

## INTERCOMPANY SERVICES COORDINATION PLAN

### DESCRIPTION

CONTENTS	PAGE
1. GENERAL . . . . .	1
2. PURPOSE OF THE ISC PLAN . . . . .	1
3. SERVICES . . . . .	2
4. ORGANIZATION AND RESPONSIBILITIES . . . . .	3
5. BELL SYSTEM DIRECTORY OF INTERCOMPANY SERVICES COORDINATING TEAMS . . . . .	4
6. ISC DOCUMENTS . . . . .	4
7. PERFORMANCE SUMMARY . . . . .	5
8. ISC SECTIONS . . . . .	5
9. DEFINITIONS . . . . .	5

sources and working closely with other offices, departments, and companies.

#### 1. GENERAL

**1.01** This section introduces the Intercompany Services Coordination (ISC) Plan and presents general information basic to the understanding of the objectives and overall operation of the plan. A list of related sections which detail various segments of the ISC Plan is included in Part 8.

**1.02** This section has been revised and replaces Issue 3. Since this is a general revision, arrows ordinarily used to indicate changes have been omitted.

**1.03** The aim of the Bell System is to provide customer services as ordered. Achieving this aim consistently requires good planning, organizing, and control of all phases in the handling of Universal Service Orders (USO) and Service Inquiries (SI). It also requires piecing together information received at different times from several

#### 2. PURPOSE OF THE ISC PLAN

**2.01** The ISC Plan has three basic purposes. They are:

(a) To provide standard procedures to be applied to all orders for customer communications requirements including all data services and services involving two or more Operating Areas and/or Companies. ISC procedures may be used for other intra-area applications where desired.

(b) To provide an interval guide, "ISC-ADS Special Service Interval Guide", to enable sales personnel in the Bell System to quote realistic due dates to customers. It also provides procedures to determine critical dates that apply to any USO coordinated under this Plan.

(c) To provide a means of service order monitoring and tracking as well as a measurement plan to determine the effectiveness of ISC efforts in meeting critical dates.

**2.02** The use of the ISC Plan will:

(a) Present a "one-company" image to customers,

(b) Effectively aid in meeting due dates,

(c) Provide a plan flexible enough for application by all companies so that customer service requirements, regardless of size or complexity, may be met,

(d) Define a communications path for fast and accurate exchange of information between all personnel responsible for furnishing service to the customer,

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- (e) Determine the effectiveness of ISC efforts in meeting critical dates by means of an appropriate performance summary, and
- (f) Designate ISC control and local control responsibilities on all services coordinated and measured under ISC procedures.

### 3. SERVICES

3.01 The ISC Plan is concerned with three basic categories of service:

- (a) **Special Services (SS)**—Interarea and/or intercompany services which use dedicated facilities, including Foreign Exchange (FX) service. Also, included are intra-area Special Services negotiated in another ISC area and all Special Services with points in Independent Telephone Companies (ICO).

**Note:** Exceptions are as follows:

- (1) Network program and network television services, wherein unique procedures are established by the Broadcast Services Coordination (BSC) Plan.
- (2) Procedures for the planning, implementation and for major changes of a Switched Service Network (SSN) are covered in the "Switched Services Plan for Coordination" or the "Tandem Tie Trunk Network Coordination Plan" and provide for control and tracking of a project by an SSN Customer Relations Team and an SSN Project Team. USOs will be processed in the same manner as that specified under ISC procedures; however, the SSN Project Team will act as the Control Team for the network involved. Measurement of these orders will be reflected in the ISC Performance Summary.
- (3) After an SSN has been established, implementation of individual USOs will be handled and measured under standard ISC procedures. All other SSN nonservice order type activity such as billing problems, studies, requests for AMA details, or forecasting information should be handled by the SSN Administrative Team.
- (4) Planning and implementation of a major change on a customer's existing network

may require appointment of an SSN Customer Relations Team and/or an SSN Project Team responsible to the SSN Administrative Organization as covered in the "Switched Services Plan for Coordination".

- (5) Special Services which terminate in Canada will be implemented by Long Lines through agreement with the TransCanada Telephone System. OTCs negotiating the sale of Canadian Special Services should contact their local Long Lines Sales Office. Special Services authorized under OTC and Canadian Telephone Company "Privileged Service Agreements" should be implemented under the local arrangements.

