

INTERCOMPANY SERVICES COORDINATION PLAN

COORDINATION OF SPECIAL EXCHANGE SERVICES

CONTENTS	PAGE
1. GENERAL	1
2. SALE AND CONTROL	2
3. FLOW AND DISTRIBUTION	2
4. USSO IMPLEMENTATION	3
5. SYSTEM STATUS REPORTS	3
6. INFORMAL ORDERS	3

1. GENERAL

1.01 In Intercompany Services Coordination (ISC) procedures, Special Exchange Services (SES) are defined as those special services having access to the Direct Distance Dialing (DDD) network. This section is reissued to incorporate changes in the ISC Plan. Since this is a general revision, arrows usually used to indicate changes have been omitted.

1.02 The SES covered by the procedures in this section are included below.

(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 a Long Lines (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.

(b) WATS and intra-area Foreign Exchange (FX) services for voice transmission only are covered under the ISC Plan when negotiated by a LL salesman or a salesman in one OTC ISC Area for installation in another ISC Area. These SES are processed, coordinated and measured under ISC procedures.

1.03 Some SES services that involve an overall combination of dedicated and exchange facilities (eg, FX) are also covered under the ISC Plan and, as such, are processed, coordinated and measured under ISC procedures. However, when the dedicated facilities extend between two ISC Areas within the same OTC or between ISC Areas in different OTCs the procedures described in Section 010-520-101, *Coordination of Private Line Services*, are required for coordinating the interarea and/or intercompany dedicated facilities. Those procedures shall also be used to coordinate the overall service—the procedures in this section do not apply.

1.04 Two categories of Private Line (PL) services are covered by the procedures in this section rather than those in Section 010-520-101, *Coordination of Private Line Services*. These services are also measured under the procedures described in Section 010-520-105, *Order Status, Control and Reporting Procedures*.

(a) Intra-area PL services that are provided solely or alternately for data transmission are covered under the ISC Plan regardless of whether or not they were negotiated by a LL salesman in the same OTC ISC Area, or an OTC salesman in another ISC Area.

(b) Intra-area PL services for voice transmission only when negotiated by a LL salesman or an OTC salesman in another ISC Area.

1.05 ISC procedures may be used to coordinate intra-area PL 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.

1.06 Local exchange (POTS) services, 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.

2. SALES AND CONTROL

2.01 Under intercity sales agreements, SES and intra-area PL services are sold by both LL and OTC salesmen. The SES and the PL services covered by the procedures in this section are always controlled and billed by an OTC regardless of who negotiates.

2.02 When an SES or intra-area PL service is sold by a 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 usually becomes the Control ISC Team. The salesman calls the sales member of the Control ISC Team to get a USSO number and prepares a USSO memorandum in USSO format and language. The memorandum is the authority for the Control ISC Team to issue a USSO or local service order (according to local requirements). The USSO 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 USSO memorandum except S&E must be complete.
- (b) Any necessary terminations (PBX, Centrex, etc.) as described in Section 010-520-106, **Terminations**, 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 USSO memorandum.
- (d) The services sold are clearly indicated in English language description and in standard S&E format.

2.03 The sales member of the Control ISC Team must consider an SES or intra-area PL USSO 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 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 PL service, the application of local mileage charges can be applied accurately.

2.04 The USSO memorandum is transmitted via ADNet or by whatever means agreed upon by ISC Areas involved.

2.05 When an OTC salesman sells an SES intra-area PL service (defined as ISC orders in 1.04) for installation in his own or another ISC Area in the same OTC, the USSO or a local order can be used except that the service should be processed, coordinated and measured under ISC procedures.

2.06 An order coordinated under the ISC Plan must have a Control ISC Team. Any other ISC Team with a Circuit Location (CKL) within its ISC Area on that USSO is designated Local Control. Section 010-520-103, **Control Team Assignment**, describes the methods of determining which ISC Team has control responsibility on any type of order.

2.07 The sales member of a Control ISC Team is responsible for transmitting the USSO to all Local Control ISC Teams involved. That responsibility includes:

- (a) Prompt issuance—on or before the Scheduled Issue Date (SID),
- (b) Correct USSO language and format, and
- (c) Complete and accurate information in all sections of the USSO.

3. FLOW AND DISTRIBUTION

3.01 Administrative Data Network (ADNet), the private line message switching communications system serving the Bell System, is intended to be the primary method of transmitting all intercompany USSOs.

3.02 When a salesman sells an SES or intra-area PL service, he sends a USSO memorandum promptly to the sales member of his OTC Control ISC Team by whatever method prescribed in the

practices of that OTC or the ISC Areas involved. That method must consider the need to allocate the time in the Application Date (APP) to Scheduled Issue Date (SID) interval so as to allow the sales member enough time to adequately screen, prepare and transmit the USSO.

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

3.04 The sales member of a Local Control ISC Team is responsible for distributing copies of the USSO to his own team members including the Western member if close or project supply coordination is required and the Bell-Independent Relations (B-IR) member if an ICO is involved.

3.05 When a Service Inquiry (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 Team screens, prepares, and transmits the SI to the Local Control ISC Teams involved promptly—normally within one day. The Sales Control is responsible for following up on the SI to get the answer by the date requested except when the SI requests Special Routing (avoidance and/or diversity). A reply to a Special Routing SI is sent directly to the salesman by the Engineering Control office.

4. USSO IMPLEMENTATION

4.01 When USSOs are received by each of the ISC Team members, it should be regarded as their authority to act, and every effort should be made to begin implementing the service at once. The responsibilities of each ISC member and functional groups are covered in the various Sections of the ISC Plan (see Part 8, Section 010-520-100 for a list of all ISC Sections).

4.02 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) Scheduled Issue Date (SID),
- (b) Engineering Information Report Date (EIRD),
- (c) Engineering Due Date (ED),
- (d) Pre-Installation Due Date (PRD),
- (e) Plant Test Date (PTD), and
- (f) Due Date (DD).

4.03 Critical dates and critical intervals are described in Sections 010-520-104 and 010-520-105.

5. SYSTEM STATUS REPORTS

5.01 System Status Reports (SSRs) are used by ISC Team members, or 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.

5.02 System status reports fall into three basic categories:

- (a) **Jeopardy Reports**—Issued when there is an indication that a USSO may not be completed as ordered for any reason.
- (b) **Missed Due Date Reports**—Issued by Plant if service is not made available to the customer by the due date listed on the USSO.
- (c) **Completion Reports**—Issued by Plant at the time service is made available for customer use.

5.03 In addition to the three basic system status reports described in 5.02, periodic progress reports may be requested when deemed necessary by the Control ISC Team or by their designated Project Teams.

6. INFORMAL ORDERS

6.01 When there is not sufficient time to issue USSOs in the normal manner, such as those requiring immediate action outside of normal business hours, the sales office issues orders informally to

SECTION 010-520-102

the Plant member of the Control ISC Team. Control also transmits such orders directly to Plant Local Control and other Plant groups involved in the implementation of the service. These orders should be transmitted by the most expeditious means available. Verbal orders should be read back for an accuracy check.

6.02 Insofar as possible, informal orders should follow USSO language and format and are subsequently confirmed by the prompt issuance of formal USSOs by Sales Control, carrying the suffix "CIO" (Confirming Informal Order) after the USSO number.

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

6.04 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.

6.05 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 local 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.

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

6.07 Plant offices should keep an up-to-date list of local interdepartmental and Plant intercompany contacts, as required, from whom assistance may be needed in implementing informal orders.

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