

INTERFUNCTIONAL SPECIAL SERVICES COORDINATION ORGANIZATIONAL AND AREA TEAM MEMBER RESPONSIBILITIES

CENTRALIZED OPERATIONS GROUP

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also describes the responsibilities of the COG representative on the Interfunctional Special Services Coordination (ISSC) Area Team in handling services coordinated under ISSC procedures.

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

1.03 The American Telephone and Telegraph Company (AT&T) recommends and supports to the Bell Operating Companies (BOCs), the establishment and support of COGs within each BOC. This is part of the Jarvis, Inc. et al. versus AT&T et al. Antitrust Settlement Agreement that was concluded on August 19, 1980. These efforts were to be directed at coordinating service installation requests and cutovers involving customer-provided key telephone and Private Branch Exchange (PBX), Automatic Call Distribution (ACD), and multifunctional systems.

1.04 The purpose of the COG is to:

- Provide a centralized point of contact for customers/vendors to place requests for BOC provided exchange and private line services when associated with customer provided equipment (CPE) systems as described in paragraph 1.03.
- Coordinate the sale price quotation, and/or the removal of inside wiring previously provided by the BOC.

2. CENTRALIZED OPERATIONS GROUP (COG) FUNCTIONS

NEGOTIATIONS

2.01 The COG is a single point of contact for customers/vendors into the BOC. This function includes the screening of requests for accuracy and completeness, verifying the receipt of documents; the

1. GENERAL

1.01 This section describes the responsibilities of the Centralized Operations Groups (COG). It

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discussion of provisioning arrangements, and the preparation of the service order document.

OVERSIGHT

2.02 This function coordinates the activities of other BOC departments to assure that service is provided when and as requested.

FOLLOW-UP

2.03 This function provides for the acceptance of customer/vendor reports, the referral of problems, and providing for the disposition of results on service affecting repair matter. This function is for a 15-calendar-day interval after the completion of installation.

ESCALATION

2.04 This function provides for the COG acting as the escalation point for service affecting matters after the 15 day interval. This function is for resolving matters that were not resolved by using routine procedures.

3. CENTRALIZED OPERATIONS GROUP (COG) RESPONSIBILITIES

SINGLE POINT OF CONTACT

3.01 The COG has the responsibility to act as the single point of contact for the negotiation and internal coordination of service requests involving installation activities for BOC exchange and private line service that connect to CPE.

3.02 The COG is the point of contact for receiving and processing requests for the sale or removal of inside wiring previously provided by the BOC.

COORDINATION

3.03 The COG has the responsibility to provide to the customer/vendor confirmation of the receipt of service requests when they are required.

3.04 The COG provides the customer/vendor notification of the availability of the BOC services ordered and of established due dates.

3.05 The COG provides the customer/vendor written notification when slippage of a previously established due date is anticipated.

3.06 The COG coordinates the BOC support on cutovers when requested by the customer/vendor.

SERVICE PROBLEMS

3.07 The COG coordinates efforts to resolve service problems with installations for 15 calendar days following the successful cutover of BOC provided services.

3.08 After the 15-day interval, the COG acts as the appeal point for resolving problems with BOC services that cannot be resolved using normal BOC maintenance repair procedures.

4. INTERFUNCTIONAL SPECIAL SERVICES COORDINATION (ISSC) TEAM—COG MEMBER RESPONSIBILITIES

4.01 The COG member, depending on the provisioning needs in each area, serves as a full or part time member of the ISSC team.

4.02 Common responsibilities for all ISSC team members are specified in Section 010-510-120.

4.03 In addition to the common responsibilities of the ISSC team, the COG representative has the responsibility to:

- Provide direction for the COG field force and administer the application of COG functions using ISSC procedures in providing facilities for customers/vendors.
- Respond to requests from other ISSC members for assistance with COG items.
- Provide COG field support for interdepartmental problems that have been escalated to the ISSC team.
- Assist in the resolution of jeopardy conditions that have been escalated to the ISSC team. This assistance shall be in accordance with procedures defined in Section 010-510-305.

- Participate in the analysis of the provisioning process as defined in Section 010-510-306.

5. INTERFUNCTIONAL SPECIAL SERVICES COORDINATION TEAM—COG MEMBER DUTIES

5.01 In addition to representing the COG organization, the duties of the COG representative are as follows:

- Ensure that BOC/ISSC procedures comply with current agreements between the BOC and the vendor.
- Ensure that all other ISSC team members are aware of their roles in the provisioning of facilities terminating in CPE systems.
- Assist the COG in resolving jeopardy situations that have escalated to the ISSC team.
- Assist the COG in processing requests from customers/vendors for expedited treatment.
- Ensure that equal treatment is received between COG placed orders and orders placed through other BOC contact forces.
- Ensure that ISSC requirements are met regarding notification to the COG of due date affectively jeopardy conditions, and also assist in resolving problems concerning compliance with this requirement.
- Analyze jeopardy conditions and missed due dates on COG orders and recommend corrective action where necessary.
- Attend ISSC team meetings as required.
- Attend project meetings when designated as a project team member.

6. INTERFACE WITH OTHER TEAM MEMBERS AND WORK CENTERS

6.01 The COG team member interfaces with other team members and work centers within the ISSC area to:

- Assist in the resolution of jeopardy conditions.

- Negotiate requests for Individual Case Basis (ICB) consideration.

- Negotiate short interval and expedited orders.

- Analyze the provisioning process.

7. SUPPORT SYSTEMS AND REFERENCE MATERIAL

7.01 The COG team member should have access to the following support systems:

- BOC Service Order Processor
- Business Office Support System/Billing and Collections (BOSS/BAC)
- Mechanized Interval Guide (MIG)
- Service Order Mechanization System (SOMS)
- Service Order Tracking System (SOTS)
- Trunks Integrated Records Keeping System/Circuit Order Control (TIRKS/COC) Module
- COG/BOC Implementation Guidelines
- Customer and Vendor Information Handbook.

7.02 A complete index of all Interfunctional Special Services Coordination (ISSC) Bell System Practices available are listed in Section 010-510-001.