- (b) **Special Exchange Services (SES)**—Services having access to the Direct Distance Dialing (DDD) Network, and such as WATS and local Foreign Exchange service that are negotiated by a salesman in another ISC area than that in which the service is to terminate.

#### (c) **Data Services—**

- (1) All speeds, from telegraph thru wideband,
- (2) All station arrangements including; data sets, Data Access Arrangements (DAA), channel-only data terminations, Teletypewriters, and DATASPEED® terminals,
- (3) All data services whether switched, private line, DATA-PHONE® channel only, DAA, etc. (TOUCH-TONE® pads are not included.)
- (4) All of the above regardless of where negotiated.

3.02 Coordination of SS, SES, and all Data Services is achieved through ISC Teams in each Operating Telephone Company (OTC) area. The teams act as service coordinators and contacts for the exchange of intercompany information concerning services for individual customers.

3.03 The ISC Plan is not intended to be used for ordering Plain Old Telephone Services (POTS), requesting inventory information, securing billing usage data or obtaining any similar information. Contacts other than ISC Teams should be used for services and requests not included in the ISC Plan.

**Note:** Exceptions are OTC major accounts and LL NAM accounts approved for Summary Billing. To start Summary Billing on these accounts, an ISC/USO will be issued to the Marketing member of the ISC Team in the OTC that is furnishing the service.

#### 4. ORGANIZATION AND RESPONSIBILITIES

**4.01** The AT&T marketing member is chairman of the Special Service Working Committee (SSWC) who coordinates the application of ISC responsibilities interdepartmentally. Normally the Marketing/Sales member is chairman of ISC Administrative Teams, ISC Data Specialist Teams, and ISC Teams.

**4.02** In some OTC areas, the ISC Team marketing member represents the Military and Defense Coordinator's office in handling Government services. In other areas, the Military and Defense Coordinator may perform all or a part of the ISC marketing job. In the latter case, all references in this section to ISC marketing include Military and Defense Coordinators for Government services.

**4.03** Responsibilities designated for the ISC marketing member in other paragraphs of this section include some responsibilities of the ISC Team Chairman. Where the ISC Chairman is in some other department, he should be guided accordingly.

**4.04** The *ADS Methods Steering Committee* is responsible for ISC policy and overall management of the plan. The Engineering member is its chairman. This committee is an interdepartmental group established at AT&T Headquarters, and it includes Long Lines and Western Electric Headquarters representation.

**4.05** The *Special Services Working Committee (SSWC)* reports to the Steering Committee and is responsible for reviewing the performance of the plan and revising practices as required. This committee also serves as the System contact with the OTC ISC Administrative Teams and the LL Headquarters ISC Committee. The Working Committee is an interdepartmental group and includes Western Electric Headquarters and LL Headquarters representation. Members are listed in the Bell System Directory of Intercompany Services Coordinating Teams, hereafter referenced in this section as the ISC Directory.

**4.06** The *LL Headquarters ISC Committee* is established at LL Headquarters to assist the LL Area ISC Administrative Teams in interpreting matters of policy within LL.

**4.07** *ISC Administrative Teams* are established on the Headquarters staff of each OTC and LL area to coordinate the overall ISC administrative responsibilities for its company or area. Each team consists basically of a representative from each of the Marketing/Sales, Engineering, Plant, and Business Service Departments, Bell-Independent Relations, and Western Electric, and are augmented by other departments as required. Members are listed in the ISC Directory.

**4.08** ISC Administrative Team responsibilities:

- (a) To maintain a uniform (system standard) application and administration of ISC practices.
- (b) To assist ISC Teams in resolving general administrative ISC problems that cannot be resolved locally.
- (c) To serve as one point of contact in each company or LL area, departmentally, with other ISC Administrative Teams.
- (d) To act as the contact with the SSWC. Contacts with SSWC by the LL Area ISC Administrative Teams are made through the LL Headquarters ISC Committee.
- (e) To serve as the one point in each company or LL area from which ISC Directory changes are to be made and to which ISC Directories, bulletins, etc, will be forwarded. The chairman will ensure that copies of such material are distributed locally in the proper quantity and to the proper ISC personnel.
- (f) To review the effectiveness of the intervals in the ISC-ADS Special Services Interval Guide and to forward changes to the SSWC.
- (g) To assign any necessary new ISC Team codes (number assignments) from ISC number allocations as indicated in Section 1 of the ISC Directory.
- (h) To ensure periodic Interdepartmental ISC compliance reviews are conducted within ISC Administrative areas.

