INTERCOMPANY SERVICES COORDINATION PLAN

INTERVAL GUIDE PROCEDURES

Contents

1. GENERAL

1.01 This section describes the procedures for determining the critical dates that apply to any Universal Service Order (USO) coordinated under the Intercompany Services Coordination (ISC) Plan.

1.02 This section is issued to replace the American Company section and to enable Pacific Telephone/Nevada Bell (PAC) sales and business office personnel to quote a realistic due date (DD) to a customer, regardless of where in the Bell System the customer service point(s) is located.

1.03 ***The work interval does not restrict any department from processing orders in less time than designated.*** All departments should make every effort to process orders within the work intervals for their departments.

1.04 The ISC Special Services Interval Guide (Section 010-520-104PT, Appendix 1) is designed to be used by negotiators if all of the service items involved on an order are included in the Guide. If not included, the interval for the involved individual case basis (ICB) item(s) and the specific critical/overall intervals that apply to all of the service items on an order (both standard and ICB) are obtained from the interval contact on the ISC team at each customer termination location.

Note: The interval contact on each ISC team is listed under INTV in Section 6 of the Directory of ISC Teams.

1.05 It is expected that each negotiator will have an ISC interval determination contact on the control ISC team. This contact will obtain the intervals from distant ISC teams if any of the service items are not listed, and will provide the negotiator with the intervals in such cases.

1.06 In determining DDs, the application date (APP) is considered to be day zero. On a 12-day service interval, for example, the DD is determined by counting to day 12, which is the DD.

1.07 The standard intervals are based upon three major considerations:

- ***Needs of the Market:*** The overall interval for each service item must be short enough to meet the majority of customer requests.

- ***Capabilities of the System:*** Each critical and overall interval must be within the capability of each operating telephone company (OTC) to meet without incurring extraordinary costs or disruptive expediting.

- *Equipment Supply:* The equipment supply interval must be within the economic capability of the supplier to deliver the equipment on the job without incurring extraordinary costs.

1.08 The Interval Guide is intended to be used for all requests of four or less circuits (switched or nonswitched) with the same DD and at the same location. A request for five or more circuits must be handled as an ICB order.

2. INTERVAL GUIDE COMPONENTS

2.01 The Special Services Interval Guide (Section 010-520-104PT, Appendix 1) consists of standard critical and overall intervals expressed in working days. Also included are instructions explaining how to determine intervals, regardless of the combination of service items involved on an order.

2.02 Table A of Appendix 1 identifies service items by number and Universal Service Order codes (USOCs). Bell System standard intervals are expressed in working days. In addition to showing the overall interval (APP-DD), it provides standards for the following intermediate intervals (called critical intervals):

- APP-SID Application Date-Scheduled Issue Date
- SID-EIRD Scheduled Issue Date-Engineering Information Report Date
- EIRD-AD Engineering Information Report Date-Assignment Date
- AD-RID Assignment Date-Record Issue Date
- RID-DVA Record Issue Date-Designed, Verified, and Assigned
- DVA-PTD Designed, Verified, and Assigned-Plant Test Date
- PTD-DD Plant Test Date-Due Date

2.03 The *critical dates* (Chart A) have been established by the ISC Plan. The time elements between the critical dates are the *critical intervals* of the overall APP-DD interval. All time elements are expressed in working days.

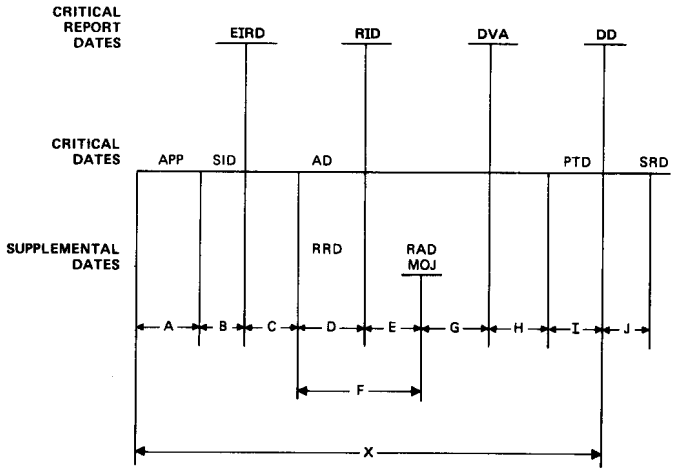
2.04 The SID, EIRD, RID, DVA and DD (SRD) are positive reporting dates used in OSCAR (order status, control and reporting) procedures described in Section 010-520-105.

