

INTERCOMPANY SERVICES COORDINATION PLAN

INTERVAL GUIDE PROCEDURES

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1. GENERAL

1.01 This section describes the procedures to follow in determining the critical dates that apply to any Universal Service Order (USO) coordinated under the Intercompany Services Coordination (ISC) Plan. The purpose is to enable sales and business office personnel in the Bell System to quote a realistic Due Date (DD) to a customer regardless of where in the Bell System the customer service point(s) is located.

1.02 This section is reissued because of general changes in Interval Guide procedures. Therefore, change arrows have been omitted.

1.03 The intervals for many frequently ordered intercity and data service items and the instructions for interval determination are published in the ISC-ADS Special Services Interval Guide. Instructions regarding unusual conditions affecting service intervals (supply, etc.) will be covered by numbered ISC/ADS Special Services Interval Guide Bulletins.

1.04 The ISC/ADS Special Services Interval Guide is designed to be used by negotiators if all of the service items involved on an order are included in the guide. If not, the interval for the Individual Case Basis (ICB) item(s) involved and the specific critical and overall intervals that apply to all of the service items involved on an order (both standard and ICB) are obtained from the interval contact (INTV) on the ISC team at each customer termination location.

1.05 It is expected that each negotiator will have an ISC Interval Determination contact on the Control ISC Team who will obtain the intervals from distant ISC Teams if any of the service items are not listed and provide the negotiator with the intervals in such cases.

1.06 In determining DDs, the Application Date is considered to be day zero. On a 12-day interval service, for example, the DD is determined by counting to the day 12 which is the DD.

1.07 The standard intervals are based upon three major considerations.

(a) ***The needs of the market:*** The overall interval for each service item must be short enough to meet the great majority of customer requests.

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(b) **The 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.

(c) **Equipment supply:** The equipment supply interval must be within the economic capability of the supplier to deliver the equipment on the job without incurring extra ordinary 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 consists of standard critical and overall intervals expressed in working days. Also published are instructions for negotiators explaining how to determine intervals regardless of the combination of service items involved on an order.

2.02 The Service Item Listing identifies service items by number, Uniform Service Order Code (USOC), and Bell System standard intervals expressed in working days. In addition to showing the overall Interval (APP-DD), it provides standards for the following intermediate 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

These intermediate intervals are called critical intervals.

2.03 The following critical dates (Fig. 1) 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. Definitions of these critical dates are found in Section 010-520-100.

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

3. WORK INTERVALS

3.01 This section contains an explanation of Intervals A through L on the Critical Dates and Interval Chart (Fig. 1).

3.02 Interval A represents the work time from APP to SID. It is the time from completion of negotiations by marketing to the sending of the ISC/USO by the Control ISC Team.

3.03 In all cases when the ISC Team normally serving the selling Marketing Office is *not* the Control ISC Team, one additional work day is added to interval A.

3.04 Interval B represents the work time from SID to Local Control Issue Date (LID). It is the time from receipt of the ISC/USO by a Local Control ISC Team to the sending of the ISC/USO or local order to other work locations. It includes local processing and retransmission of orders as required.

3.05 Interval C represents the work time from LID to EIRD. It is the time required from receipt of the ISC/USO or local order by all work locations to the receipt of the Engineering Information Report (EIR) by the ECO from the LECO.

3.06 Interval D represents the work time from EIRD to Confirming EIRD (CEIRD). It is the time from ECO receipt of the EIR to the receipt of detailed design information or design confirmation at the LECO locations. This interval is applicable for all orders.

3.07 Interval E represents the time from CEIRD to AD. During this time all assignments of equipment and facilities must be confirmed and all requisitions placed and received by the supplier (RRD). In unusual cases such as projects, a separate date may be established for receipt of the requisition by the supplier (RRD).

3.08 Interval F represents the work time from AD to RID. It is the time required for the CPB to complete the circuit design and prepare the circuit layout record to the date they send all design information to the central office and station installation forces.

3.09 Interval G represents the time from RID to Record Arrival Date (RAD). It is the time all design information is issued by CPB to the date the central office and station installation forces receive the design information.

3.10 Interval H represents the work time from Requisition Received Date (RRD) to Material on Job (MOJ) date. It is the time for suppliers to process requisitions for material and equipment to the date material and equipment should arrive at the central office and station installation locations.

3.11 Interval I represents the work time from RAD/MOJ to DVA. This time is required for arrival of all circuit records and all materials and equipment at the central office and station installation locations to the date the responsible forces at these offices positively report that everything required to install the services is available. This interval is one day on all orders where the overall interval (APP-DD) is six days or more. On orders five days or less the interval is zero.

3.12 Interval J represents the work time from DVA to PTD. It is the time required by plant to complete all work operations except end-to-end tests.

3.13 Interval K represents the work time from PTD to DD. It is the time required by plant to complete all overall tests and turn the

service up for use. This interval also represents time from TND to DD. This time, when required, is for providing training materials and arranging for customer training to be completed.

3.14 Interval L represents the time from DD to SRD. This extra time is allowed for the Plant Control office to report the service complete if completion came after normal business hours on the due date.