## SECTION 010-520-100

**4.09** An *ISC Team* is an interdepartmental group established for each ISC area within each OTC. Each ISC Team is comprised of representatives with assigned responsibilities for the performance of Marketing/Sales, Engineering, Plant, Bell-Independent Relations (B-IR), Business Services and Western Electric ISC functions.

**4.10** Each member represents his department in performing ISC functions. Representatives of other functional groups are asked to serve as required. These functional groups may include Network Operations, Circuit Provision, Switching, Customer Service and Comptrollers. Certain members are listed by function only regardless of department, eg, Interval (INTV) and Terminations contacts (TERMCO).

**4.11** The ISC Teams are the backbone of the entire plan. Team members are charged with the responsibility of adherence to the *intent and provisions* of the plan and represent their management in the performance of ISC functions.

**4.12** ISC Team members confer regularly to resolve mutual problems, to ensure team adherence to the plan, and to seek methods to improve team proficiency in handling all ISC services. This includes reviewing performance and taking steps to help improve overall effectiveness. Team members make recommendations on matters concerning the operation of the plan to their ISC Administrative Teams.

**4.13** ISC Team responsibilities in implementing services are:

- (a) To take actions to ensure that due dates are met and that service, as ordered, is satisfactory to the customer.
- (b) To serve as one point of contact in each ISC area, departmentally, with other ISC Teams.
- (c) To provide status of all pending orders.
- (d) To ensure that the listed numbers in the ISC Directory are fully covered by knowledgeable personnel.

Detailed responsibilities of ISC Team members are described in the sections of this plan covering departmental responsibilities.

**4.14** The implementation of each USO requires the designation of one team as the Control ISC Team. Control of overall customer service is fundamentally the responsibility of the Control ISC Team. All other teams involved are designated as Local Control ISC Teams. See Section 010-520-103, on "Control Team Assignments".

**4.15** *ISC Data Specialist Teams* have been established in each OTC area. Members are listed in the ISC Directory. These ISC Data Specialist Teams are available to the ISC Teams for assistance on data services.

## 5. BELL SYSTEM DIRECTORY OF INTERCOMPANY SERVICES COORDINATING TEAMS

**5.01** A directory of all ISC Committees and Teams is maintained by the Special Services ISC Working Committee. It includes the names, addresses, telephone, ADNet and Dataphone numbers of each member. In addition, it includes geographic descriptions of ISC Areas and other information needed to coordinate services.

## 6. ISC DOCUMENTS

**6.01** A list of the documents used in coordinating ISC services and a brief description of each are contained in Part 9. Detailed information about each are included in individual related sections. Procedures for the origination, flow, and routing of the various documents are included in the Section 010-520-101, Procedures for Coordination of Orders for Service.

**6.02** In order to maintain uniformity, these sections outline formatting requirements that will be followed. On occasion, ISC documents will be received that do not adhere completely to the procedures outlined. In such cases, customer service should not be sacrificed in order to negotiate exacting structural requirements. However, errors (even minor, easily correctable errors) should be called to the attention of the originator.

**6.03** When the service order process becomes mechanized, format and language deviations will not be acceptable. Therefore, it is imperative that a conscientious effort be made to issue ISC documents as outlined in their respective sections. For messages other than the following ISC documents, SI, USO, USO correction orders, Engineering reports, ACOLI, ESO and System

Status Reports, regular teletypewriter message format should be used.

## 7. PERFORMANCE SUMMARY

7.01 In order to help assess overall ISC Team performance, a summary of ISC results is published each month. Details are included in the section on "Order Status, Control and Reporting (OSCAR) Procedures", Section 010-520-105.