3. WORK INTERVALS

3.01 This part contains an explanation of intervals A through J of the ISC critical dates and intervals (Chart A).

CHART A

ISC CRITICAL DATES AND INTERVALS



3.02 *Interval A* represents work time from APP to SID. It is the time from completion of negotiations by the Marketing negotiator to the initial input of the USO for order distribution to design groups.

Note: If Pacific Northwest Bell, an independent telephone company, or the other PAC region is involved, the order is transmitted to the appropriate groups within this interval.

3.03 In all cases when the ISC/USO memorandum process is used, one additional work day is added to interval A.

3.04 *Interval B* represents the work time from SID to EIRD. It is the time from receipt of the USO by the PADS (Pacific administration of designed services) design group to issuance of the USO for service installation.

3.05 *Interval C* represents the work time from EIRD to AD. It is the time required to determine station equipment requirements through receipt of the equipment requisition by the supplies group.

3.06 *Interval D* represents the work time from AD to RID. It is the additional time, after AD, required by PADS design to issue Circuit Layout Records (CLRs).

Note: RRD is the same date as AD unless listed separately on the USO.

3.07 *Interval E* represents the work time from RID to RAD. It is the time required for the issued CLR to reach the field forces.

3.08 *Interval F* represents the work time from AD (RRD) to MOJ. It is the time suppliers have to process requisitions for equipment until its arrival at the location specified on the requisition.

3.09 *Interval G* represents the work time from RAD/MOJ to DVA. This is the time required by the responsible reporting offices (RROs) to verify that all records and equipment required to install the service are on hand.

Note: This is one work day unless otherwise specified on the order.

3.10 *Interval H* represents the work time from DVA to PTD. It is the time required by the field forces to complete their work and be ready for end-to-end tests.

3.11 *Interval I* represents the work time from PTD to DD. It is the time required by the field forces to complete all overall tests and turn the service up for use.

Note: If customer training is required, it must be completed during this interval.

3.12 *Interval J* represents the work time from DD to SRD. This extra day is allowed for the plant control office (PCO) to report service completion if they are not able to do so on the due date.

4. INTERVAL DETERMINATION

4.01 All due dates will be established according to the procedures outlined in this section and appendix 1.

4.02 Normal offered intervals are specified in Appendix 1, Table A, which is designed so intervals can be calculated for service locations anywhere in the Bell System.

4.03 Standard Bell System intervals are listed for the most frequently ordered teletypewriter, data, and facility service items. When all service items ordered are listed in the Special Services Interval Guide, the interval may be calculated directly.

4.04 Intervals cannot be directly calculated when any of the following conditions apply:

- Any service order item is not listed in Table A of Appendix 1.
- All service items are listed, but the customer requires service sooner than the standard calculated DD.
- Terminations (PBX, CCSA, centrex, key station, etc) are not available at one or both ends of a service, or cannot be ordered and installed with the standard interval.

  Note: In all cases involving PBX terminations, the negotiator must determine availability before calculating intervals. The negotiator must coordinate service starts when the termination is in a centrex No. 1 Electronic Switching System (ESS) requiring memory updating.
- Order(s) involving five or more ***circuits*** (switched or nonswitched) are to be started on the same DD at the same customer location.
- The multipoint order(s) involve seven or more customer *locations.*
- Orders are to be coordinated by a project coordination group.

4.05 Whenever one of these six circumstances is encountered (except cases involving a project coordination group), the negotiator must call the interval contact on the control ISC team (usually the negotiator's local ISC team) and request the applicable intervals.

4.06 The ISC interval contact will determine the intervals and inform the negotiator of such within 8 working hours, but not later than 16 working hours after the request is made.

4.07 Intervals can be calculated for the following (for exceptions, see 4.04):

- As many as four two point circuits for the same customer location(s) with the same DD
- Multipoint orders with up to six points
- Circuit requests for longer than standard intervals

4.08 Within the standard Interval Guide, each service item is described and numbered, and carries the PAC USOC (where applicable), along with the FCC and standard critical work intervals that apply.

