.13 On those occasions where equipment at a customer's premise requires removal on DD or later to comply with a customer's request, specific inventory removal information should be conveyed via telephone, service order, etc, to the appropriate installation forces. Equipment and/or facility shortages and operational considerations may require assignment of inventory released from disconnected services to take place immediately after the DD.

4.14 These procedures will apply for complete disconnects of services as long as these activities are separate and unrelated to any other circuit order activity. Related disconnect and add activities are to be coordinated under existing ISSC procedures.

4.15 If the service to be disconnected involves a switching machine (ETN, EPCS, centrex, etc) which would require changes to machine translations, the System Letter SR 81-05-007 should be followed so that the network changes are accomplished in a timely and coordinated fashion.

4.16 The negotiator should apprise the customer of the period required to effect machine translation changes in the event that any service degradation occurs. The customer should be aware that while billing and service access can be effected in a short period of time, complete routing guide changes and translation changes require intervals as described in the System Letter SR 81-05-007.

D. Disconnect Responsibilities

4.17 Upon receiving a request for disconnecting a special service by a customer, the negotiator is responsible for obtaining sufficient information to ensure that the customer desires a complete removal of service(s) at or between location(s) and is not changing or rearranging service. The negotiator should advise the customer that service will be denied at any time on the DD unless a specific time is requested.

4.18 After it is determined that the customer is requesting a complete disconnect covered by a disconnect (D) or change (C) USO action code, the customer's requested disconnect date is provided to the order writer. The issued service order will contain the APP, the DD, and the Administration of Design Services Review (ADSR) identification. Intermediate time allocations provided to the various centers between APP and DD are shown in Table B.

4.19 The service order is received by the order entry group for logging in the control tracking system.

4.20 The service order is received by the loop assignment group for the addition of loop and line equipment assignments. The assigned service order is then forwarded to the disabling control office, circuit design group, translations group, and other groups/disciplines as required.

4.21 Upon receipt of a disconnect order, the control office (the same provisioning control office that controlled the service installation) is responsible for having the service indicated on the service order completed by the DD. This will equate to an SSC/STC, etc, (depending on circuit criterion, ie, utilization of interoffice facilities, design requirements, etc). The specific functions involved with this responsibility will consist of the following:

(a) Ensuring necessary measures have been taken to disable the service

(b) Ensuring that all other service order indicated items, such as intercept, call forwarding, etc, are completed

(c) Ensuring that required translations, hunting arrangements, etc, are completed

(d) Ensuring that the service order completion report and a positive response are made to the tracking system within 24 hours after the DD.

4.22 In certain situations, it may be appropriate to utilize TIRKS COC reports (Orders Issued Yesterday, Functions Due Tomorrow-DD) to initiate service disabling, rather than a copy of the service order. The specific functions identified in paragraph 4.21 still apply.

4.23 Termination of service is defined as denying a customer use of the service by the most effi-

cient and effective means available. If a designated time for terminating the service is indicated on the order, service is to be terminated within 1 hour after the time specified. If no designated time is shown, disabling of service can occur any time on the DD. Also, when an "intercept" function is to be performed, that information must also be indicated on the service order.

4.24 The MCO should be notified of the pending disconnect order activity for association with the clearance of subsequent customer outage reports.

4.25 The service order completion group, based on the CD provided by the disabling control office, will complete the service order, identify an EBD whenever billing should cease on a day other than CD, and pass the completed service order to the billing group.

4.26 Because disconnects are normally accomplished as a result of a customer's request and cease billing procedures are focused on DD completions, termination of service can occur only on the DD. The physical removal of equipment, translation, facilities, etc, does not occur until after the DD. The completion of the work activities to accomplish the physical removal(s) will occur between DVA and IAD. Work activities will not begin prior to DVA and receipt of the WORD document. Movement of inventory will occur at IAD, except for instances covered in paragraph 4.11.

4.27 Upon notification that a disconnect service order has been completed, the circuit design group is responsible to prepare and issue a WORD document(s) to implementation forces responsible for removing and releasing equipment and facilities, etc, for inventory reuse. The design group will issue the WORD document, with an assigned IAD control office, no later than the RID date. The IAD control office will be determined based on local operating company guidelines. The design group will use the IAD date as the work completion date for WORD purposes. The design group will also notify the administrator of plug-ins of the pending plug-in availability.

4.28 On DVA, implementation groups may begin the tear-down activities and must complete these activities before IAD. Updates to and resolution of mounting and plug-in discrepancies, between the contents of the disconnect WORD and actual assignments, will be made in accordance with appropriate Bell System Practices.

4.29 Dispatch to the customer premises just to complete tear-down activity by IAD is not required. Inventory systems associated with customer premises equipment and facilities will automatically move items to spare on IAD.

4.30 When positive IAD completion reporting is utilized, the following procedures apply:

(a) Upon completion of all work activities associated with physically removing plant from service, the work group responsible for each circuit work location is responsible for entering IAD completions into TIRKS-COC/Service Order Tracking System (SOTS) at the CKL/CWL level.

(b) Upon satisfactory completion of IAD at all the circuit work locations, the designated IAD control point/office will complete IAD at the item level for movement of inventory. The IAD item level completion should occur no later than IAD. The IAD completion information will be provided by the control tracking system to all involved assignment and inventory groups and systems.

(c) Where equipment and facility inventories require it, all plant items associated with the service are to be recovered from all locations prior to entering IAD completions into TIRKS-COC/SOTS.

TABLE A

PROVISIONING PROCESS INTERFACES

SHEET NO. IN FIG. 1	FIG. 1 INTERFACE NO.	CENTER	DESCRIPTION
1	1	BPOC to BMK	Report to issue service order.
1, 2	2	DSC to BMK	Request to issue service order.
1, 2	3	BMK with SOEC/SS	Renegotiation of improper due date interval.
1, 5	5	BMK to NAC	Advance notification of requested services such as CO CTX, WATS, tie lines, CCSA with station features, equipment additions, off-premise activities, etc.
1, 3	6	BMK to CPC	Advance notification of requested services such as CO CTX, WATS, tie lines, CCSA with station features, equipment additions, off-premise activities, etc.
1	7	BMK to SOEC/SS	Service request requiring CPC processing.
1, 3	10	BPOC to CPC	Confirming checklist from OCC.
1	11	BPOC to SOEC/SS	OCC order data.
1	12	B-IR to SOEC/SS	Order information.
1, 5	13	BPOC to NAC	OCC order and checklist.
1	14	OTHER BOC to SOEC/SS	Other BOC order information.
2	15	DSC to SOEC/SS	Order information.
3, 5	16	SOEC/SS to NAC	Unassigned order.
3	17	SOEC/SS to DS	Unassigned order.
3	18	B-IR to CPC	Loop information.
3	19	SOEC/SS to BPOC	Unassigned order.
3, 4	20	DS to SSC/STC	Assigned order.
3, 5	21	DS to RCMAC/NAC	Assigned order.
3, 8	22	DS to FSAC	Assigned order.
3, 6	23	DS to SCC/NTEC	Assigned order.
3	24	DS to CPC	Assigned order.