## 8. ISC SECTIONS

8.01 The following is a list of ISC sections:

SECTION	TITLE
010-520-100	Intercompany Services Coordination Plan Descriptions
010-520-101	Procedures for Coordination of Orders for Services
010-520-103	Control Team Assignment
010-520-104	Interval Guide Procedures
010-520-105	Order Status, Control and Reporting (OSCAR) Procedures
010-520-106	Termination Procedures
010-520-110	Project Planning and Coordination
010-520-111	Service Inquiries, About Dated Orders and Advance Orders
010-520-112	Universal Service Order
010-520-114	Engineering Reports
010-520-115	System Status Reports
010-520-124	Intercompany Services Coordination Plan—ISC Responsibilities for Other Common Carrier (OCC) Orders
010-520-135	Marketing (Sales) Responsibilities
010-520-136	Engineering Responsibilities
010-520-137	Plant Responsibilities

## SECTION

## TITLE

010-520-138	Customer Assistance/Business Services Responsibilities
010-520-139	Western Electric Company Member Responsibilities
010-520-140	Bell-Independent Relations (B-IR) Responsibilities

## 9. DEFINITIONS

9.01 The following definitions of names, terms, abbreviations, and field identifiers (FIDS) are used throughout the various ISC sections.

**ACO (Accounting Control Office)**—The LL ACO responsible for the billing.

**ACOLI (Advance Circuit Order and Layout Information)**—Expedited information issued by the Design Group which contains sufficient detail to enable Installation to perform its functions prior to Circuit Layout Record (CLR) issuance. An ACOLI is necessary when CLRs cannot be distributed in time to meet installation requirements.

**AD (Assignment Date)**—The date on which information required to design the service is to be available. All required facilities and equipment are reserved, assigned and/or ordered.

**ADNet (Administrative Network)**—The Bell System official business teletypewriter network used for the purpose of distributing administrative messages and ISC documents. This network is administered by Long Lines.

**ADS (Administration of Designed Services)**—A set of Bell System standards for order processing and control of orders from preparation through completion.

**APP (Application Data)**—

(a) **ISC**—The date on which the customer has provided the negotiator with a firm order and sufficient information to proceed with the provision of service. This includes agreement between the customer and the negotiator as to the DD (includes tentative DD established for AVO/DTF).

(b) **OCC**—The date on which the OCC has provided the BPOC with a firm order and sufficient information to proceed with a provision of facilities and/or terminations. This includes an agreement between the OCC and the BPOC regarding critical dates (DLRD, CDLRD and DD) and the receipt of a valid Compatibility Checklist answer when applicable.

**AVO (Advance Order)**—A type of USO issued to ensure that ISC services are provided to the customer coincident with OTC PBX/Centrex ordered service.

**Bell Company**—A company engaged in the business of furnishing public switched network telephone services which is a Bell System Company or Department.

**B-IR (Bell-Independent Relations)**—The group within an Operating Company which has the responsibility for interfacing between the Bell System and ICOs.

**BPOC (Bell Point of Contact)**—The Bell Company single point of contact involved in the processing of OCC requests for facilities and/or terminations in a given operating area.

**CAN (Cancellation)**—A correction to an order which cancels an order or a correction in its entirety.

**CAO (Completed As Ordered)**—A completion report indicating all required work has been completed and there were no service or billing affecting exceptions and the customer accepts the service.

**CCSA (Common Control Switching Arrangement)**—A communications system designed for a particular customer which provides for the interconnection of many locations via a switched arrangement similar to a switching machine in the Message Telephone Service (MTS).

**CD (Completion Date)**—The actual order completion date.

**CDLR (Confirming Design Layout Report)**—A report sent by the OCC Engineering Office to the Bell Company Design Control Office via the BPOC. It either confirms the OCC's acceptance of the design forwarded by the Bell Company via the DLR, or requests specific changes in the design.

**CDLRD (Confirming Design Layout Report Date)**—The date by which the CDLR should be received by the BPOC.

**CEIR (Confirming Engineering Information Report)**—A report from ECO to LECO which accepts or changes LECO's original EIR information.

**CEIRD (Confirming Engineering Information Report Date)**—The date on which the LECO should have received a CEIR from ECO.

**CIO (Confirming Informal Order)**—A USO issued by Sales Control confirming the information conveyed on an Informal Order.

