

EXCHANGE SPECIAL SERVICE ORDERS  
DEPARTMENTAL INTERVALS

1. GENERAL

1.01 This appendix establishes order interval treatment and classifications for all Exchange Special Service Orders (ESSO) handled by the Pacific Company (PAC) for customer initiated establishes, adds, and changes.

1.02 It is issued to provide a guide line for establishing departmental work intervals for Marketing, Engineering, CPD, Plant, Traffic, and Western Electric. Service order intervals are in:

- BSP Section 680-895-962PT, Appendix 1.
- Marketing Practice MP-802.
- Commercial Practice CP-802.3.

1.03 Each interval classification is given a one-character code which will be used by the Facility System to group orders with the same interval for administrative reports and will be used to summarize the measured time interval actually used by each department.

1.04 An interval classification is determined by the number of working days required to provide the service calculated from the taken date to the Due Date (DD).

1.05 The CPB will issue CLR/CLO cards to Plant in time for Plant to install the service by the original due date whenever possible. However, if this cannot be accomplished, then a mailed Advance Circuit Order Layout Information (ACOLI) should be used. The use of verbal or DATA-PHONE ACOI should be limited to those cases where lack of processing time is a factor.

*Note:* In this section the term Plant refers to both the Plant and Switching Departments.

1.06 Orders that require the CPB to give Plant the circuit layout information verbally, will be given to the originating and terminating PSC plus any intermediate offices involved. Information will be called to the telephone numbers specified in the "STC, PSC and CO Telephone Directory". The directory will be issued and kept updated by the CPB Methods Staff based on information received from General Administration Plant.

*Note:* For Secretarial Lines CPB must give the order verbally to the Plant Control Office (PCO) only.

1.07 Orders that require the CPB to prepare and transmit ACOI, via data-phone or mail, will be transmitted to the Plant control office and other involved locations.

1.08 Order interval classifications have been established for Administrative purposes. When Commercial or Marketing issues an order with less than the stated interval shown in BSP-680-895-962PT App. 1, MP-802, or CP-802.3, the name of the approving authority must be noted in the REMARKS section of the order (see 3.10).

1.09 The appropriate classification code will be entered by the CPB on the CLR/CLO Input Document, A-6387, Card 12, column 49 (see Section 005-231-961PT), so it will appear on the CLR/CLO card and be recorded in the Facilities System.

1.10 The CPD will perform an edit on the classification field and any CLR/CLO Input Document not containing a classification code will result in a non-critical error. (A non-critical error will not stop order processing).

1.11 In some cases a change made by the customer results in a replacement order (in effect a supplement) being issued. If a significant redesign is required and the original design has been issued to Plant or, it is still in the CPB but will require additional time to redesign, the CPB will notify the PCO or Marketing and request that:

- (a) A new due date be negotiated by Marketing with the customer, or
- (b) It be treated as an urgent order and handled as described in 3.10.

1.12 If the CPB or Plant discovers that for any company reason the order cannot be completed by the original due date, Marketing will be notified of the situation via the PCO and Marketing will negotiate with the customer the new expected in-service date. However, the original due date and the initial interval will not be changed. If the customer cannot accept the new in-service date the order must be treated as an urgent order and handled as described in 3.10.

SECTION 010-520-104PT  
APPENDIX 2

2. CLASSIFICATION

2.01 The order interval classifications provide a company-wide standard for identifying customer service orders according to the due date.

*Note:* Orders with less than the normal interval, as specified in Section 680-895-962PT, App. 1 and MP-802, will be noted in the Remarks portion of the order. These orders must have proper approval as described in 3.01 and 3.10.

2.02 The interval classification does not reflect type of service, e.g. PBX, off-premise extension, etc., but only reflects the ability to meet the company's commitment to the customer.