TABLE A (Contd)

PROVISIONING PROCESS INTERFACES

SHEET NO. IN FIG. 1	FIG. 1 INTERFACE NO.	CENTER	DESCRIPTION
3, 6	25	DS to CO	Assigned order.
3	26	DS to BPOC	Assigned order.
3, 4	27	CPC to SSC/STC	WORD document.
3, 6	28	CPC to SCC/NTEC	WORD document.
3, 6	29	CPC to CO	WORD document.
3	31	CPC to B-IR/ICO	WORD document.
2	32	BMK with ISSC	Obtain termination, interval, and status data.
4, 8	33	FSAC with SSC/STC	Report DVA status.
4	34	SSC/STC with LL/STC	Schedule PTD work.
4	35	SSC/STC with other BOC SSC/STC	Schedule PTD work.
4, 6	36	SSC/STC with SSC/NTEC	Schedule FCD and PTD work.
4, 8	37	SSC/STC with FSAC	Schedule CTA +1 work.
4, 7	38	SSC/STC with ICC/SSDAC	Schedule PTD work.
4, 5	39	SSC/STC with RCMAC/NAC	Coordinate line transactions.
4, 5	40	NAC to SSC/STC	Coordination notice for translations.
4, 6	41	SSC/STC with SCC/NTEC	Coordinate trunk translations or marker cross-connects.
4	42	SSC/STC with other LL STC	Coordinate and perform FCD test.
4	43	SSC/STC with other BOC SSC/STC	Coordinate and perform FCD test.
4, 6	44	SSC/STC with CO	Coordinate and schedule FCD test.
4, 7	45	IWG/SSWG with SSC/STC	Test results.

TABLE A (Contd)

PROVISIONING PROCESS INTERFACES

SHEET NO. IN FIG. 1	FIG. 1 INTERFACE NO.	CENTER	DESCRIPTION
4, 6	46	SSC/STC with SCC/NTEC	Resolve CTA jeopardies.
4, 7	47	SSC/STC with ICC/SSDAC	Resolve CTA jeopardies.
4, 8	48	SSC/STC with ISSC	Resolve DD jeopardies.
4, 8	49	SSC/STC with FSAC	Resolve DD jeopardies.
4, 8	50	SSC/STC to SOEC/SS	DD/OVP completion notice.
3, 7	51	SOEC/SS to ICC/SSDAC	Unassigned service order.
5, 6	52	SCC/NTEC to NAC	Translation or cross-connect completion notice to NAC.
5, 6	53	NAC to SCC/NTEC	Translation or cross-connect.
5, 6	54	SCC/NTEC with RMAC/NAC	Coordinate line translations.
5	55	FSWC with RCMAC/NAC	Coordinate line translations.
6, 6	56	SCC/NTEC to CO	Load CO DVA CKL/CWL.
6	57	CO to SCC/NTEC	Report DVA completions.
6	58	SCC/NTEC to CO	Load for WOT.
6	59	SCC/NTEC from CO	Notification of jeopardy conditions.
6	60	CO to SCC/NTEC	WOT completion report.
3, 7	61	DS to ICC/SSDAC	Assigned order.
3, 7	62	CPC to ICC/SSDAC	WORD document.
7	63	ICC/SSDAC to IWG/SSWG	Send service order and work documents.
7	64	ICC/SSDAC from IWG/SSWG	Report DVA status.
7	65	ICC/SSDAC to IWG/SSWG	Load installer.

TABLE A (Contd)

PROVISIONING PROCESS INTERFACES

SHEET NO. IN FIG. 1	FIG. 1 INTERFACE NO.	CENTER	DESCRIPTION
7	66	IWG/SSWG to ICC/SSDAC	CKL completion.
7, 8	67	ICC/SSDAC to SOEC/SS	Service order status.
8	68	FSAC to FSWC	Service order and work documents.
8	69	FSAC from FSWC	Report DVA status.
8	70	FSAC to FSWC	Load installer.
8	71	FSAC from FSWC	Order completion.
8	72	SOEC/SS from FSWC	Order status.
6	73	FSWC with SCC/NTEC	Coordinate translations.
7	74	ICC/SSDAC to IWG/SSWG	Presurvey data.
7	75	ICC/SSDAC from IWG/SSWG	Presurvey results.

TABLE B

APPLICATION — DUE DATE TIME ALLOCATIONS (NOTE 1)

DUE DATE RELATIVE TO APPLICATION	MARKETING/ NEGOTIATOR INTERVAL (NOTE 2)	SERVICE ORDER FORMATTER, WRITER, AND ISSUER INTERVAL (NOTE 2)	LOOP ASSIGNMENT GROUP INTERVAL (NOTE 2)
Same, Next, and 2nd Business Days	1 Business Hour	2 Business Hours	2 Business Hours
3rd and 4th Business Days	2 Business Hours	4 Business Hours	4 Business Hours
5th through 9th Business Days	4 Business Hours	1 Business Day	1 Business Day
10th through 15th Business Days	1 Business Day	2 Business Days	2 Business Days
16 or More Business Days	2 Business Days	3 Business Days	3 Business Days

Note 1: For Inter-ISSC orders, the time allotted to the issuance of the primary order is the same as that shown above for the SOEC/SS.

Note 2: Maximum time indicated. Order must be processed to arrive at the control office on or before due date.

