

INTERCOMPANY SERVICES COORDINATION PLAN

PROCEDURES FOR COORDINATION OF ORDERS FOR SERVICE

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|---|------|---|
| 1. GENERAL | 1 | 1.04 SES which are included in the ISC Plan are included below: |
| 2. SALE AND CONTROL OF SS ORDERS | 2 | (a) Any exchange service terminating in data sets, teletypewriter equipment or data connecting arrangements are covered under the ISC Plan regardless of where negotiated. Any SES negotiated by an LL salesman or a salesman in one Operating Telephone Company (OTC) ISC Area for installation in that same ISC Area, in another ISC Area in that same OTC, or in an ISC Area in another OTC. All of these are processed, coordinated, and measured under ISC Procedures. |
| 3. SALE AND CONTROL OF SES ORDERS | 2 | (b) WATS and intra-area Foreign Exchange (FX) services for voice transmission only are covered under the ISC Plan when negotiated by LL sales or a salesperson in one OTC ISC Area for installation in another ISC Area. These SES are processed, coordinated and measured under ISC procedures. |
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| 1. GENERAL | | |
| 1.01 This section applies to the procedure necessary for the coordination of Special Service (SS) and Special Exchange Services (SES) Universal Service Orders (USOs). | | 1.05 All data services are included in the ISC Plan as described in Section 010-520-100. A specific data service will be coordinated by SS or SES procedures, whichever is applicable to the service order involved. |
| 1.02 This section is reissued to consolidate Issue 3 of Sections 010-520-101 and 010-520-102. Since this is a general revision, arrows ordinarily used to indicate changes have been omitted. | | 1.06 ISC procedures may be used to coordinate intra-area SS services other than those described above. However, the points involved are not to be reported on the System ISC report, ISC Performance Summary, described in Section 010-520-105. |
| 1.03 SS which are included in the ISC Plan are those involving: | | 1.07 Local exchange, plain old telephone services (POTS), residence or business, do not require nor are to be provided ISC coordination. Requests or orders for these services should not be relayed between ISC Teams. |
| (a) Two or more OTCs, | | |
| (b) All Long Lines (LL) orders and all OTC orders involving LL, | | |
| (c) Two or more Areas within one OTC, and | | |
| (d) All orders with ICO terminations. | | |

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1.08 ISC orders vary in complexity; therefore, two basic procedures are required to plan, implement, and administer these services:

- (a) Normally, services (service items) with specific intervals as indicated in the ISC-ADS Interval Guide will not require full team participation in preparing the USO.
- (b) Service items for individual case basis (ICB) or not shown in the ISC-ADS Interval Guide may require more detailed coordination and team effort, particularly during the planning phase. Services in this category include:
 - (1) Those requiring certain nonstock equipment having variable supply intervals,
 - (2) Those using uniquely designed or modified equipment, and
 - (3) Those which are of such magnitude or complexity that sales personnel cannot prepare the USO in adequate detail for normal processing to commence.

1.09 Each order coordinated under the ISC Plan must have a Control ISC Team. Any other ISC Team with a circuit location (CKL) assigned on a USO is designated Local Control ISC Team. Section 010-520-103, Control Team Assignment, describes the methods of determining which ISC Team has control responsibility on any type of order.

2. SALE AND CONTROL OF SS ORDERS

2.01 Under intercity sales agreements, SS are sold by both OTC and LL salesmen. There are four basic sales situations for SS covered in ISC:

- (a) Sale by an OTC salesman of a service controlled and billed by an OTC,
- (b) Sale by an OTC salesman of a service controlled and billed by LL,
- (c) Sale by a LL salesman of service controlled and billed by an OTC, and
- (d) Sale by a LL salesman of a service controlled and billed by LL.

2.02 When an OTC salesman sells an SS other than data which is wholly provided within his own area or company, internal OTC service order procedures may be used. OTCs may use USO procedures, but no ISC Performance Summary reporting is required for services wholly provided within one area or company, as only services requiring coordination are to be reported.

2.03 When the salesman is in the Control ISC Area, it is the responsibility of the Sales member of the Control ISC Team to prepare and promptly issue a complete USO. When the salesman is not in the Control ISC area, he sends a USO memorandum in USO format and language to the Control ISC Team. Sales Control is responsible for issuing the edited and complete USO as promptly as possible to all ISC Teams involved and within the Control Team area as required. The salesman should be advised of order status by the Marketing Member of the Control ISC Team.