2.03 A predetermined work interval by department for each classification is shown in Attachments 1 and 2.

3. DEFINITIONS AND RESPONSIBILITIES

3.01 Orders with intervals of 0, 1 and 2 days (Class A) are reserved for emergency conditions such as fires, earthquakes, floods and similar conditions. They must be transmitted to all departments by the most expeditious means followed by the normal order process containing the Commercial or Marketing Department's District Level approval. The approval must appear on the order in the remarks section, or 'F' line, as appropriate. All departments must exercise maximum effort to provide service in as short a time as possible.

3.02 Intervals that are considered URGENT (orders longer than 2 days but less than standard offering of MP-802) are used for:

- (a) Serious PUC complaints or severe customer criticism.
- (b) Service conditions that require immediate correction to avoid adverse customer reaction.
- (c) Short notice of conferences, presidential, or high-level visits, etc.
- (d) Customer demand when normal intervals will not meet his needs.

3.03 All departments must expedite these urgent orders in order to meet the due date (see 3.10).

3.04 Orders with normal intervals (equal to or longer than standard offering of MP-802) are used for day to day order activity.

3.05 Orders issued by Commercial or Marketing must be processed as outlined in Section 680-895-962PT, App. 1, Marketing MP-802 or Commercial CP-802.3.

3.06 Orders handled by Plant must be processed as outlined in Section 680-895-952PT.

3.07 When CPD receives an order with a shorter interval than specified in the practices referred to in Par. 3.05, the order will be reviewed to determine if the proper approval is indicated. If proper approval is not indicated the CPD will refer the order to:

- (a) Marketing or Commercial (if received directly from Marketing or Commercial).
- (b) The PCO (if called in by the PCO).

3.08 Marketing, Commercial, or the PCO will obtain the change of due date or proper approval. This information will be called to the CPD.

3.09 If the order is in jeopardy a jeopardy report should be sent to the PCO and/or Marketing/Commercial by the department recognizing the condition.

3.10 The approval authority for urgent orders will be 2nd-level management or higher of all departments involved and will be so noted, by name, on the order.

3.11 In the Southern Region this approval is handled by a centralized Marketing and CPB contact. The appropriate second-level in Plant is contacted by Marketing. In addition, 2nd level or higher approval must be obtained for a reduction in interval or due date.

4. ORDER INTERVAL CHANGE

4.01 When Commercial or Marketing wants to change the order interval they will notify the PCO. (See Par. 3.10 for approval to reduce intervals.)

4.02 The PCO or appropriate Commercial or Marketing office will call this information to the CPD verbally.

## 5. ORDER INTERVAL REQUIREMENTS

- 5.01 The departmental intervals shown in the work interval charts (see Attachments 1 and 2) will be used by Marketing, Engineering, Commercial, CPD, and Plant.
- 5.02 The work interval does not restrict any department from processing the orders as quickly as possible.
- 5.03 Every effort must be made by all departments to process the order within the work interval for their department.
- 5.04 If any department cannot meet its portion of service interval it will consult with its 2nd-level before calling the PCO or the appropriate representative. If a jeopardy condition exists, the PCO or the appropriate representative will notify the order originator.

## 6. EXPLANATION OF INTERVAL CHARTS AND DATE DEFINITIONS ON INTERVAL CHARTS

- 6.01 The Interval Charts (see Attachments 1 and 2) are used to show the number of working days allocated to each department for each service order interval. It also includes what action will be taken by a department on a specific day in order to meet the due date.
- 6.02 The first column shows the order interval in working days and the interval classification. The numbered columns are the working days projected out from the Taken Date.

- 6.03 At the intersection of the interval classification column and the working days columns is the action to be taken.

### Date Definitions

- 6.04 Following are definitions of the dates used in the interval charts:
- (a) Taken Date: This is the date the complete order was received from the customer by Marketing or Commercial.
  - (b) In PSC Date: The date the order is to be received by the PSC.
  - (c) In CPB Date: The date the order is to be received by the CPB.
  - (d) XMT to Plant: The date the order left the CPD and was in the transmission media (the transmission media is telephone, teletype, or mail).
  - (e) Completion Date: The date Plant turns the service up to the customer.