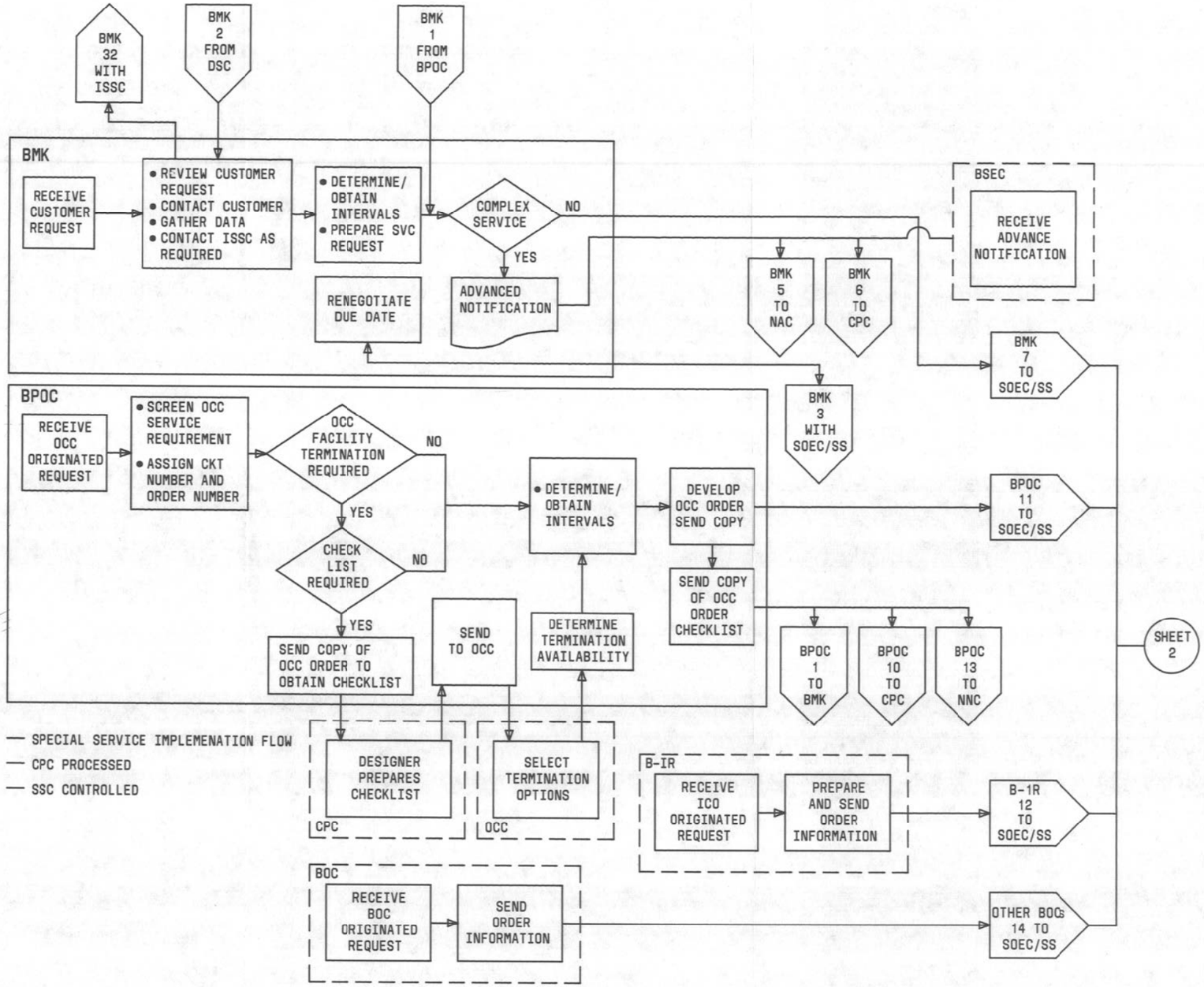

Fig. 1—Special Services Installation Flow (Sheet 1 of 9)