2.04 Information of the preparation of USOs and related documents is covered in the Section 010-520-112, Universal Service Order.

3. SALE AND CONTROL OF SES ORDERS

3.01 Under intercity sales agreements, SES and intra-area SS are sold by both LL and the OTC. SES and intra-area SS are generally controlled and billed by an OTC regardless of who negotiates.

3.02 When an SES or intra-area SS is sold by an LL salesman, or a salesman in one OTC ISC Area for installation in another ISC Area, the ISC Team in the OTC ISC Area in which the service is to be installed and billed normally becomes the Control ISC Team. The salesman calls the sales member of the Control ISC Team to get a USO number and prepares a USO memorandum in USO format and language. The memorandum is the authority for the Control ISC Team to issue a USO or local service order (according to local requirements). The USO memorandum must be complete except that the Service and Equipment (S&E) section cannot always be complete because the salesman will not always be familiar with USOCs, and local rate and service application. The salesman must adhere to the following:

- (a) All sections of the USO memorandum except S&E must be complete.

(b) Any necessary terminations information (PBX, Centrex, etc.) as described in Section 010-520-106, Terminations Procedures, must be determined in advance of accepting a firm order from the customer.

(c) Critical Dates calculated using the procedures covered in Section 010-520-104, Interval Guide Procedures, will be included on USO memorandum.

(d) The services sold are clearly indicated in English language description and in standard S&E format.

3.03 The sales member of the Control ISC Team must consider an SES or intra-area SS USO memorandum from a local salesman as complete if only the following translation is necessary in the S&E section:

(a) The services sold are clearly indicated in OTC, USOC, or in English language description and in standard S&E format.

(b) The services are completely described in S&E so that the sales member of the control ISC Team can apply local rates without querying the salesman. For example, if the salesman identifies the type of service, the features needed and the locations of an intra-area SS service, the application of local mileage charges can be applied accurately.

3.04 The USO memorandum is transmitted via ADNet, or by whatever means agreed upon by ISC Areas involved.

3.05 When an OTC sells an SES or intra-area SS service (defined as ISC orders in this Section) for installation in his own or another ISC Area in the same OTC, the ISC/USO or a local USO order can be used except that the service should be processed, coordinated, and measured under ISC procedures.

4. FLOW AND DISTRIBUTION

4.01 When a LL salesman sells a service which is controlled and billed by an OTC, the sales member of the LL ISC Team or the salesman sends a USO memorandum to the OTC Control ISC Team Via ADNet. The memorandum must be complete including critical dates and USO format and language. The USO number will be given to

LL ISC Sales member or the salesman by the sales member of the OTC Control ISC Team in advance.

4.02 The sales member of the OTC Control ISC Team distributes the USO to his own team members (except to the Western Electric control who should receive copies only when project supply or close coordination is required). All OTC ISC Teams involved are sent copies of a complete and edited USO via ADNet.

4.03 When LL sells a service which is controlled and billed by LL, the LL Control ISC Team distributes the USO via ADNet in accordance with the LL Service Order Directory (SOD) and the ISC Directory, if required. This distribution includes the LL departments and the OTC Local Control ISC Teams involved.

4.04 If equipment normally ordered and billed by an OTC is required to terminate the service, eg, PBX, Call Directors, or key equipment, the originating salesman will call the appropriate. OTC ISC Termination Contact as listed in the ISC Directory to reserve the equipment. Specific termination instructions are contained in Section 010-520-106, Termination Procedures.

4.05 Local OTC procedures should be established to ensure that local service orders are issued to cover any OTC billing involved in the service. Such procedures should provide arrangements for keeping the local OTC sales office advised of the status of the order affecting the reservation of equipment. It is desirable to route copies of the USO and local service orders to the Sales Office involved through normal pre- and post-completion procedures.

4.06 When an OTC salesman sells a service which is controlled and billed by LL, the salesman sends a USO memorandum to the LL Control sales office via ADNet. The memorandum must be complete, including critical dates and in USO format and language as described in Section 010-520-112. Upon receipt of the ordering information, LL Control edits and issues a complete USO.