*Note:* If OOB (Open of Business) treatment is given, one day must be added to the interval offered to the customer. Since OOB is normally considered 8:00 am on that date, this day cannot be included as part of Plant's interval. Interval classification will be calculated from the taken day to the due day, minus one day.

WORKINGS DAYS (MAXIMUM) TOTAL INTERVAL (FOR SECRETARIAL LINES SEE NOTE 5)  
ACTION ORDER INTERVAL (CONSIDERS MEMO'S AND ACOLI)

DEPARTMENTAL INTERVAL (MAXIMUM)

4	5	6	7	8	9	10	11	12	13	14	15	INTERVAL	DEPARTMENTAL INTERVAL (MAXIMUM)											
													MARKETING & COMMERCIAL	PSC	CPB	ENG	PLANT	MAIL						
												0	See Note 4											
												1	Variable											
												2	Expedite All Others											
												3	1 day	4 hrs	1 1/2 day	—	1 day	—						
Complete												4	1 day		2 days	—	1 1/2 days	—						
	Complete											5	1 1/2 days		2 days	** 1 day	2 days	1/2 day						
to Plant 12 Noon ACOLI		Complete										6			2 1/2 days		2 1/2 days							
to Plant 5 PM ACOLI			Complete									7			3 days		3 days							
	XMT to Plant by 5 PM ACOLI			Complete								8			4 days		3 days							
		XMT To Plant by 12 Noon ACOLI			Complete							9			4 1/2 days	** 2 days	3 1/2 days							
		XMT to Plant by 5:00pm ACOLI				Complete						10		1 day	4 1/2 days		4 days							
			XMT to Plant by 5:00pm ACOLI				Complete					11	2 days		5 days		4 days							
				XMT to Plant by 12:00 N ACOLI				Complete				12			5 1/2 days		4 1/2 days							
					XMT to Plant by 5:00pm ACOLI				Complete			13			6 days		5 days							
						XMT to Plant by 12 Noon ACOLI				Complete		14			6 1/2 days		5 1/2 days							
							XMT to Plant by 5PM ACOLI				Complete	15	2 1/2 days		6 1/2 days		6 days							

NOTE 1 Where Marketing is indicated as the originator of the order the reference could also be Commercial.

NOTE 2 Engineering Interval is parallel with CPB time and mail interval is parallel with Plant time.

NOTE 3 Completion Date is 'In-Service' date not completion reporting date.

NOTE 4 Marketing/Commercial time includes '0' day.

NOTE 5 For Secretarial Services, TWX, and Data that route directly from Marketing to CPB, add 1/2 day to the Plant interval and advance the "in CPB" and "to Plant" dates by 1/2 day.

NOTE 6 Switching Department interval is parallel with Plant time. (All cross connect work should be advanced within 24 hours of receipt of design information.)

\* Must be completed on day order specifies.

\*\* Assumes Engineering NOT involved unless negotiated with Engineering.

WORKINGS DAYS (MAXIMUM) TOTAL INTERVAL (FOR SECRETARIAL LINES SEE NOTE 5)  
ACTION ORDER INTERVAL (CONSIDERS MEMO'S AND ACOLI)

DEPARTMENTAL INTERVAL (MAXIMUM)

