

INTERCOMPANY SERVICE COORDINATION PLAN

USO MEMORANDUM PROCESS

Contents	Page
1. GENERAL.....	1
2. PREREQUISITES TO USO MEMORANDUM ISSUANCE.....	1
3. INTER-COMPANY OUTGOING USO MEMO HANDLING.....	2
4. INTER-COMPANY INCOMING USO MEMO HANDLING.....	2
5. USO MEMOS INVOLVING INDEPENDENT TELEPHONE COMPANIES.....	3

1. GENERAL

1.01 This appendix supplements Section 010-520-101. It describes methods for establishing, changing, or disconnecting Intercompany Service Coordination (ISC)-handled service in a Pacific Telephone Company/Nevada Bell (PAC/NEV) ISC area when the service has been sold by Long Lines (LL), another operating telephone company (OTC), or an independent telephone company, and vice versa. See Part 3 of Section 010-520-100 for definition of ISC services.

1.02 (Reserved for future use)

1.03 Responsibility for the provision of ordered service rests with the negotiator at the point-of-sale, as described in Section 010-520-135, ISC Plan, Marketing/Sales Responsibilities. The authorization for PAC/NEV control ISC to issue orders received on ISC USO memorandums from the negotiator at the point-of-sale is assumed when the ISC USO memorandum is received. The local negotiator, ie, the negotiator at the local control location, is responsible for issuing local orders required to provide services as requested by the negotiator at the point of sale and serves as the

local customer contact for the duration of the order life. The local negotiator is responsible for confirming all necessary order details with the local customer. See Section 010-520-135.

1.04 Under intercity sales agreements, special exchange services (SES) and intra-company special services are generally billed and controlled by the OTC.

1.05 The dates that appear on the USO memorandum reflect commitments made to the customer at the point-of-sale and cannot be changed except at the customer's request. If, subsequent to issuance, the USO memorandum is delayed and critical dates are missed, a jeopardy report should be made using procedures outlined in Section 010-520-115, ISC Plan, System Status Reports.

2. PREREQUISITES TO USO MEMORANDUM ISSUANCE

2.01 The procedures outlined in this part must be applied prior to providing another company or LL with an ISC order number.

2.02 The negotiator at the point-of-sale contacts the PAC/NEV control ISC Team Marketing member to obtain a USO memorandum number. The Directory of ISC Teams is used for this purpose.

2.03 The control ISC Team Marketing member assigns an ISC USO memorandum order number to the negotiator at the point-of-sale and logs the following information for future reference:

- Billed customer's name
- Originating sales person's name and phone number
- Expected application (APP) date and due date (DD)

NOTICE

Not for use or disclosure outside the Bell System except under written agreement

- The PAC/NEV market management code (MMC). (If the MMC is not known, request the name of the PAC/NEV customer for circuit location 1 and use the customer-name-indexed cross-reference microfiche to obtain the MMC.)

Note: In order to help in routing the memorandum, ask the originator to include the notation MMC XXX (for example: MMC 123) in the RMKS section of their transmitted ISC USO memorandum.

2.04 When the negotiator at the point-of-sale has complete order information, the USO memorandum is transmitted via Ad-Net to the PAC/NEV control ISC Team.

3. INTER-COMPANY OUTGOING USO MEMORANDUM HANDLING

3.01 The negotiator at the point-of-sale prepares a USO contact memo per Marketing Practice (MP) 699 and the steps outlined in Part 2 of this appendix. The information from the *contact memo* (not to be confused with a USO memo) is then telephoned to the PADS (Pacific administration of design services) order preparation group serving the negotiator's ISC area.

3.02 The PADS order preparer fills out Form CO 2388 using the information supplied from the *contact memo* per the instructions in Section 010-520-112PT, Appendix 2.

3.03 The required issue date for the USO memorandum is the APP plus one day. An extra day between APP and scheduled issue date (SID) is added to the normal intervals to provide time for USO memorandum preparation and transmittal. This is covered in Section 010-520-104PT.

3.04 The PADS order preparation group sends the USO memorandum via PAC-Net and Ad-Net to the control ISC Team, the negotiator at the point-of-sale, the order preparer's ISC Team, and other specific addressees if requested by the negotiator at the point-of-sale.

3.05 The receiving control ISC Team is responsible for coordinating the issuance of all required orders upon receipt of the USO memorandum.

3.06 The originating sales person's ISC team Marketing member will act as liaison between the negotiator at the point-of-sale and the control ISC Team for status and completion reporting.