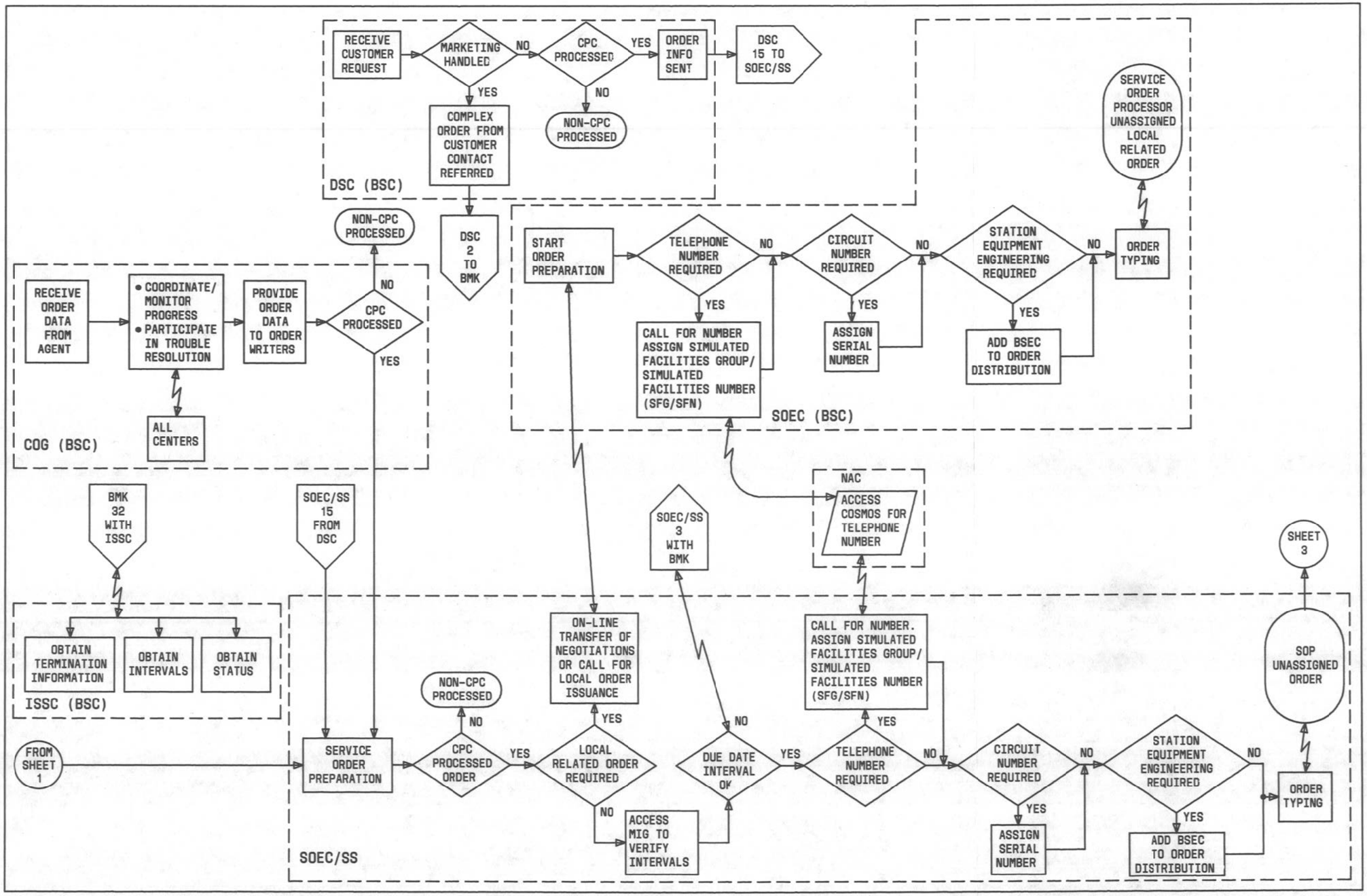

Fig. 1—Special Services Installation Flow (Sheet 2 of 9)

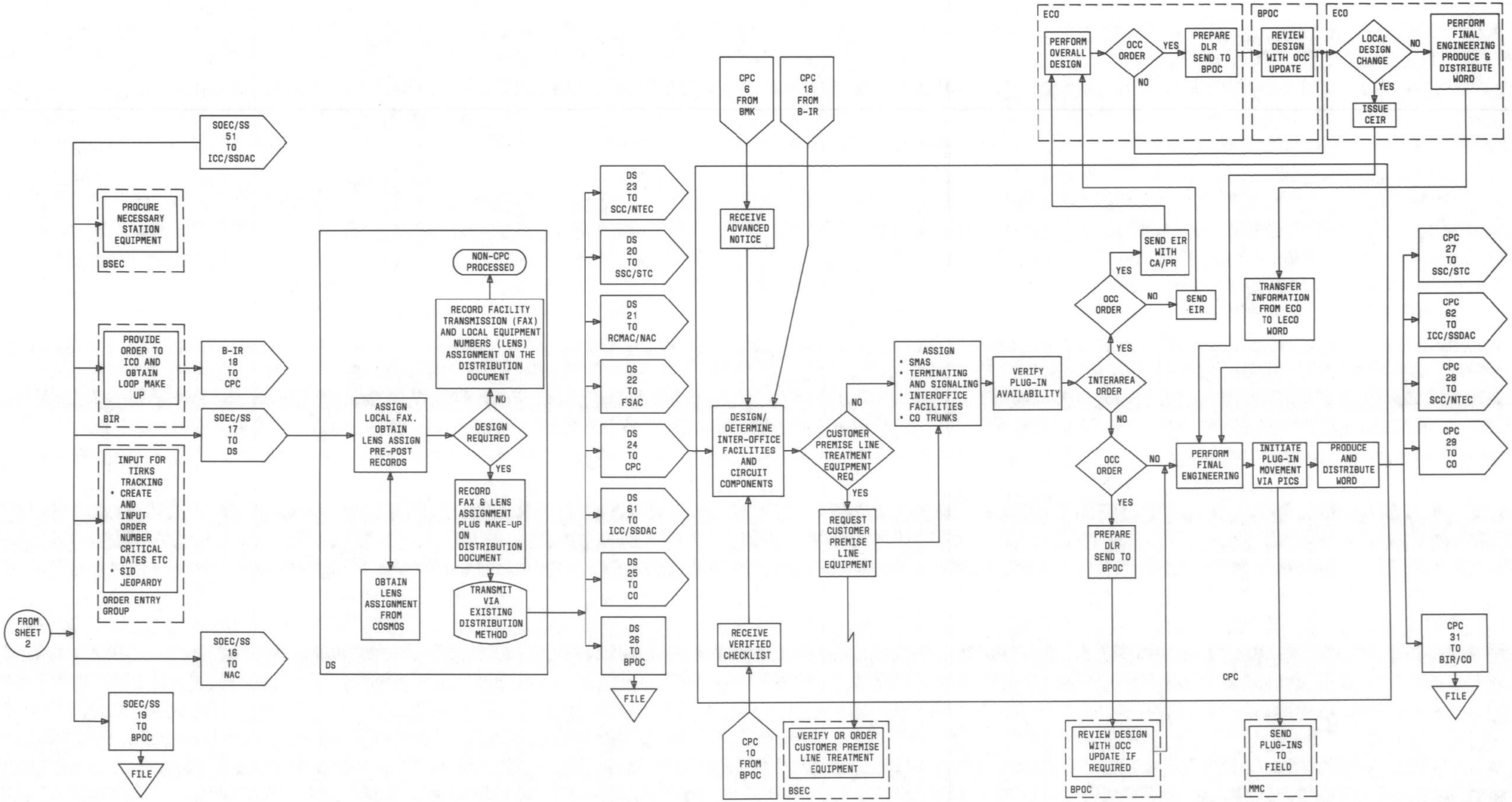

Fig. 1—Special Services Installation Flow (Sheet 3 of 9)

