

**INTERFUNCTIONAL SPECIAL SERVICES COORDINATION**  
**ORGANIZATIONAL AND AREA TEAM MEMBER RESPONSIBILITIES**  
**BUSINESS RELATIONS — INTEREXCHANGE CUSTOMER SERVICE CENTER**

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**1. GENERAL**

**1.01** This section describes the responsibilities of the Business Relations Organization concerning its membership on the Interfunctional Special Services Coordination (ISSC) area team. It also defines the handling of exchange access services under tariff.

**1.02** This section is reissued to reflect the organizational and jurisdictional changes stipulated in the Modified Final Judgement. In addition to these changes, this section has been completely reorganized and is considered a general revision. As a result, revision arrows are not used.

**1.03** Refer to Section 010-510-001 for an index of the ISSC documentation.

**1.04** Interexchange customers (IC) are:

- (a) Interexchange carriers authorized by the Federal Communications Commission (FCC) to provide interlocal access and transport area (LATA) communications to their patrons
- (b) Any business customer needing to establish interLATA communications.

**1.05** In the furnishing of its authorized services, an interexchange carrier will request the Bell Operating Companies (BOCs) to provide various access facilities for their use or as part of their overall services. The fundamental principles governing the relationship between the BOC and interexchange carrier are:

- (a) The requirement to provide equal treatment to all interexchange carriers.
- (b) The responsibility of the interexchange carrier for its end-to-end services.

**1.06** The BOC will use ISSC procedures to process access service orders. These procedures provide for the orderly tracking and controlling of the progress of the order from receipt of the service request through the completed installation.

**2. BUSINESS RELATIONS RESPONSIBILITIES**

**2.01** The Business Relations Organization in the BOC is responsible for providing guidance to other operating departments in the performance of their various functions as they relate to the provision of access services for customers/carriers. The Business Relations Organization performs the following functions:

- Resolving tariff interpretation questions.

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- Coordinating major activities such as special construction.
- Processing customer forecasts for access requirements.
- Acting as liaison between the BOC and customers/carriers on matters requiring interpretation of policy.
- Representing the BOC in negotiations with customers/carriers and effectively implementing agreements resulting from those negotiations.
- Implementing requirements resulting from FCC orders, court orders, and negotiated matters.

**Interexchange Customer Service Center (ICSC) Work Center Overview**

**2.02** The ICSC is organized into three functional centers to fulfill the responsibilities associated with access provision, objectives, and goals. These basic centers and their respective functions are overviewed in the following:

**(a) Customer Point of Contact (CPOC):** The

CPOC is the primary point of contact with the customer/carrier. The CPOC receives all access service requests, negotiates with the customer/carrier, maintains a log of requests, assigns service order and circuit numbers, provides standard intervals, coordinates with the Circuit Administration Center (CAC) on switched access trunk requirements, and formats the service order for typing. The CPOC also interfaces with the ISSC on (individual case bases) interval determination, expedites, project consideration, escalations, status, and notifications to the customer/carrier on jeopardies and other related functions.

**(b) Customer Service Order Center (CSOC):** The CSOC provides service order

support (order entry and completion) for the CPOC group. The center provides expertise in the processing of Access Tariff service orders and is a critical factor in accuracy performance and the ultimate quality of service provided to the customer/carrier.

**(c) Customer Billing Inquiry Center (CBIC):** The CBIC verifies billing accuracy,

processes billing adjustments, answers customer billing inquiries, collects delinquent accounts, and corrects billing records.

**3. BUSINESS RELATIONS ISSC TEAM RESPONSIBILITIES**

**3.01** The Business Relations member serves in a full-time capacity on the ISSC Area Team. In addition to the common responsibilities outlined in Section 010-510-120, this member is responsible for the following:

- Representing the ICSC on the ISSC area teams.
- Responding to requests for assistance involving interLATA customer matters or ICSC performance from other ISSC members. Furnishing ICSC work center support for interdepartmental problems escalated to the ISSC team, or requests made of the ISSC by the ICSC work center.

**4. BUSINESS RELATIONS ICSC-ISSC TEAM MEMBER DUTIES**

**4.01** The duties of the Business Relations ICSC-ISSC team member are as follows:

- (a) Ensures that ISSC procedures comply with current judicial and/or regulatory mandates or agreements
- (b) Ensures that other members of the ISSC area team are aware of their role in supporting the provisioning of access service for customer/carrier
- (c) Ensures equal treatment for all access customers/carriers
- (d) Indiscriminately represents the point of view of customers/carriers on the ISSC area team
- (e) Act as the point of escalation for the CPOC negotiator on orders requiring special consideration such as individual case basis (ICB), shorter than standard, expedites and determination of project coordination or when responses from the ISSC team are late or unsatisfactory to the negotiator

(f) Performs analysis of results and recommend corrective action where the CPOC or CSOC are involved

(g) Monitors the overall provisioning process of access service orders.

#### 5. BUSINESS RELATIONS INTERFACES WITH OTHER TEAM MEMBERS AND WORK CENTERS

5.01 The ICSC access orders (switched and exchange) involve virtually all phases of circuit provisioning. The Business Relations member will interface with most ISSC team members. Primary interaction will be with the representatives of the Business Service Center, Loop Assignment Center, Circuit Administration Center, and the installation field forces.

5.02 The ICSC is the organization designated as the access order single point of entry by a customer/carrier into an operating area of a BOC for obtaining access facilities. Thus, the ICSC CPOC and CSOC are the primary work center interface for the Business Relations ISSC team member.

#### 6. SUPPORT SYSTEMS AND REFERENCE MATERIAL

6.01 *Mechanized Interval Guide (MIG)*: The MIG is a dial-up time share system designed to provide established service intervals. The system allows each BOC to set their own standard intervals with the purpose of quoting realistic due dates to the customers. Additional information on the MIG is available in Section 010-510-302 and the MIG User Guide.

6.02 *Trunks Integrated Records Keeping System/Generic Order Control (TIRKS/GOC)*: The GOC has been recommended as the standard (Refer to BISP 756-568-000) to be used for order tracking and status handling of Circuit Provision Center processed orders.

6.03 The GOC is a computer-based system for controlling message trunk, specials, and carrier system orders. Among other capabilities, it provides a mechanized method for tracking circuit order activities, order status, and daily or on demand reports. Additional information is available in Section 010-510-304.