4.07 When an OTC salesman sells a service which is controlled and billed by an OTC, the salesman will:

(a) If at the Local Control location, obtain a USO number from the Control ISC Team

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and forwards a USO memorandum in USO format and language to the sales member of the Control ISC Team.

(b) If at the Control location, prepare a USO work sheet and forwards the information to the sales member of the Control ISC Team. Sales Control edits and issues the USO to all teams involved and to his team coordinates, except that Western Electric Control must receive copies only when project supply or close coordination is required.

4.08 The procedures to follow when a CKL is located in an ICO are covered in Section 010-520-111. The sales member of the Control ISC Team is responsible for assisting the salesman in determining whether a CKL is served by an ICO. Reference should be made to Telephony's "Directory of the Telephone Industry" or Telephone Engineer and Management's "Directory/Who's Who of the Telephone Industry." These publications list the exchanges served by both Bell and Independent Companies.

4.09 When an SI is required in advance of a firm order, it is processed as described in Section 010-520-111. The sales member of the Control ISC Teams screens, prepares, and transmits the SI promptly to the Local Control ISC Teams involved—normally within one day. Sales Control is responsible for following up on the SI to get the answer by the date requested except when Special Routing (avoidance and/or diversity) is involved. A reply to a Special Routing SI is sent directly to the salesman by Engineering Control. In this case, a copy should also be sent to the Marketing member of the Control ISC Team to permit file clearance, etc.

5. USO PROCESSING

5.01 When a USO is received, each member of each ISC Team follows up on his departmental responsibilities. These responsibilities are covered in the various sections of the ISC Plan. (See Section 010-520-100 for a list of all ISC sections.)

5.02 The meeting of critical dates is of primary importance as work in each ISC Area progresses through the various steps of implementation to meet the due date. These critical dates are:

(a) Application Date (APP)

(b) Scheduled Issue Date (SID)

(c) Assignment Date (AD)

(d) Record Issue Date (RID)

(e) Designed, Verified, and Assigned (DVA)

(f) Plant Test Date (PTD)

(g) Due Date (DD).

5.03 Critical and supplemental dates and critical intervals are described in Sections 010-520-100, 010-520-104 and 010-520-105.

6. SYSTEM STATUS REPORTS

6.01 System Status Reports (SSRs) are used by ISC Team members, and their authorized representatives, to report on the various phases of the implementation of an ISC service. These reports are described in detail in Section 010-520-115.

7. INFORMAL ORDERS

7.01 When there is insufficient time to issue USOs in the normal manner, such as those requiring immediate action outside of normal business hours, sales offices will issue orders informally to the plant member of the Control ISC Team. Sales Control also transmits such orders directly to Plant Local control and other plant groups as required. These orders should be transmitted by the most expeditious means available. Verbal orders should be read back for an accuracy check.

7.02 Insofar as possible, informal orders should follow the USO format and language. These orders should subsequently be confirmed by the prompt issuance of formal USOs by Sales Control. They carry the suffix CIO (Confirming Informal Order) after USO number.

7.03 In addition, plant offices may receive informal orders for an intercompany service directly from the customer's principal office if sales personnel are not available.

7.04 A written record should be made by recipients of a customer's informal order, including the time and date received, and the name and location of the person ordering the service. Verbal orders should be read back for an accuracy check.

7.05 In cases where prior approval is required before an order is executed and sales personnel or the ISC Team Plant member cannot be contacted, the plant office should proceed to execute the order in anticipation of approval only in those cases where experience or judgment indicates that approval would be given. The order should be referred to sales as soon as possible thereafter.

7.06 Plant offices which might receive "out-of-normal business hours" orders from customers should keep an up-to-date list of their sales coordinates' home telephone numbers who may have to be called to obtain approvals.

7.07 Plant offices should keep an up-to-date list of local interdepartmental and plant intercompany contacts, as required, for assistance in implementing informal orders.

7.08 If a local Plant office receives an informal order and recognizes that the service to be furnished is the responsibility of another company, the office should forward it to the local sales office for handling. When sales personnel are not available, the order should be passed to the ISC Team Plant member or to an appropriate plant office of the other company.