

## INTERCOMPANY SERVICES COORDINATION PLAN COORDINATION OF SPECIAL EXCHANGE SERVICES

### 1. GENERAL

1.01 This appendix lists the normal time intervals required to provide various Special Exchange Services. It may be used as a guide to determine the SSO Due Date (DD) that service is to be released for customer use.

1.02 The intervals expressed in this Guide are not intended to be the sole criteria for determining SSO Due Dates. Such dates should be *realistic* and, so far as practicable, in accordance with customer desires. For example, it may be necessary to extend an interval in those situations where known equipment or facility shortages exist. It may also be appropriate to extend intervals in those cases where *extraordinary* supply, installation, or testing intervals will be required in order to properly implement service.

### 2. INTERVAL PRESENTATION

2.01 The objective time intervals for Special Exchange Services are shown in Attachment A. Most intervals are expressed in normal working days, exclusive of Saturdays, Sundays, and holidays. The longest intervals are expressed in calendar weeks or months. The information is shown in the following columns:

(a) *Description* — A general description of the various arrangements, systems, or items provided to meet the communications requirements of special exchange service customers.

(b) *Overall Interval* — The number of inclusive working days from the day that the customer orders service (Application Date-APP) to the day that the service is to be provided to the customer (DD).

(c) *Plant Test Interval* — The number of working days in advance of the service date (DD) by which Plant station and facility installations must be completed and tested locally, making them available for system tests. Additional working days will normally be required for installation.

(d) *Traffic Training Interval* — The number of working days within the Overall Interval that are normally required for customer training. In all cases involving customer operating instructions (\*), or those handled on an Individual Case Basis (ICB), the Traffic member of the Control ISC Team must be consulted for the requirements of a Customer Training Date (TND), or Customer Training Instructions (TNI) prior to the issuance of the SSO.

2.02 The following codes and abbreviations are used in the Interval Guide:

(a) *ICB* — Individual Case Basis (refer to Part 3).

(b) *NR* — Not Required. Applicable to the W.E. Co. Supply Interval, where no material is required, or to the Traffic Training Interval where no customer training is required.

(c) *NTI* — No Traffic Training Interval required, but Traffic will observe the "Start of Service."

(d) \* — Customer Operating Instructions may be required.

(e)  $\emptyset$  — Traffic Training Interval should be determined on an Individual Case Basis if customer operating instructions are required. Otherwise the stated interval applied.

(f) *FTA* — Field To Advise. Issue SSO showing FTA as the DD, with an approximate desired date.

### 3. INTERVAL DETERMINATION

3.01 When a customer subscribes to a service that is not covered or is shown as ICB in Attachment A, the Control ISC Team Members will determine the time period required to provide the service. Control Team Members may

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consult with Noncontrol Team Members on anticipated supply, plant, etc, intervals.

**3.02** When Long Lines sells a service classified as ICB, to be ordered and billed by an Associated Company, the Long Lines salesman should refer it to the Associated Company or Companies involved, for determination of the interval.

**3.03** ISC Control will also:

- (a) Determine the shortest interval which can be met when a customer requires service in less than the listed normal interval.
- (b) Determine information concerning central office equipment required for a given service, eg, equalizers for special conditioned channels, etc.

**Attached:**  
**Attachment A**

## INTERVAL GUIDE FOR SPECIAL EXCHANGE SERVICES

DESCRIPTION	OVERALL INTERVAL	PLANT TEST INTERVAL	TRAFFIC TRAINING INTERVAL
<b>I. Key Telephone Systems Involving Work on</b>			
A. 1-5 Key Stations	6 da.	1 da.	1 da.
B. 6 and up Key Stations & 20-40 Dial Pak	11 da.	2 da.	1 da.
C. If Over 10 Stations	ICB	2 da.	1 da.
<b>II. PBX Systems</b>			
A. Cordless	6 da.	1 da.	1 da.
B. Manual Nonmultiple	17 da.	2 da.	1 da.
C. Dial 755 & 756	17 da.	2 da.	1 da.
D. Dial 740	ICB	ICB	ICB
E. Dial 701 & 711	ICB	ICB	ICB
F. Dial 757	ICB	ICB	ICB
(A position of secretarial service switchboard is considered a nonmultiple system.)			
<b>III. TWX Service</b>			
A. 15 and 19 Equipment	ICB	1 da.	* NTI
B. 28 Equipment	ICB	1 da.	* NTI
C. 33 and 35 Fully Coded Station Arrangements	ICB	1 da.	* NTI
<b>IV. DATA (ISC) Services</b>	ICB	ICB	* ICB