**CKL (Circuit Location)**—Identification of a circuit termination at each customer address on a given circuit subject to the following interpretations:

- (a) A CKL is assigned to each Service Name (SN) on each circuit terminating at the same service address.
- (b) Additional station terminations at the same service address are designated as Terminations, (TRM), not additional CKLs.
- (c) Large office buildings, airports, military bases, or large industrial sites are considered one CKL if only one address identifies the location. Central office loops that may be required to serve additional stations at one CKL are not a factor. Those additional stations are designated TRM not CKL.
- (d) The open (central office) end of a Foreign Exchange (FX) or WATS service is considered a CKL.
- (e) The switching locations of a service terminating in switches (such as: CCSA access lines and trunks) are considered as one CKL.

**CLR (Circuit Layout Record)**—The records issued by the Design Group which contain information pertinent to the installation and maintenance of a circuit, such as the CLRC and wiring schematics unique to the circuit.

**CLRC (Circuit Layout Record Card)**—The card, used by Central Office and Station Installation Forces to install the circuit which contains information pertinent to the circuit.

**COCF (Central Office Connecting Facility)**—A voice-grade facility provided to an OCC to connect a Bell Company central office switch termination [Common Control Switching Arrangement (CCSA), Centrex CO, Foreign Exchange (FX)] to an OCC terminal location and which may be equipped with supplemental functions.

**CODCF (Central Office Data Connecting Facility)**—A voice-grade data facility provided to an OCC to connect a Bell Company central office switch termination [Common Control Switching Arrangement (CCSA), Centrex CO, Foreign Exchange (FX)] to an OCC terminal location and which may be equipped with supplemental functions.

**Combined Billing**—A special billing arrangement that is available only for SSN customers.

**Compatibility Checklists**—The Compatibility Checklists supply to an OCC information concerning certain characteristics of the Bell Company provided switch termination, listing the status of various features such as outpulsing control and address signaling, thus enabling the OCC to ensure the compatibility of the near and far end terminations of the service it is providing.

**Coordinated Conversions**—Procedure used to coordinate the service orders issued to disconnect a service provided by one carrier with various service orders issued to install the service of another carrier, when a portion of the facilities and/or terminations must be reused.

**Coordination**—Coordination is the process of relating service orders issued covering the provision of facilities and terminations. The service order intervals and due dates must be the same.

**CPB (Circuit Provision Bureau)**—The group responsible for: (1) order control within the Design Group, (2) design of special service, trunk circuits and carrier systems, (3) assignment and/or ordering of equipment and facilities, (4) circuit record preparation and distribution, and (5) inventory and record update.

**Critical Dates**—Specific dates in the life of an order generated for internal order control and progress monitoring purposes after the due date has been determined. Critical dates are listed below.

DATE	DATE
APP	DVA
SID	PTD
LID	DD
EIRD	CD
CEIR	SRD
RRD	IAD
AD	DLRD
RID	TLRD
RAD	CDLR
MOJ	

**Critical Intervals**—These are intervals between adjacent critical dates. These intervals are in working days and indicate the time required to perform a function. For example, the DLRD to CDLRD critical interval is the time required for the OCC Engineering Office to perform the overall circuit design function.

**Critical Report Dates**—Dates in the life of a service order that require positive update reports. Those dates are SID, RID, DVA and SRD.

**DATEC (Data Technical Assistance)**—A specialized team devoted to technical backup for Central Office and Installation Field Forces and specific data trouble clearance on hard to solve individual data services.

**DCO (Design Control Office)**—The DCO is the Bell office responsible for the overall control and the coordination of the various design functions involved in the provision of facilities and terminations for OCCs.

**DD (Due Date)**—The date on which service is to be provided or denied (in the case of disconnects) to the customer.

**DDD (Direct Distance Dialing)**—The network of exchange and interoffice facilities which connects

POTS subscribers, and which is also accessible by WATS and FX users.

**DLR (Design Layout Report)**—A DLR is a report containing the technical and administrative (TRCO telephone number, DCO, etc.) information that describes the facilities and terminations provided by the Bell Company. The technical information is needed by the OCC to design the overall service and include such items as cable makeup (gauge, loading, length, etc.), carrier channel bank type and system mileage, signaling/termination compatibility, etc. The DLR is sent to the designated OCC representative via the BPOC by the DCO.

**DLRD (Design Layout Report Date)**—The date by which the DLR or the Termination Layout Report (TLR) must be forwarded to the designated OCC representative.