4.09 Exhibit 1 shows the Service Interval Worksheet, Form CO 4661, used for calculating intervals for all items listed in the Interval Guide.

5. STANDARD INTERVALS

5.01 Machine-processed critical date interval calculation is available using special IBM visual display terminals (VDTs). These VDTs have access to an AT&T-provided program which is part of the AT&T circuit order control system (COCS).

5.02 Utilizing Table C of Appendix 1, input all applicable item numbers to the mechanized process and transact the program; the overall interval will be calculated. This procedure is fully described in the Business Information System Program (BISP) Bell System Practices issued in the 756 division. These dates can be reserved against order registration in OSCAR by entering the order number in its proper field before releasing the program. Fig. 1 is an example of the COCS printout of a typical interval calculation as it appears on the VDT.

5.03 Standard intervals for one- and/or two-point orders are manually calculated on Form CO 4661 (Exhibit 1) as follows:

(a) List items as shown in Exhibit 2 or 3.

(b) List work days between the critical interval field identifiers (FIDs) for each item (from Table A, Appendix 1).

(c) List in TOTALS box the largest number of days between each critical interval FID.

(d) The sum of all the TOTALS boxes is the overall total interval (APP to DD).

Note: When the ISC USO memorandum process is used, one additional working day must be added to the APP-SID interval to allow transmittal to the control ISC team.

6. MULTIPOINT ORDERS

6.01 Orders for multipoint services are calculated in the same way as in 5.03, however, additional time must be added for orders with more than two points (see Exhibit 3 of this section and Table B of Appendix 1).

```
                    COCS CRITICAL DATE INTERVAL CALCULATION
CLO TYPE:  S    APP: 021378   DD: 042778   ADMIN AREA:          INTERVAL:
*************************************************************************
ITEM TYPE AREA APP     SID     EIRD     AD     RID     DVA     PTD     DD  TOT
00016   I           001     004      008    030     004     002     002     051
00026   I           001     004      003    024     004     002     002     040
01201   I           001     003      003    002     004     003     002     018
*************************************************************************
OVERALL INTVL: APP 001 SID 004 EIRD 008 AD 030 RID 004 DVA 003 PTD 002 DD  052
CRIT. DATES: 021378  021478  022178  030378  041478  042078  042578  042778
ORDER:                                RELATED ORDER:
COC183I TO RESERVE INTERVAL.  ENTER ORDER NUMBER AND PRESS ADD
```

Fig. 1

(a) List the item numbers and critical days for each as given on the USSO.

(b) List above the PLUS ADDITIONAL POINTS box the largest number of days between each critical date.

(c) List in the PLUS ADDITIONAL POINTS box the figure from Table B, Appendix 1.

(d) Add additional points to the days for new totals.

(e) Determine PAC critical intervals.

7. INTERVALS SHORTER THAN CALCULATED

7.01 Since the intervals listed in the Interval Guide were based upon the three major considerations described in 1.07 of this section, it is expected that very few intervals shorter-than-calculated will be required.

7.02 However, if a customer requires service sooner than the DD calculated using the Interval Guide, the case must be handled as an ICB. (See 9.04 for calculating shorter-than-standard intervals.)

8. INTERVALS LONGER THAN CALCULATED

8.01 If the DD requested is longer than standard when calculated, extra days must be added to the critical intervals as follows:

(a) Calculate standard intervals per 5.04.

(b) Calculate the number of work days between normal DD and customer's desired due date.

(c) If the difference between dates is 5 days or less, add total difference into DVA-PTD interval.

(d) If difference is 6 days or more, divide by 6 and place this result into each of the APP-SID, SID-EIRD, EIRD-AD, AD-RID, DVA-PTD, and PTD-DD intervals; any remainder goes into the DVA-PTD interval.

Note: If one or more intervals contains zero days, reduce the divisor by the number of intervals containing zero days. The resultant division of the total excess days can then be added to those intervals having one or more days. Any remainder is added to the DVA-PTD interval.

8.02 ***Under no circumstances can an offered standard interval be extended by a local ISC team.***

9. INDIVIDUAL CASE BASIS ORDERS

9.01 Intervals will be determined using ICB pro-procedures for any of the following circumstances:

(a) Any service item on an order is not listed in the Interval Guide.