4. INTER-COMPANY INCOMING USO MEMORANDUM HANDLING

4.01 The negotiator at the point-of-sale in another OTC or in LL sends the complete USO memorandum through their ISC Team to the PAC/NEV control ISC Team.

4.02 The control ISC Team Marketing member receives the ISC USO memorandum, checks it for accuracy, and verifies that the MMC is included in the RMKS section on the ISC USO memorandum.

Note: If the memorandum is not received on or before the day prior to the SID as listed on the memorandum, then the SID and all subsequent dates are considered in jeopardy.

4.03 If the MMC information is not included in the memorandum, the control ISC Team Marketing member can check the USO memorandum order number log for this information.

Note: No USO memorandum numbers are to be assigned until the MMC has been determined (see 2.03).

4.04 The control ISC Team Marketing member forwards the ISC USO memorandum to the Manager, Administrative (MA) responsible for the MMC in the geographic area where circuit location 1 is located. This is done using the ISC USO memorandum routing list. This list is issued and maintained by the Business Staff (see 2.03).

4.05 The control ISC Team member who forwards the memorandum shall arrange for an instructional header to the MA. This instructional header will precede the ISC USO memorandum. Fig. 1 is an example of a typical header for a memorandum to provide private line service. Fig. 2 is an example of a typical header for a memorandum to provide special exchange service.

ISC USO MEMORANDUM HEADER FOR INTEREX-
CHANGE PRIVATE LINES

ORG (ISC PAC-Net CODE AND ISC TEAM ID)
(BELL, BELL, BELL) FOR IMMEDIATE ATTENTION
BY THE MANAGER, ADMINISTRATIVE (BELL, BELL,
BELL). THIS IS YOUR AUTHORITY TO ISSUE AN
ORDER (ISC-USO) TO PROVIDE A PRIVATE LINE
SERVICE BILLED BY PACIFIC TELEPHONE. YOUR
RESPONSIBILITY IS TO CALL THE PRIVATE LINE
ORDER PREPARATION GROUP WITHIN ONE WORK-
ING DAY OF RECEIPT OF THIS USO MEMORANDUM
TO HAVE A LOCAL ISC-USO ISSUED USING THE ISC-
USO ORDER NUMBER SHOWN BELOW. DO NOT FOR
ANY REASON ISSUE THIS ORDER UNDER ANY
OTHER NUMBER OR CHANGE ANY OF THE DATES.
ADVISE MARKETING ISC OF ISSUANCE OF PT&T
ORDER BY INCLUDING THE ISC SORD PRINTER
CODE (*) ON THE ZDC LINE OF YOUR ORDER FOR
INSTALLATION DISTRIBUTION. THIS WILL PROVIDE
ISC A COPY OF THE FIRM ORDER FOR FOLLOWUP
PURPOSES. YOU MUST ALSO CONTACT THE LOCAL
CUSTOMER TO MAKE ARRANGEMENTS FOR POWER,
SPACE, TRAINING AND ACCESS. DO THIS IMMEDI-
ATELY UNLESS THIS USO MEMORANDUM DIRECTS
YOU NOT TO CONTACT THE LOCAL CUSTOMER.
DO NOT HESITATE TO CALL ISC ON (**) IF YOU
HAVE ANY QUESTIONS REGARDING THIS ORDER.

* INSERT THE CONTROL ISC TEAM'S SORD PRINT-
ER CODE.

** INSERT THE CONTROL ISC TEAM'S AREA CODE
AND PHONE NUMBER.

Fig. 1

ISC USO MEMORANDUM HEADER FOR SPECIAL EX-
CHANGE SERVICE

ORG (ISC PAC-Net CODE AND ISC TEAM ID)
(BELL, BELL, BELL) FOR IMMEDIATE ATTENTION
BY THE MANAGER, ADMINISTRATIVE (BELL, BELL,
BELL). THIS USO MEMORANDUM IS YOUR AUTHOR-
IZATION TO ISSUE A LOCAL EXCHANGE ORDER.
YOU ARE RESPONSIBLE TO PROVIDE SES PER THE
INFORMATION AS LISTED UNDER S & E WITHIN ONE
WORKING DAY OF RECEIPT OF THIS MEMORANDUM.
THE DUE DATE OF THE LOCAL EXCHANGE ORDER
MUST BE THE SAME AS THE DUE DATE ON THIS ISC
USO MEMORANDUM. PLEASE ENTER ISC USO MEMO
NUMBER IN THE W/W SECTION OF THE EXCHANGE

USO AND ENTER THE CONTROL ISC TEAM'S SORD
PRINTER CODE (*) IN THE ZDC FIELD. THESE EN-
TRIES ARE REQUIRED BY ISC FOR ORDER TRACK-
ING AND COMPLETION REPORTING BACK TO THE
ORIGINATING SALES GROUP. IF YOU HAVE QUES-
TIONS CONCERNING THE PROCESSING OF THIS
MEMORANDUM PLEASE CALL THE CONTROL ISC
TEAM ON (**).