**DTF (Date To Follow)**—The FID which follows DD on an order involving an ICO order, to convey that a firm ICO DD is being negotiated and will follow on a USO correction order.

**DVA (Designed, Verified and Assigned)**—The date on which central office and station installation forces are to verify and report whether or not everything required for the installation is available as prescribed by the service order and CLR. Service orders, CLRs and all equipment including plug-ins must be received prior to DVA.

**ECO (Engineering Control Office)**—The office responsible for overall design coordination of a circuit.

**EIR (Engineering Information Report)**—A report from LECO for the purpose of design coordination, which includes minimum design data pertaining to equipment and facility assignments, requisition numbers and station termination equipment.

**EIRD (Engineering Information Report Date)**—The date on which the ECO should have received an EIR from LECO.

**End Link**—A generic term which describes a voice-grade or voice-grade data facility configuration made up of contiguously connected Bell provided station equipment [Private Branch Exchange (PBX) or Key Systems] and a Station Connecting Facility or Bell provided central office switch termination

(CCSA, CENTREX® CO, FX) and a Central Office Connecting Facility.

**EPSCS (Enhanced Private Switched Communications Service)**—An enhanced system designed for a particular customer which provides for the interconnection of many locations via a switched arrangement similar to a switching machine in the Message Telecommunications Service (MTS). It provides real time network information and customer control of the system.

**ESO (Engineering Service Order)**—Orders issued by ECO or LECO to change or modify circuits under their control. ESOs can also be issued to establish, change or disconnect official circuits which provide for testing and maintenance of facilities.

**FID (Field Identifier)**—A two- to four-character alphanumeric code which identifies a field (line or area of information) of data.

**FX (Foreign Exchange)**—A type of service which enables a customer to have a telephone number in a distant central office.

**ICB (Individual Case Basis)**—Procedure necessary when a specific interval for an order cannot be determined from the Interval Guide.

**ICO (Independent Telephone Company)**—A franchised non-Bell telephone company engaged in all types of telecommunications services.

**ID (Issue Date)**—The date on which the USO is transmitted from the originating office.

**IDG (Interval Determination Group)**—The group responsible for assisting the negotiator in establishing a firm and realistic DD.

**Interval**—The allocation of time from APP to DD.

**INTV (Interval Contact)**—The member of the ISC team responsible for providing specific critical and overall intervals that apply to service items on ICB orders.

**IO (Informal Order)**—An order requiring immediate action when there is insufficient time to issue a USO in the normal manner. (See CIO for further details.)

**ISC (Intercompany Services Coordination Plan)**—A set of standard interdepartmental procedures, an interval guide, and a measurement plan for all intra and interarea data orders as well as all other order interarea and/or Intercompany special service orders.

**ISC Team**—An interdepartmental group established for coordinating ISC orders.

**Jeopardy**—A condition resulting from any change(s) in the rate of accomplishing scheduled activities which could cause the service order to be completed later than the committed due date. Failure to update the status of the order on or before a Critical Report Date will result in a jeopardy condition.

**Jeopardy Clearance**—Indicates actions have been taken which remove the jeopardy condition.

**Jeopardy Report**—A report to indicate that activities and/or work operations required to be completed on a scheduled date have not been or cannot be performed.

**LDCO (Local Design Control Office)**—The Bell office in an area or Company other than the one receiving the OCCs initial request, responsible for the control and coordination of the various design functions performed by its own area or company in connection with the provision of facilities and/or terminations for OCCs. Communications between LDCO and the DCO should take place via the Bell Companies' normal ISC contacts.

**LECO (Local Engineering Control Office)**—The office responsible for the design of the portion of the circuit within its territory.

**LID (Local Control Issue Date)**—The date that the required service order information on the incoming service order is to be transmitted by the Local Control ISC Team to local work locations.

**LL (Long Lines)**—The operating department of AT&T.

**Measured**—Used to describe a USO, indicating that the order, or portion thereof, will be included in the ISC performance measurement.

**MOJ (Material On Job)**—The date on which all the equipment (including plug-ins) and hardware

is to be received by the central office and station installation forces. This date is one working day prior to DVA.