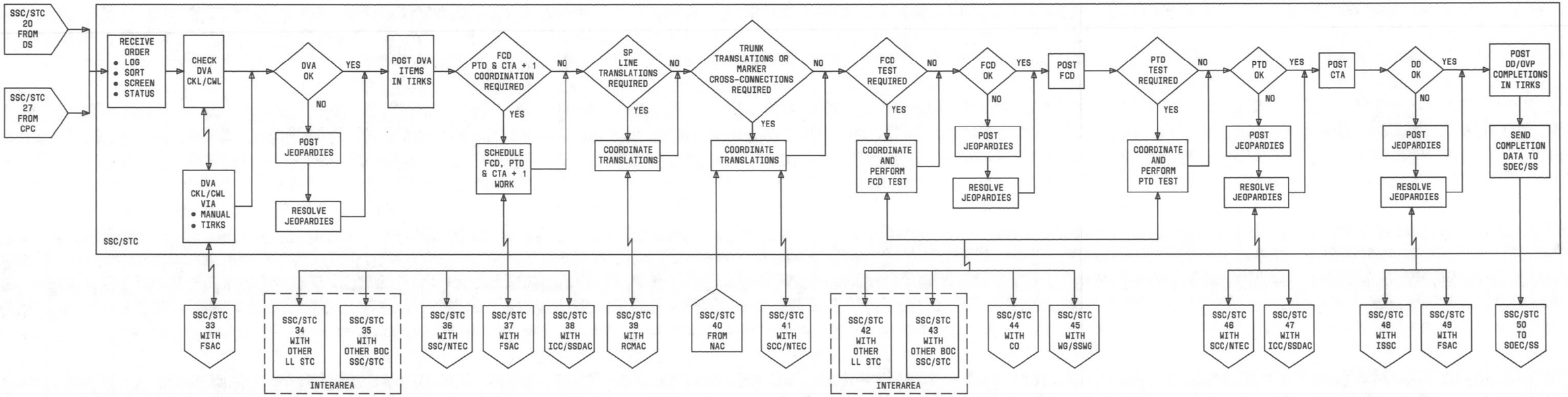

Fig. 1—Special Services Installation Flow (Sheet 4 of 9)

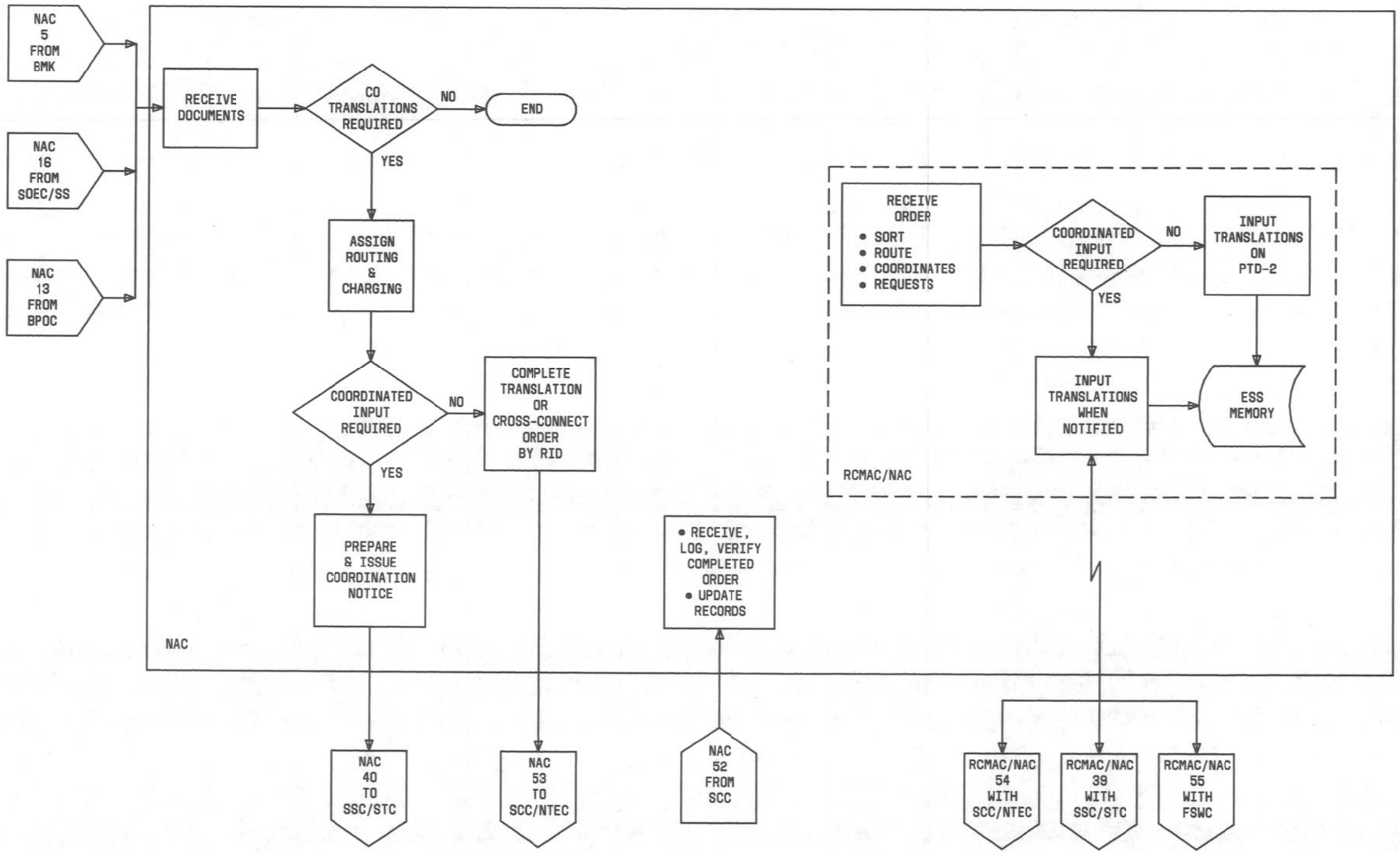

Fig. 1—Special Services Installation Flow (Sheet 5 of 9)