(b) All of the items on an order are listed in the Interval Guide, but the customer requires service sooner than the standard calculated DD.

(c) Terminations are not available at the circuit location(s) and cannot be ordered/installed within the standard interval.

(d) Requests are for five or more circuits (switched or nonswitched).

(e) A multipoint order involves seven or more service points.

(f) Orders are controlled by an ISC project team.

Intervals for Service Items Not Listed in the Interval Guide

9.02 The listing of service items in Table A of Appendix 1 is based on those services most frequently ordered. To determine an interval for an ***unlisted item***, the negotiator should call the interval contact (on the control ISC team) who will coordinate.

9.03 When a control ISC team is requested to provide an interval for an unlisted service item, the interval contact's efforts will usually produce one or more key critical interval(s). For

example, this could be the AD-MOJ supply interval and/or the DVA-PTD installation interval. The remaining critical intervals will be determined by using the basic service item listing from the Interval Guide.

Requests for Intervals Shorter Than Standard

9.04 If a customer requires service sooner than the DD calculated, the control ISC team will calculate a revised critical date schedule in coordination with the affected local control team. This coordination is done via the interval contact (as listed in the ISC Directory), following the critical interval improvement process as described in Appendix 2 to this section.

9.05 When an improved commitment is obtained, the originating ISC interval contact will calculate new critical dates with concurrence of the other ISC interval contacts. ***No critical interval(s) may be shortened without approval of the responsible department(s).***

Terminations Not Available

9.06 The Marketing Department negotiator is responsible for resolving termination problems. Dates to provide termination are provided by the Marketing negotiator from information gathered in processing Form M 1025 or M 1031 per Marketing Practices 295.20 and 270.10, respectively.

Note: The ***in-service*** date for providing additions to PBXs or centrexes should be the DVA date as listed on associated ISC/USOs, if a Western Electric Company job is required.

Requests for Five or More Circuits

9.07 The control ISC team interval contact works out a reasonable number of additional days required to provide service.

9.08 The reasonableness of the additions should be kept in mind by the interval contacts setting these dates. Ordinarily, not more than 1 day per discipline per each additional five circuits ordered should be added to the intervals calculated for one through four circuits.

Multipoint Orders (Seven or More Points)

9.09 Process these orders in the same manner as requests for five or more circuits.

Orders Controlled by an ISC Project Team

9.10 All project intervals are set by the project team (Section 010-520-110).

9.11 Intervals for orders handled locally by regular ISC teams require agreement between the project coordinator and the local ISC team interval person.

9.12 Individual OTCs or OTC areas cannot change listed service items to ICB. If a local equipment or facility shortage develops, or any other situation occurs locally that precludes the possibility of meeting standard intervals, orders will still be issued with standard DDs, but the orders will be placed in jeopardy upon receipt by the local control ISC team. The negotiator should advise the customer of the delay. The due dates will continue to be missed and will be reflected in performance measurement until the local problems causing the delay are corrected.

10. CODING THE USO

10.01 Each USO will be coded to identify how the interval was calculated. The coded orders will provide the data base for periodic statistical studies. These studies will help to analyze the effectiveness of the Interval Guide and to determine future procedural changes that may be needed.

10.02 A single alpha character code follows field identifier NCD (negotiated critical date) in the control section of the ISC USO. This code is one of the following:

- M — Measured inter-ISC area
- P — Measured intra-ISC area
- N — Nonmeasured

10.03 One of the following codes will be used to identify the interval calculation on each USO:

(a) *O (Standard):* If all service items ordered on one USO are listed in Table A of Appendix 1 and a standard interval is applied for all service items at all customer locations, the USO is coded O.

(b) *S (Shorter Than Calculated):* If all of the service items ordered on one USO are listed in the Service Item Listing and the customer requires service on a date sooner than the calculated DD, the USO is coded S.

(c) *L (Longer Than Calculated):* If all service items ordered on one USO are listed in Table A of Appendix 1 and the customer requires service on a date later than the calculated DD, the USO is coded L.

(d) *P (Project):* All USOs issued as part of a project (as defined in Section 010-520-110) are coded P, regardless of how the project team calculated the interval.