* INSERT THE CONTROL ISC TEAM'S SORD PRINT-
ER CODE.

** INSERT THE CONTROL ISC TEAM'S AREA CODE
AND PHONE NUMBER.

Fig. 2

4.06 The control ISC Team's PADS order prepa-
ration group will issue the ISC USO order,
if required, using the regular ISC USO process per
USO 845.

4.07 At this point in the USO memorandum
order flow, the word MEMO is dropped
from the ISC order number and the ISC USO is
processed as a regular ISC USO.

4.08 The order must be input to the Service
Order Retrieval and Distribution (SORD)
system by the PADS order preparation group by
the SID. If the order preparer has questions or re-
quires additional information, these requests can
be handled through the control ISC Team Market-
ing member. If the order cannot be input to SORD
by the SID, the order preparation group must
notify the control ISC Team that the SID, and all
subsequent dates, are in jeopardy. See Section 010-
520-115, ISC Plan, System Status Reports.

5. USO MEMOS INVOLVING INDEPENDENT
TELEPHONE COMPANIES

5.01 The General Telephone Company of Cal-
ifornia (GTC) is the only independent tele-
phone company (ICO) that issues an inter-company
ISC USO memorandum.

Note: The basic procedures in and require-
ments of this appendix have been negotiated
with and agreed to by GTC.

5.02 ICO (except GTC) incoming USO memoranda are handled as follows:

(a) PAC/NEV-Initiated:

(1) Follow procedures in 3.01, 3.02 and 3.03.

(2) The USO memorandum is forwarded to the ICO by the control PAC/NEV ISC Team. The USO memorandum may be forwarded verbally, by PAC-Net, or by United States mail.

Note: If PAC initiates a USO memorandum for an ICO in NEV, or vice versa, it should be sent to the PAC/NEV ISC Team associated with the ICO.

(b) GTC-Initiated: The USO memorandum is sent to the appropriate PAC ISC Team for retransmission to the ICO.

Note: For locations outside California, the GTC ISC Team forwards the USO memorandum to the Los Angeles ISC Team, who forwards it to the Bell System Company associated with the ICO involved.

(c) LL-Initiated: The USO memorandum is received by the San Francisco, Los Angeles, or Nevada Bell ISC Team and forwarded to the ICO according to local procedures.

5.03 GTC outgoing USO memoranda are handled as follows:

(a) Control ISC Team in PAC:

(1) GTC issues the USO memorandum to the control ISC Team and the local negotiator.

(2) The procedures in Part 4 apply.

(b) Control ISC Team Outside PAC (NEV is Outside PAC):

(1) GTC issues the USO memorandum to the Los Angeles ISC Team for retransmission to the control ISC Team.

(2) For NEV, the procedures in Part 4 apply.

Note: When the control ISC Team is outside PAC, all interfacing with GTC's ISC Team must be handled via the appropriate PAC ISC Team.

(c) USO memoranda to Another ICO in California: These must be sent to the appropriate PAC ISC Team for retransmission to that ICO [see Note in 5.04 (b)].

5.04 GTC incoming USO memoranda are handled as follows:

(a) PAC-Initiated: The procedures in Part 3 apply.

Note: GTC, by agreement, uses the PAC/NEV Standard Interval Guide.

(b) NEV-Initiated: NEV applies the procedures in Part 3 with the following exceptions:

(1) 3.04 — The NEV ISC Team will send the USO memorandum to the appropriate PAC ISC Team for retransmission to GTC's control ISC Team.

(2) 3.06 — The NEV ISC Team interfaces with GTC's control ISC Team via the appropriate PAC ISC Team at all times.

(c) USO memorandum from outside PAC or NEV:

(1) These USO memoranda are received by the San Francisco or Los Angeles ISC Team.

(2) The San Francisco or Los Angeles ISC Team forwards the USO memorandum to GTC's control ISC Team.