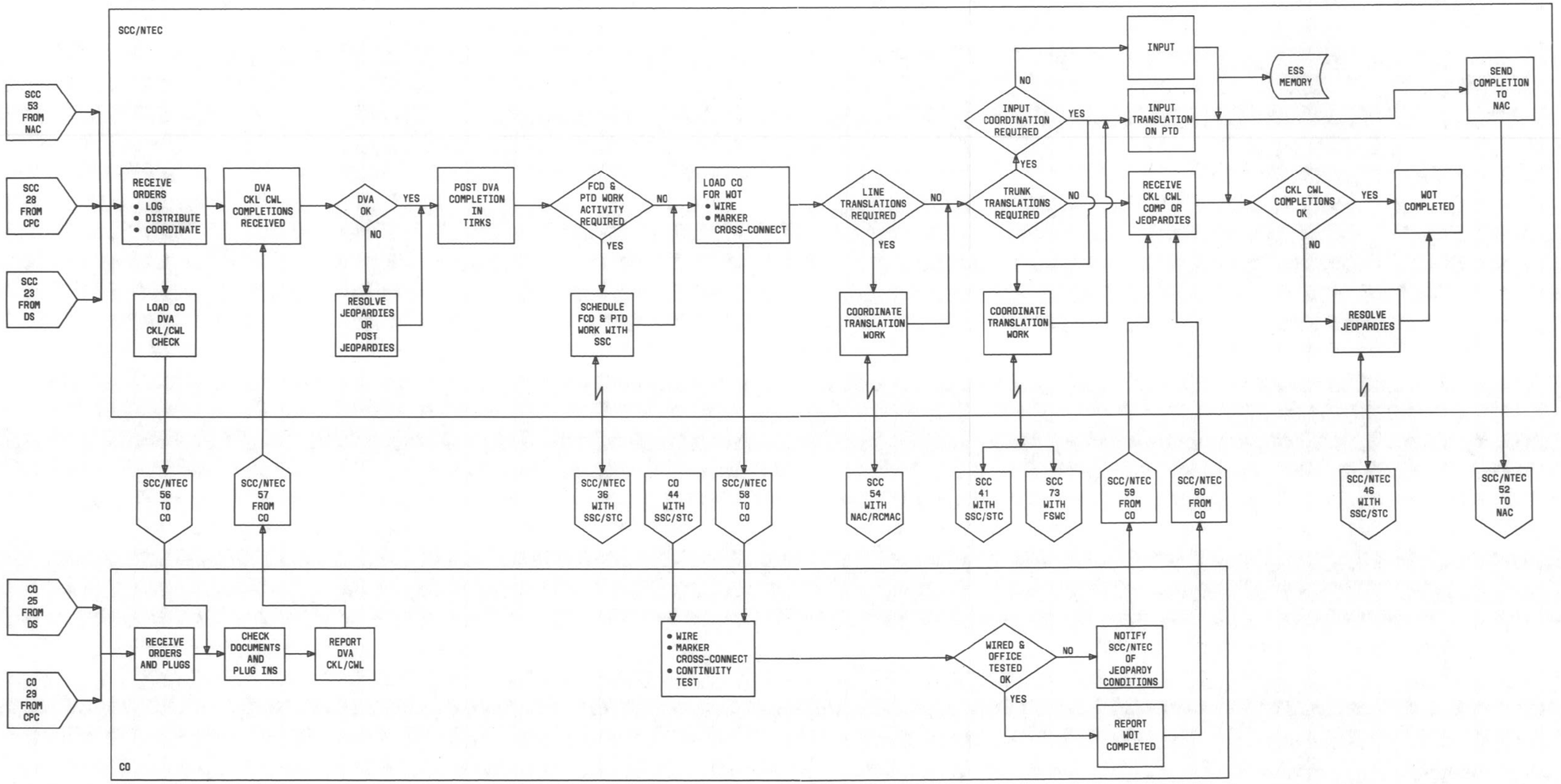

Fig. 1—Special Services Installation Flow (Sheet 6 of 9)

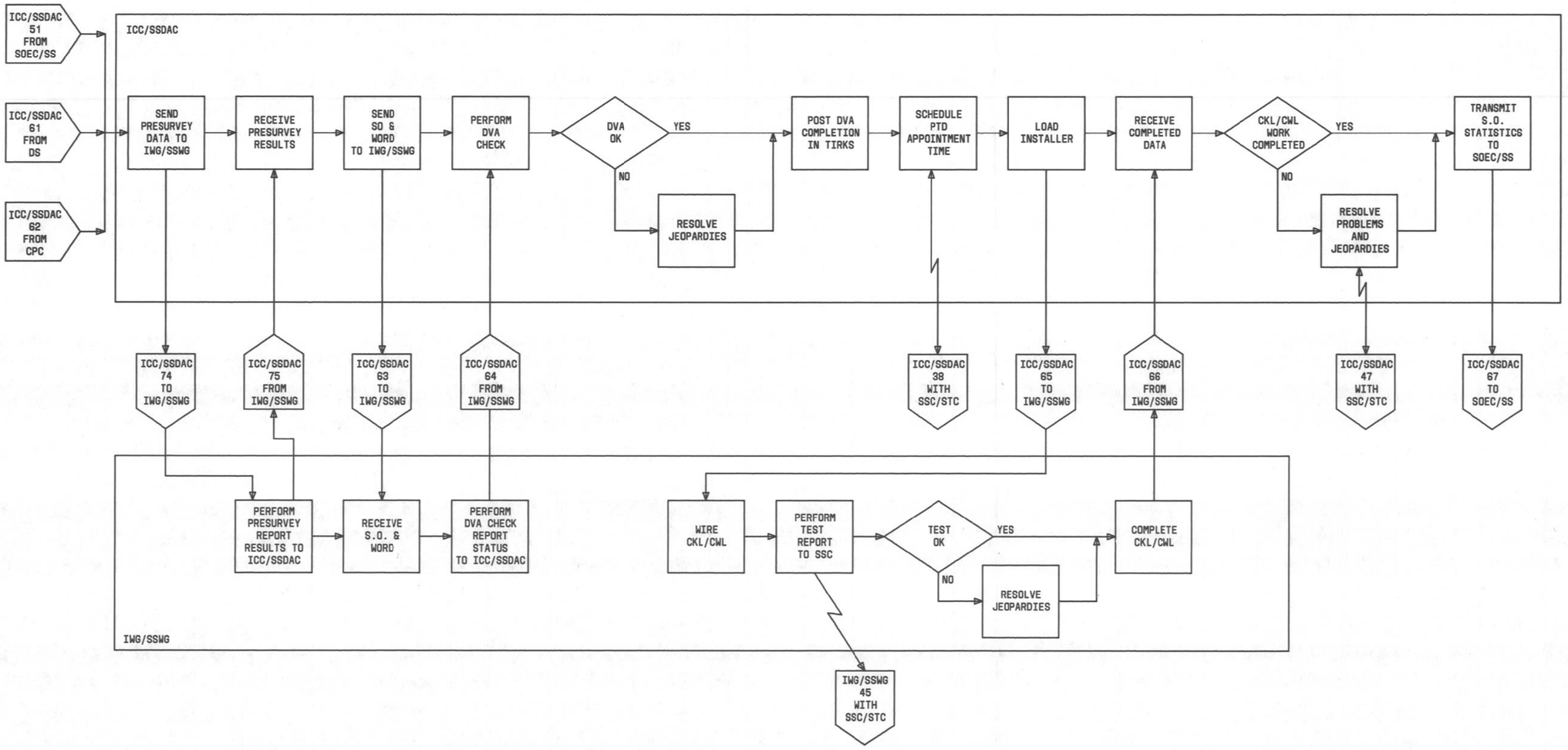

Fig. 1—Special Services Installation Flow (Sheet 7 of 9)