INTERVAL	CLASS	NOTE 1	Working Days →													INTERVAL	DEPARTMENTAL INTERVAL (MAXIMUM)					
			0	1	2	3	4	5	6	7	8	9	10	11	12		13	14	15	See Note 4	See Note 2	
																		MARKETING & COMMERCIAL	PSC	CPB	ENG	
0																		0	Variable			
1																		1	Expedite All Others			
2	A	Mktg. Verb. in PSC-PSC Verb to CPB ASAP Mktg. Memo to Comcl.	* COMPLETE (SEE NOTE 3)															2				
3	B	Mktg. Verb. in PSC followed by Doc. to Comcl.	In CPB by 12N EDP order in PSC by 5pm	XMT to Plant by 5pm Verb to PCO	Complete													3	1 day	4 hrs	1½ day	—
4	C			XMT to Plant by 12N Verb to PCO	Complete													4	1 day		2 days	—
5	D	Mktg. Doc. in Comcl. by 5 pm	EDP order in PSC by 12N in CPB by 5:00pm	XMT to Plant by 5pm ACOLI		Complete												5	1½ days		2 days	** 1 day
6	E			XMT to Plant by 12 Noon ACOLI		Complete												6			2½ days	
7	F			XMT to Plant by 5 PM ACOLI			Complete											7			3 days	
8	G			XMT to Plant by 5 PM ACOLI				Complete										8			4 days	↓
9	H			XMT To Plant by 12Noon ACOLI				Complete										9			4½ days	** 2 days
10	I		EDP order in PSC by 12 Noon	In CPB by 12 Noon				XMT to Plant by 5:00pm ACOLI					Complete					10		1 day	4½ days	
11	J		Mktg. Doc. in Comcl by 12N EDP order in PSC by 5:00pm	In CPB by 5:00pm				XMT to Plant by 5:00pm ACOLI					Complete					11	2 days		5 days	
12	K			XMT to Plant by 12:00 N ACOLI									Complete					12			5½ days	
13	L			XMT to Plant by 5:00pm ACOLI										Complete				13			6 days	
14	M			XMT to Plant by 12 Noon ACOLI											Complete			14			6½ days	
15	N		Mktg. Doc. in Comcl by 5:00 pm	EDP order in PSC by 12 Noon	In CPB by 12 Noon												Complete	15	2½ days		6½ days	↓



WORKING DAYS (MAXIMUM) TOTAL INTERVAL (FOR SECRETARIAL LINES SEE NOTE 4)  
ACTION ORDER INTERVAL (CONSIDERS MEMO'S AND ACOLI)

INTERVAL WORKING DAYS

CLASS	0	1	2	3	4-9 (6)	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	
16-20 O		Mktg. Doc in Comm. by 5:00 pm	EDP order in PSC by 5:00 pm	In CPB by 5:00 pm		16 day-XMT to Plant by 5:00 pm ACOLI	17 day-XMT to Plant by 12N ACOLI 18 day-XMT to Plant by 5:00pm ACOLI	19 day-XMT to Plant by 12Noon ACOLI 20 day-Xmt to Plant by 5:00pm ACOLI				*Complete										
21-25 P								21 day-XMT to Plant by 5:00 pm ACOLI	22 day-XMT to Plant by 12Noon ACOLI 23 day-XMT to Plant by 5:00pm ACOLI	24 day-XMT to Plant by 12Noon ACOLI 25 day-XMT to Plant by 5:00pm ACOLI							*Complete					
26-30 Q											26 day-XMT to Plant by 5:00 pm ACOLI	27 day-XMT to Plant by 12N ACOLI 28 day-XMT to Plant by 5:00 pm ACOLI	29 day-XMT to Plant by 12Noon ACOLI 30 day-XMT to Plant by 5:00pm ACOLI									
31-35 R													31 day XMT to Plant by 5:00 pm ACOLI	32 day XMT to Plant by 12Noon ACOLI 33 day XMT to Plant by 5PM ACOLI	34 day XMT to Plant by 12Noon ACOLI 35 day XMT to Plant by 5PM ACOLI							
36-40 S						Mktg. Doc in Comcl. by 5 pm day 5. In PSC by 12 Noon day 6											36 day XMT to Plant by 5pm ACOLI 37 day XMT to Plant by 12N ACOLI	38 day XMT to Plant by 12N ACOLI 39 day XMT to Plant by 5:00pm ACOLI	40 day XMT to Plant by 12 Noon ACOLI			
OVER 40 T						In CPB by 12:00 Noon Day 6															XMT To Plant	