(e) *B (Individual Case Basis):* The USO is coded B for any of the following conditions:

- One or more service and/or equipment items at one or more circuit locations on the USO are not listed in Table A of Appendix 1.
- The circuit has seven or more circuit locations.
- There are five or more circuits for the same customer at the same location(s) due the same date.
- PBX or centrex service is involved, and the termination equipment cannot be obtained within the standard installation interval.

(f) *U (Not Required):* The USO is coded U when the following types of services or orders are involved:

- Program
- TV
- Official services
- Disconnects — circuit, station, equipment
- Record orders

10.04 If an order could be coded under two or more of the above codes, the priority of coding is O, S, L, B, and U.

11. UPDATING THE INTERVAL GUIDE

11.01 Periodically, the ISC teams will be requested to review the standard intervals (using the criteria described in 1.07) and recommend changes.

11.02 Interval Bulletins will be issued periodically by the ISC chairperson to update, add, and delete service items from the Interval Guide.

12. INTERVAL CONTACT RESPONSIBILITIES

12.01 Each ISC team must have a contact for interval information. This contact must be listed in the ISC Directory and designated by the abbreviation INTV.

12.02 The interval contact is responsible for the following:

(a) Keeping abreast of current interval capabilities (in working days) on all ICB critical intervals for their ISC area

(b) Promptly answering all ICB queries from control ISC teams — normally within 8 working hours, but never later than 16 working hours

(c) Promptly and completely investigating interval capabilities of the contact's ISC area on ICB queries when the current working day critical interval is not readily known

(d) Answering all ICB queries with intervals expressed in working days

(e) Determining (by consulting with the ISC team) if the contact's ISC area can meet a request for a shorter-than-calculated interval, and authorizing the calling control ISC team to

issue the USO with the requested shorter, firm DD (if it can be expedited) or the earliest possible short, firm DD. On all S-coded orders, the control ISC team will enter the words "INTVs per ISC" in the remarks (——RMKS) section on the USO.

12.03 The control ISC team interval contact is also responsible for coordinating the activities of the entire interval determination process per Part 3.

12.04 Requests for a firm DD (or for information needed to establish a realistic date-to-follow [DTF]) on points in independent company territory should be directed to the Bell-Independent Relations (B-IR) member of the involved ISC team, rather than to the interval contact.

Note: In California, General Telephone Company of California (GTC) has accepted use of the Bell System standard intervals; therefore, orders involving GTC do not require use of DTF. For cases where orders are negotiated on an ICB, contacts will be directed to the appropriate GTC ISC team.

13. ORDERS, SUPPLEMENTS, AND SUPERSEDURES

13.01 The ISC USO will be prepared as outlined in Marketing Practice 970.05. Critical dates will be entered in appropriate frames.

13.02 The control ISC team can arrange for issuance of a replacement ISC/USO to reflect changes in critical dates, other than APP or DD, or to correct errors or omissions in the original order.

13.03 The replacement ISC USO will reflect new critical dates (other than APP or DD), unless a new DD is requested by the customer (see Section 010-520-112).

13.04 When a customer requests a DD change that will necessitate changing one or more of the established critical dates, the negotiator will request new critical dates on an ICB through the control ISC team.