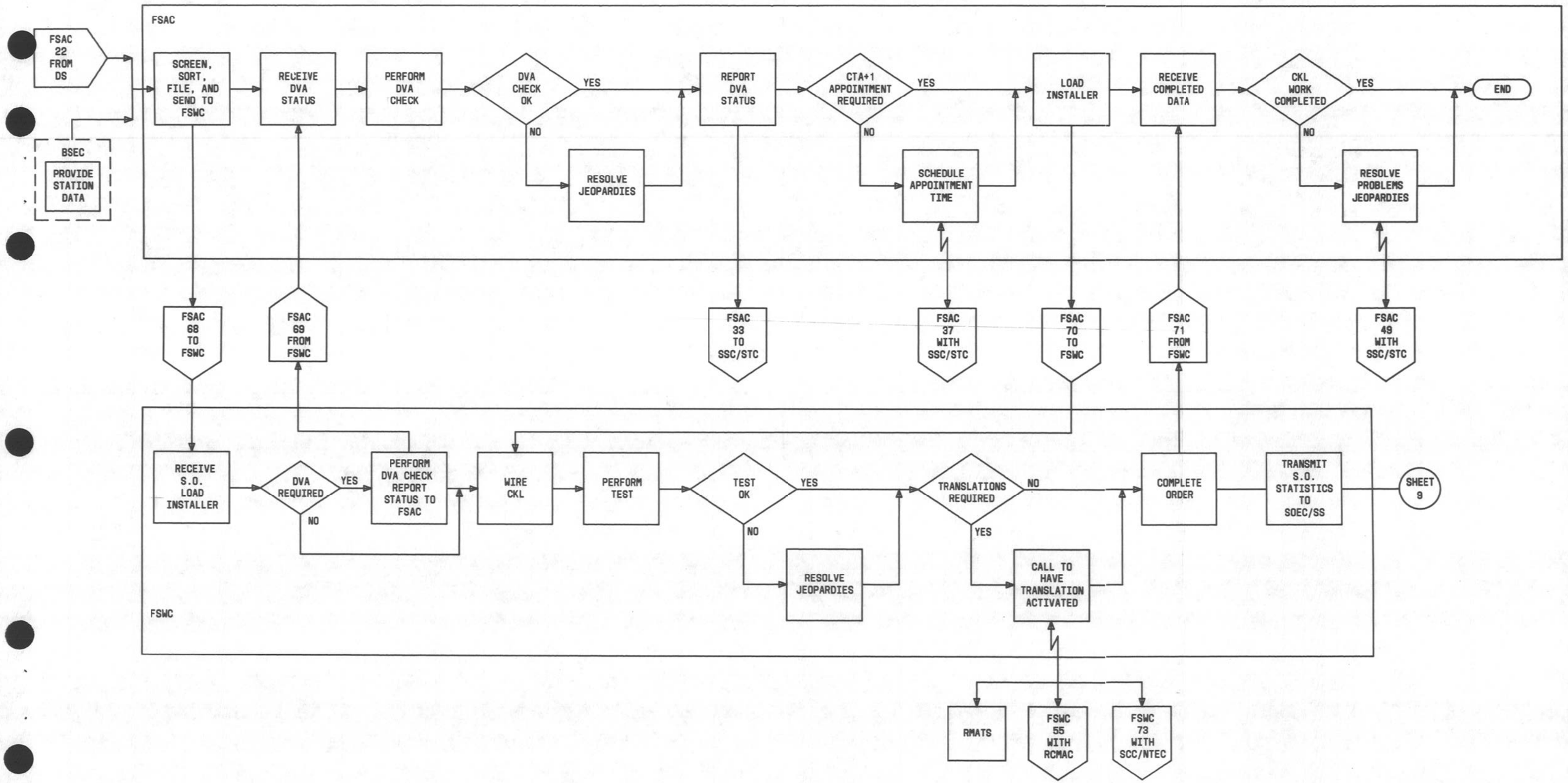

Fig. 1—Special Services Installation Flow (Sheet 8 of 9)