**NAM (National Account Manager)**—The Marketing person responsible for all sales activity, coordination, ordering and administration of all services for a particular nationwide customer.

**NCD (Negotiated Critical Date)**—The FID which appears in the CONTROL section of a USO, followed by an O, S, L, P, B, or U, to indicate the interval calculation, and by an "M" to indicate that the order, or portion thereof, will be measured and included in the ISC performance measurement, or by an "N" to indicate that it is nonmeasured and not included in the measurement plan.

**NCO (Network Control Office)**—The office responsible for the coordination of the Central Office and Station Installation force effort required to complete USOs involving overall network operation.

**OCC (Other Common Carriers)**—Specialized Common Carriers, Domestic and International Record Carrier, and Domestic Satellite Carriers engaged in providing such private line voice, data, audio or video services, or other services as such carriers may be authorized by the FCC to provide.

**OCC Provided Equipment**—Telecommunications devices, apparatus and the associated wiring provided by an OCC.

**OCC Terminal Location**—A location from which the OCC furnishes and administers common carrier communications services to its patron(s) and at which the OCC has the capability of testing the facilities operated or terminated at the location. A patron's premises may be designated as an OCC terminal location.

**Operating Area**—The geographic administrative areas of an operating telephone company. Some companies may contain areas that have two or more smaller entities of a particular department.

**ORD (Order)**—A document authorizing a request to add, change or remove service.

**OSCAR (Order Status, Control and Reporting)**—A set of procedures which provides an order tracking and reporting system and a performance measurement scheme, the use of which

provides users with relevant, timely and detailed data to execute order control responsibilities.

**OTC (Operating Telephone Company)**—The Associated Companies, including Long Lines, of the Bell System.

**Patron**—A subscriber to the services of an OCC including authorized or joint users of these services.

**Patron's Agent**—An OCC which has an agreement between itself and its patron naming the OCC to act as the patron's agent on some or all matters concerning both the OCC's service and the patron's Bell service. The OCC obtains an agency authorization from its patron specifying the degree of responsibility conferred on the OCC.

**PBX (Private Branch Exchange)**—A private switching unit located on a customer's premises, used to provide that customer with an internal, intercommunications network.

**PCO (Plant Control Office)**—The Plant office designated control of an order responsible for receiving and issuing jeopardy reports, coordinating overall testing and reporting circuit completion.

**POTS (Plain Old Telephone Service)**—Residence, business, and coin telephone service.

**PSC (Plant Service Center)**—The office including the RSB which performs DC testing on POTS and special service circuits.

**PTD (Plant Test Date)**—The date on which overall testing is to be started and installation of all facilities, equipment and associated tests on each segment of the circuit must be completed.

**RAD (Record Arrival Date)**—The date on which the central office and station installation forces are to have received all design information from the CPB. This is a minimum of one working day prior to DVA.

**RID (Record Issue Date)**—The date on which the CPB is to send all design information to the central office and station installation forces.

**RMKS (Remarks)**—The section of a USO used to enter supplemental information needed to more specifically define information contained in the order, or more sufficiently describe the service.

**RRD (Requisition Received Date)**—The date that the requisition for material and equipment is scheduled to be received by the supplier. The RRD is assigned on projects and close supply coordination cases when the RRD and AD do not coincide.

**RRO (Responsible Reporting Office)**—An assigned office within an administrative area which is responsible for reporting and receiving the status of critical report dates and various periodic reports. An RRO will generally be any office or work group that has responsibility to perform work functions on CKLs in the provision of the service.

**RSB (Repair Service Bureau)**—A group within a PSC which is responsible for the DC testing of exchange plant. It receives trouble reports for local special services and POTS and directs repair efforts on these services.

**SCC (Switching Control Center)**—The organization responsible for remote testing of switching machines and MTS trunks in central offices.

**SCF (Station Connecting Facility)**—A voice-grade facility provided to an OCC, to connect Bell provided station equipment (PBX or Key System) to an OCC terminal location, and which may be equipped with supplemental functions.

**SDCF (Station Data Connecting Facility)**—A voice-grade data facility provided to an OCC, to connect Bell provided station equipment (PBX or Key System) to an OCC terminal location, and which may be equipped with supplemental functions.

**S & E (Service and Equipment)**—The section of a USO used to show information relating to all items of service and equipment.