Pacific Telephone
Nevada Bell

CO 4661 (6-78)
010-520-104PT, App. 1

Service Interval Worksheet

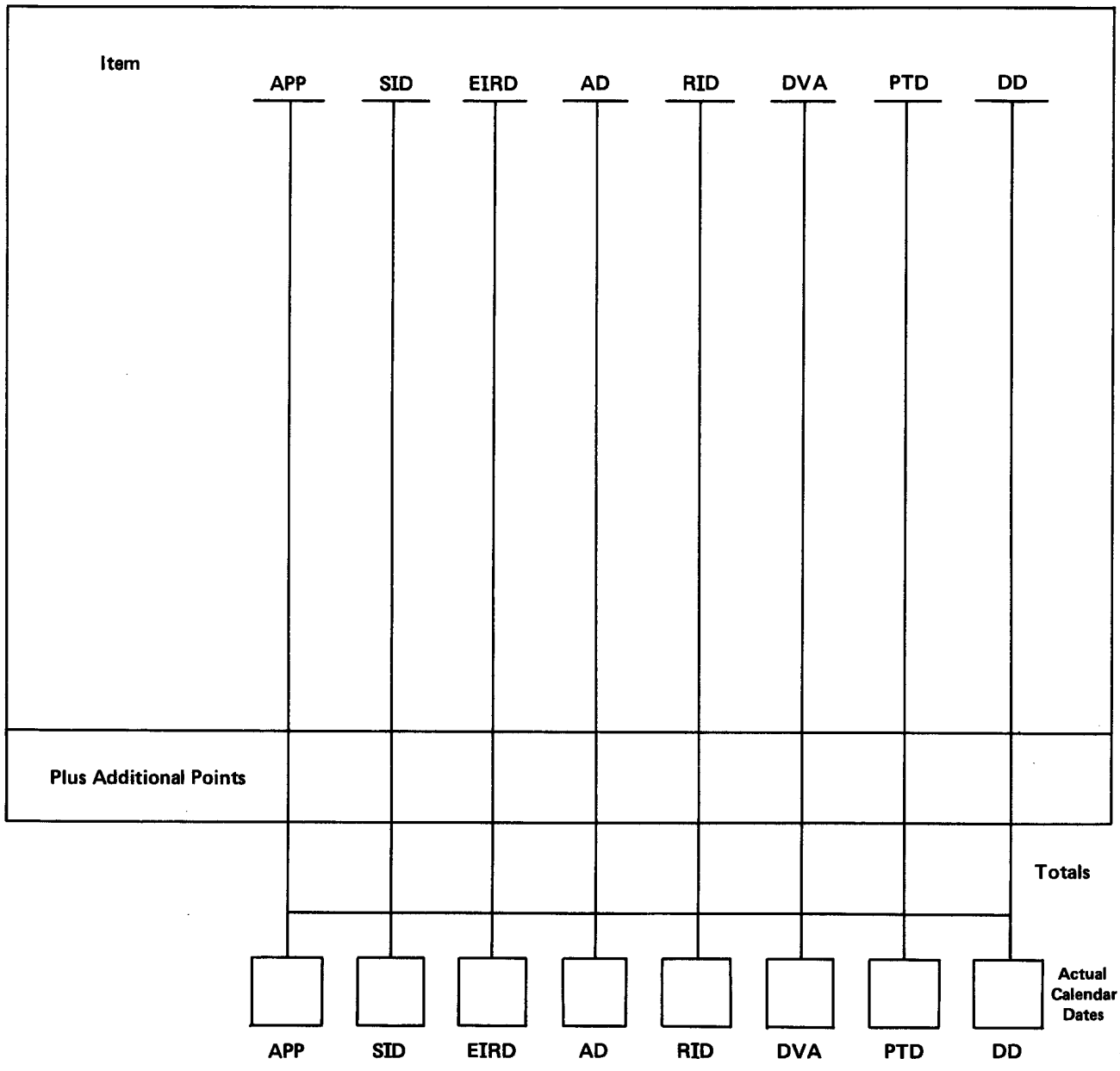


Exhibit 1

Pacific Telephone
Nevada Bell

Service Interval Worksheet

Item	APP	SID	EIRD	AD	RID	DVA	PTD	DD
1		1	4	8	20	3	2	2
28		1	4	3	25	3	2	2
1104		1	3	3	2	3	3	2
Plus Additional Points								
Totals		1	4	8	25	3	3	2
Actual Calendar Dates	6/1	6/2	6/8	6/18	7/26	7/29	8/3	8/5
	APP	SID	EIRD	AD	RID	DVA	PTD	DD

Example For One- And Two-Point Orders
Exhibit 2

Pacific Telephone
Nevada Bell

CO 4661 (6-78)
010-520-104PT, App. 1

Service Interval Worksheet

Item	APP	SID	EIRD	AD	RID	DVA	PTD	DD
1103	1	3	3	0	3	3	2	
619	1	3	3	2	3	3	2	
Plus Additional Points	1	1	1	1	2	2	2	
	2	4	4	3	5	5	4	Totals
Actual Calendar Dates	6/1	6/3	6/9	6/15	6/18	6/25	7/2	7/9
	APP	SID	EIRD	AD	RID	DVA	PTD	DD

Example For Orders Having Three Or More Points
Exhibit 3