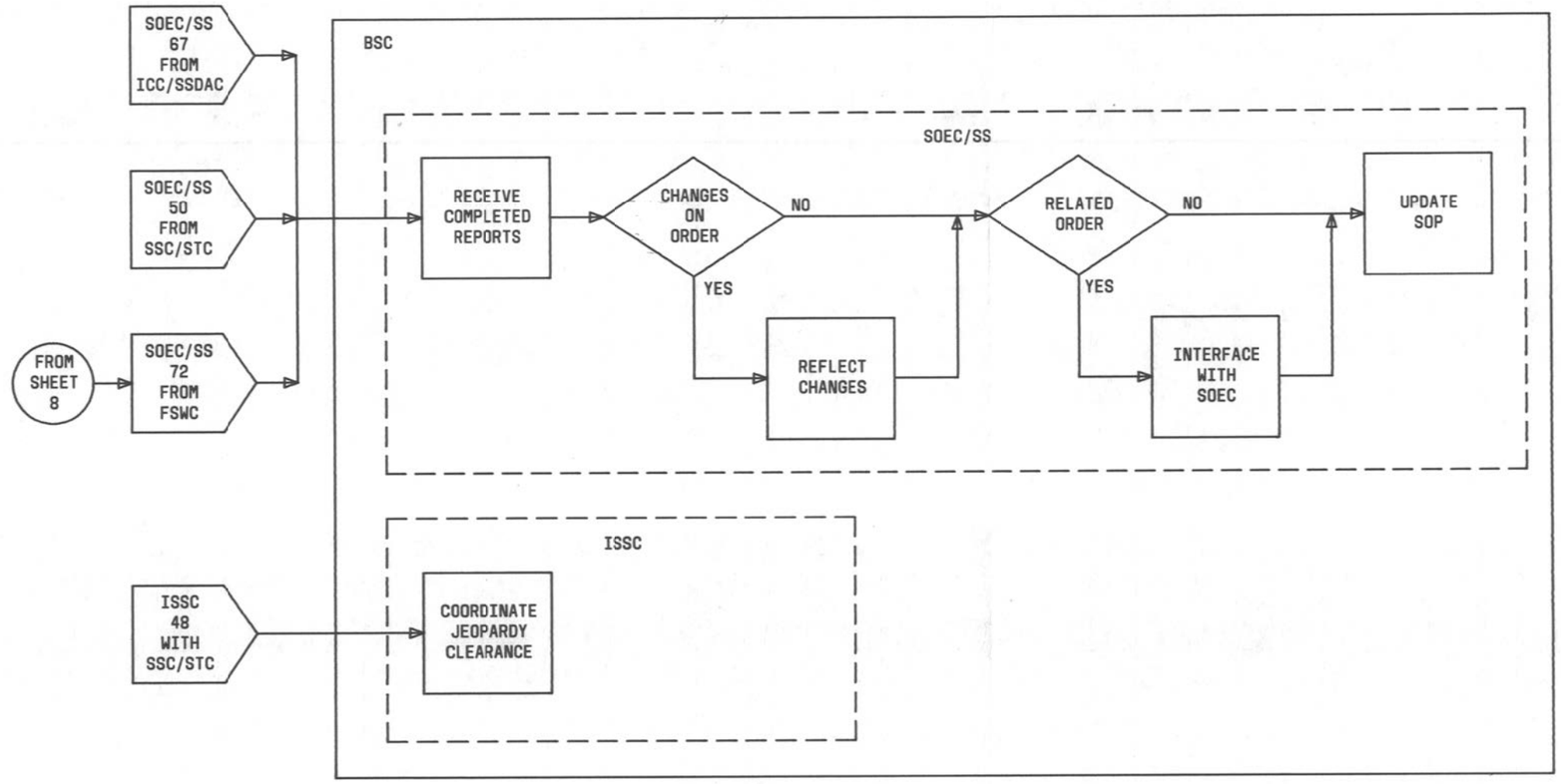

Fig. 1—Special Services Installation Flow (Sheet 9 of 9)

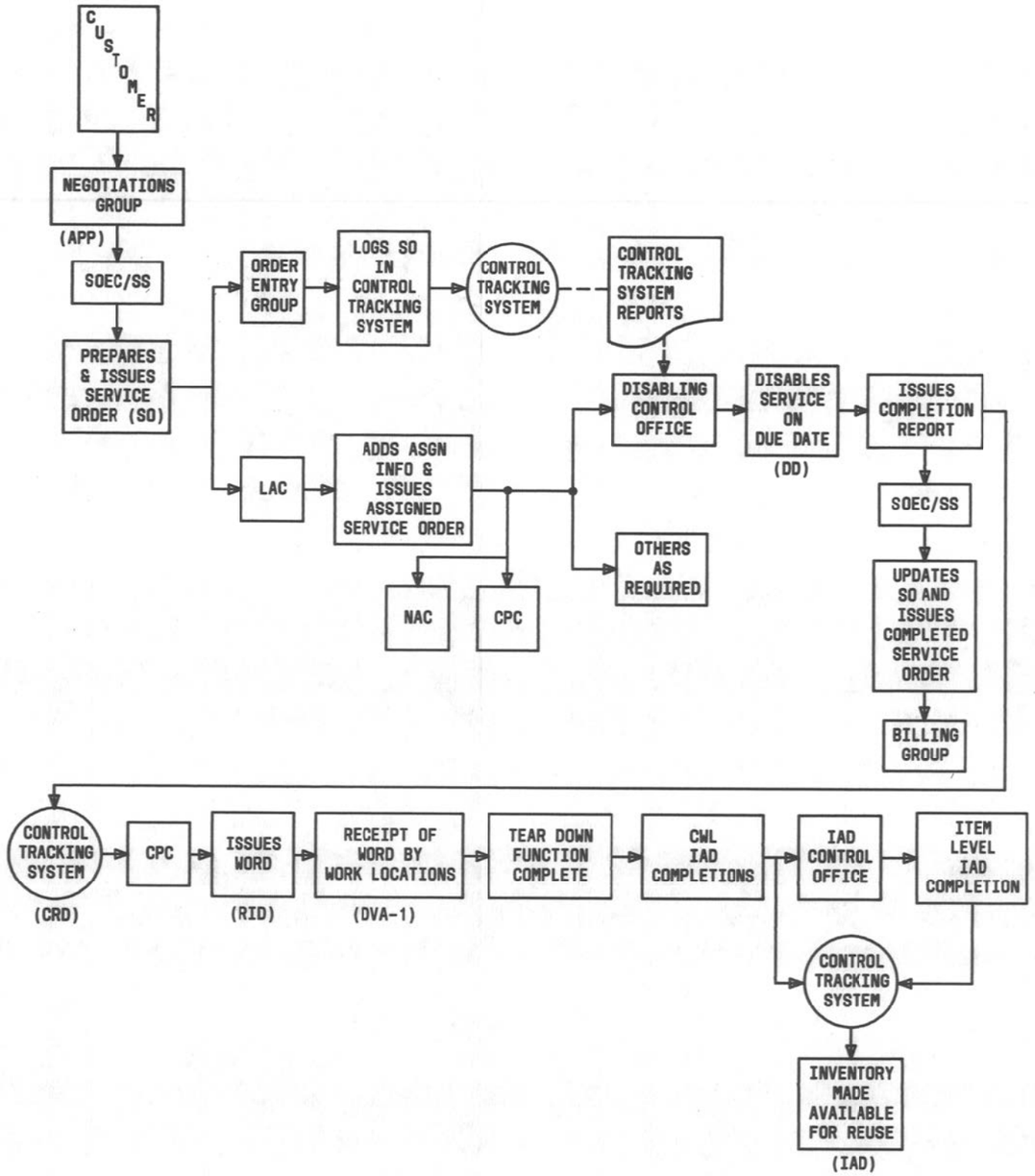

Fig. 2—Service Order/WORD Flow