

INTERCOMPANY SERVICES COORDINATION PLAN CONTROL TEAM ASSIGNMENT

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1. GENERAL

1.01 This section contains standard procedures to follow in assigning Control and Local Control Intercompany Services Coordination Plan (ISC) Teams on Universal Service Orders (USOs).

1.02 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.

2. CONTROL AND LOCAL CONTROL

2.01 The provision of services ordered on a USO requires the assignment of one team as the Control ISC Team. The Control ISC Team is responsible for overall coordination for the timely provision of customer service.

2.02 All other ISC Teams who have a Circuit Location (CKL) in their ISC area on the USO are Local Control ISC Teams. They are responsible for providing their segments of the service in a timely manner.

2.03 The sales member of the Control ISC Team assigns the applicable team's USO numbers to the USO. The first four digits of the number identify all members of an Operating Telephone Company (OTC) Control ISC Team or the sales member of a Long Lines (LL) Control ISC Team.

2.04 On all ISC services billed by an OTC, the team or one of the teams in whose ISC area the service is to terminate bills for the ISC service and is, therefore, the Control ISC Team. The only exceptions to this rule are covered in Part 4 of this section.

2.05 When services are billed by an Independent Telephone Company (ICO), the ICO is responsible for overall design of the circuit as well as the timely provision of service. However the Bell System ISC Team, (OTC and/or LL team as appropriate) which interfaces with the ICO assumes Control ISC Team responsibilities for those segments of the circuit within the Bell System. Status reports will be provided to the ICO by the Bell System ISC Team via Bell-Independent Relations (B-IR).

2.06 All Special Services (SS) billed by LL are controlled by a LL Control ISC Team. The first four digits of the USO identify the sales member of the Control ISC Team. Other Control ISC Team members are identified in the Control section of the USO.

2.07 *Interstate* SS services billed by OTCs are identified in the AT&T publication, "Traffic Arrangements Manual" (TAM).

2.08 Control is generally determined by who bills, not who negotiates for an order. However, there are three exceptions to this rule: (1) services billed by an ICO as specified in 2.05, (2) those services for which a Summary, or Combined Billing is provided, and (3) as outlined in Part 4 of this section. Control assignment for this case is determined through consideration of who would normally be the billing entity.

2.09 When a service is sold by other than the billing company, a USO memorandum is transmitted to the Control ISC Team. The format is specified in Section 010-520-112.

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2.10 USOs for accounts that are handled by National Account Management (NAM) are processed under the Control ISC Team guidelines outlined in this section. The NAM teams are available for consultation, guidance, and assistance.

2.11 When USOs are issued for the implementation of new or a major change in existing Switched Service Networks (SSNs), the SSN Project Team will act as the Control ISC Team. On subsequent additions and changes to the network, the guidelines in this section apply.

2.12 Special control procedures apply to customer orders for large switched data systems on the MTS network. If such a system involves more than ten CKLs, the procedures in Part 4 of this section apply.

3. SPECIAL CONSIDERATIONS

3.01 If an ISC SS terminates in station key equipment, an ISC/USO is required in addition to the local orders for the key equipment **only when:**

- (a) The initial service is ordered.
- (b) The entire key system (all stations) is relocated.
- (c) A termination in **another** key system station is ordered.
- (d) The type key system termination or terminating equipment is changed (e.g., 1A to Com-Key).
- (e) SS1 type equipment, or equivalent, is involved.
- (f) The SS or key system is disconnected.

3.02 The issuance of the USOs described in this section are the responsibility of the ISC team that would be control on a new connect of the ISC order.

3.03 If an additional station termination in an existing station key system of an ISC service is ordered (except as covered in 3.01), only a local service order is required. If that additional termination is negotiated by a LL salesman or an OTC salesman in another OTC area, the order is relayed to a local sales contact using normal channels. In those cases where the service termination

is Summary or Combined Billed, an ISC memorandum order is required.

3.04 The USOs are required when options to a PBX/CENTREX® are being added, disconnected or changed. This includes such options as toll denial, toll diversion, level access, etc. If an existing ISC service, Foreign Exchange (FX) or Wide Area Telecommunications Service (WATS) trunk, tie trunk, etc, terminates in an operator's position of a Private Branch Exchange (PBX) (dial or manual) or CENTREX, and that service must be reterminated for any reason (change in type of position for example), a USO is required regardless of whether billing or circuit design of the ISC service is affected. If billing or circuit design is not affected, the USO is an unmeasured "C" order. The OTC reterminating the service measures it as a local order.

3.05 The USOs are required when a third point is added to an existing FX service. This is necessary because the addition of the third point may affect the design of the FX service even though the third point may be billed separately by the OTC in which it is located.