**SECO (Station Engineering Control Office)**—On a two-CKL order the office which has station design coordination responsibility for provision of equipment for one of the circuit locations and overall station compatibility.

**Service Consultant**—A generic title referring to a negotiator in a sales organization of a Bell Company who responds to customer requests for telephone service. Service consultant activities do not include initiating sales contacts.

**SES (Special Exchange Services)**—Those special services having access to the DDD network, such as FX, WATS or any exchange service terminating in data sets, teletypewriter equipment, or data connecting arrangements.

**SI (Service Inquiry)**—A document used for gathering information and obtaining details required to provide customer quotations regarding potential ISC orders.

**SID (Scheduled Issue Date)**—The date that the service order is scheduled to be transmitted from the originating Control ISC Team to other ISC Teams and/or work locations.

**SIRD (Service Inquiry Reply Date)**—The date by which the answer to a Service Inquiry (SI) is to be provided to the appropriate OCC representative by the BPOC. Normally the APP to SIRD interval is ten working days.

**SRD (Scheduled Report Date)**—The latest date on which the report of circuit completions is scheduled to be entered into OSCAR. SRD is DD plus one working day.

**SSB (Switched Service Bureau)**—The work group which performs STC functions for SSN circuits and is colocated with a network switcher.

**SSC (Special Service Center)**—The office in which remote testing of special service circuits, using systems such as SARTS and SMAS, is performed.

**SSN (Switched Service Network)**—Private networks (apart from the DDD network) which provided switched services, such as CCSA and TTTN.

**SSR (System Status Report)**—Documents used by ISC Team members to report to the Control ISC Team on the various implementation phases of ISC orders.

**STC (Serving Test Center)**—The office in which testing of special service circuits is performed.

**Summary Billing**—A special billing arrangement whereby an OTC RAO and/or a LL ACO prepares a bill which is a summary total of charges for either all or a certain portion of a customer's Bell System Services.

**Supplemental Functions**—Capabilities added to Connecting Facilities by the Bell Company to provide for signaling, 2-wire to 4-wire conversion, echo suppression, and off-network control.

**TCO (Traffic Control Office)**—The Business Services office responsible for preparation of customer instruction material and coordination of training.

**TERMCO (Termination Contact)**—The member of the ISC Team responsible for all requests for termination availability and reservations at each CKL within their ISC area.

**TLR (Termination Layout Report)**—A report containing the technical and administrative information (eg, TRCO and DCO identification, etc.) that describes the termination provided for the OCC by the Bell Company. TLRs are required only for terminations normally associated with VGFs and VGDFs and this includes situations where the OCC provides its own facilities up to the patron's premises.

**TND (Training Due Date)**—The date on which the customer receives instructions for the service provided.

**TRCO (Trouble Reporting Control Office)**—A Bell Company office that has been designated control office on a given facility and/or termination furnished to an OCC. The TRCO will be responsible for the installation and repair for all Bell Company provided facilities and equipment (including termination circuits) assigned to OCC circuits. The TRCO may be a PSC, RSB, STC, SSB, SSC, etc.

**TRM (Termination)**—Identifies the individual equipment locations at a given service address. TRM is always used in association with a CKL.

**TTTN (Tandem Tie Trunk Network)**—A private network consisting of tie trunks and PBX/Centrex switches.

**Unmeasured**—Used to describe a USO, indicating that the order will not be included in ISC performance measurements.

**USO (Universal Service Order)**—The document initiated by the negotiator, authorizing the implementation, modification, or discontinuance of a special service.

**SECTION 010-520-100**

**USOC (Uniform Service Order Code)**—An alphanumeric code used to identify a tariff item on a USO.

**VGDF (Voice-Grade Data Facility)**—An effective 2-wire or effective 4-wire facility suitable for the transmission of data provided by the Bell Company to an OCC to connect two OCC terminal locations.

**VGf (Voice-Grade Facility)**—An effective 2-wire or effective 4-wire facility provided by the Bell Company to an OCC to connect two OCC terminal locations. A VGf is not equipped with Supplemental Functions.

**WATS (Wide Area Telecommunications Service)**—A special service used for initiating (OUTWATS) or receiving (INWATS) long distance telephone calls via MTS.