3.06 The third point added to an existing FX (see 3.05) is billed under local tariff by the OTC in which the third point is located. Therefore, the USO should be issued by that OTC showing its USO number. If the OTC ISC Team issuing the USO is not the ISC Team that would normally control the interstate FX, then a copy of the USO should be forwarded to the latter for design and administrative considerations.

4. SES DATA SYSTEM CUTOVERS

4.01 Customers today are ordering more complex and/or larger switched data systems (data terminals on the MTS network) from either LL or an OTC, and they require all stations to cutover simultaneously. The procedures covered in the following paragraphs are designed to provide for the most advantageous implementation procedures.

4.02 On all large systems, a Project Team is established including supply coordination by Western Control. The Project Team may be controlled by either LL or an OTC.

4.03 When an SES data system is sold by either LL or OTC Sales, the selling Area ISC Team

is the Control ISC Team for all ISC orders regardless of where in the Bell System, or in Independent Telephone Companies (ICOs), the CKLs terminate. The sales member of the Control ISC Team assigns one of their team's ISC order numbers to each ISC/USO. Service at each customer location is ordered on a separate ISC/USO.

4.04 If a large (more than 10 individual customer locations) switched data system is sold, the Control Team will establish a project team to implement the network. Section 010-520-110, Project Planning and Coordination, provides the guidelines for Project Teams. Special consideration should be given to the assignment of team members, order distribution, completion reporting, billing, training and station equipment uniformity.

4.05 On smaller systems (10 or less individual customer locations) close coordination by the Western Electric Team Member will usually suffice.

4.06 There are situations where a sale made by LL or an OTC may be better handled by another ISC Team as Control. Such a transfer of Control is not assignable. In such cases the team assigned as Control under the rules in 4.03 may negotiate with the team to which it is proposed that Control be transferred. The decision to transfer the Control responsibility and the decision to accept the Control responsibility must be made by each of the respective teams after a review of the reasons for and against the transfer. Under these circumstances, Control responsibilities do pass to the team which has accepted them. When direct negotiation between ISC Teams fails to settle the proposed transfer, the question shall be referred to the ISC Administrative Teams involved for resolution.

4.07 Some of the factors which may affect the selection of an alternate Control ISC Team are:

- (a) Location of the customer's communications center.
- (b) The location of the customer's data gathering or disseminating point.
- (c) The location of the largest number of CKLs.

4.08 When Control responsibilities are transferred, the Control ISC Team will assign its ISC Order numbers to all ISC/USOs involved.

4.09 Designation of Control ISC Team, either by the rules in 4.03 or by agreement as provided in 4.06 and 4.07 commits each member of that team to fully accept and discharge the responsibilities of this respective department in all phases of the customer's service. The team must begin to act immediately, and other ISC Teams must cooperate fully with the Control/Project Team.

4.10 When implementing a large SES data system, the Project Control Team functions are assigned by the following paragraphs.

4.11 The Project Team will have interdepartmental members representing the ISC Control Company (LL or OTC). Other members of the Project Team will include representatives from the OTCs or ICO installing the CKLs.

4.12 Although the ISC order numbers will be that of the Control ISC Team, the circuit numbers, Plant and Design Control, etc., will be those of the OTC or ICO installing the CKLs.

4.13 During negotiations with the customer, great importance must be placed on the customer's need to ensure that the terminal users are adequately prepared and are aware of the upcoming new service. The users are to report internally through the customers organization should any problems develop prior to the Telco start of installation (DVA).

4.14 The Terminal users must be made aware of their important role in assuring a smooth cutover. The users at the various locations are responsible for ensuring that power outlets, premises access, etc., are available for the Telco start of installations.

4.15 The customer should be advised in the original negotiations that billing will commence on all stations completed by the due date. Those stations completed after the due date will be billed upon completion.

4.16 The notations: Special Cutover Coordination, Project Number (___), and All System Status Reports Required, are necessary entries in the remarks section of the USO.

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Note: If WEC0 is not involved in the project, assignment of a project number is provided on a local basis by the Project Team.

4.17 A positive report is necessary on DVA. Each circuit PCO in the respective OTCs will send the status report via ADNet to the Project Control Team on, or before, DVA.

4.18 Marketing should review the status of all orders with the customer within three days after DVA to compare notes on possible customer and company problems. Enough extra time should be added to the DVA to DD interval when the

critical intervals are established initially to allow time for the extra customer coordination required.

4.19 When a large data system includes a combination of terminals on the MTS network, as well as SS, the selling company of the SS must be assigned as Project Control.

4.20 When the Control ISC Team or Project Control is not the team associated with the office in which the sale was made, Sales Control will keep the sales members of the selling team advised of the status of the service, as outlined in Section 010-520-115.