3.15 Interval X represents the work time from APP to DD. It is the overall service provision interval from the time of customer order to customer service.

4. DETERMINATION OF CONFIRMING ENGINEERING INFORMATION REPORT DATE

4.01 The coordination necessary to provide services under the ISC Plan requires the computation of the EIRD to CEIR and CEIR to AD intervals. This applies to all special services. The EIRD and AD can be determined by using the procedures outlined in the Interval Guide instructions. The CEIR is not listed; therefore, a standard procedure for determining it is described below.

4.02 Determine the number of working days in the interval between EIRD and AD. This is the combined Intervals D and E as shown in Fig. 1.

4.03 If the number of days computed in 4.02 is two days or less, the CEIR is EIRD plus one working day.

4.04 If the number of days computed in 4.02 is 3 days or more, the CEIR is EIRD plus two working days.

5. DETERMINATION OF RECORD ISSUE DATE

5.01 The determination of RID for intervals longer or shorter than the calculated standard and for all ICB intervals is based on determining the AD to DVA interval. The following chart provides the guidelines for determining RID.

WORK DAY INTERVALS

AD TO DVA	AD	RID	RAD	DVA
0		0	0	0
1	not permissible			
2		1	0	1
3		1	1	1
4		1	2	1
5		2	2	1
6		2	3	1
7		3	3	1
8 or more		4 or more	3	1

6. MULTIPOINT ORDERS

6.01 Nonswitched services involving more than two service points (customer locations) require additional time for coordination. The standard amount of additional time to be allocated on orders with 6 or less points and how the additional time is applied to the critical intervals are covered in the instructions published in the Internal Guide.

6.02 Nonswitched orders involving 7 or more points are treated as ICB.

7. INTERVALS SHORTER THAN CALCULATED

7.01 Since the intervals listed in the 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 and coded S. The Control ISC Team will coordinate a revised critical date schedule with the Local Control Teams affected as described in 11.02 (e).

8. INTERVALS LONGER THAN CALCULATED

8.01 If a customer requires service later than the DD calculated using the Interval Guide, the extra days can be allocated as described below.

8.02 If the difference between the calculated DD and customer requested date is five days or less, add the total difference to the DVA-PTD critical date interval.

8.03 If the difference between the calculated DD and the customer requested date is six days or more, divide by six and place this result into each of the critical date intervals excluding RID-DVA (see 5.01). Any remainder goes into the DVA-PTD interval.

9. INDIVIDUAL CASE BASIS ORDERS

9.01 Intervals will be determined using ICB procedures under any of the following circumstances:

- (a) If any service item on an order is not listed in the Interval Guide.
- (b) If all of the items on an order are listed in the Interval Guide, but the customer requires service sooner than the standard calculated due date. An order of this type will be coded S.
- (c) If terminations are not available at Circuit Location(s) and cannot be ordered and installed within the standard interval.
- (d) If requests are for five or more circuits (switched or nonswitched).
- (e) If a multipoint order involves 7 or more service points.

9.02 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 due dates, 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.

9.03 Interval Bulletins will be issued periodically by the Special Services Working Committee to update, add, and delete service items from the Service Item Listing.

10. CODING OF THE USO

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

10.02 A single character code follows the field identifier, Negotiated Critical Date (NCD) in the CONTROL section of the USO. It is always followed by an N or an M (Unmeasured or Measured order).

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

O—(Standard)—If all of the service items ordered on one USO are listed in the Service Item Listing and a standard interval is applied for all service items at all customer locations, the USO is coded O.

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 due date, the USO is coded S.

L—(Longer 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 later

than the calculated due date, the USO is coded L.

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.

B—(ICB)—If one or more of the service items on a USO are not listed in the Service Item Listing for the reasons described in other paragraphs in this section, the USO is coded B.

U—(Not Required)—The USO is coded U if none of the above apply.

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

11. UPDATING THE INTERVAL GUIDE

11.01 Periodically the OTCs will be requested to review the standard intervals using the criteria described in 1.07 and to recommend changes.

12. INTERVAL CONTACT RESPONSIBILITIES

12.01 Each ISC Team must have a contact(s) for interval information and that contact must be listed in the ISC Directory and designated "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 his ISC Area.
- (b) Answering all ICB queries from Control ISC Teams promptly—normally within eight working hours but never later than sixteen working hours.
- (c) Investigating promptly and completely the 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. Authorizing the calling Control ISC Team to issue the USO with the requested "shorter than calculated" firm DD if it can be expedited or, the earliest possible short firm DD. The Control ISC Team will enter the name and telephone number of the interval contact who authorized the "shorter than calculated" date in the REMARKS (---RMKS) section of the USO on all "S" coded orders.

(f) When his ISC Team is Control on an order, obtains the intervals from distant Interval

Contact(s) for ICB service items and provides the negotiator with the critical intervals for the items requested within the time frames described in 11.02(b) above.

12.03 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 ISC Team involved, not to the INTV contact.

INTERCOMPANY SERVICES COORDINATION
INTERVAL GUIDE
CRITICAL DATES & INTERVAL CHART

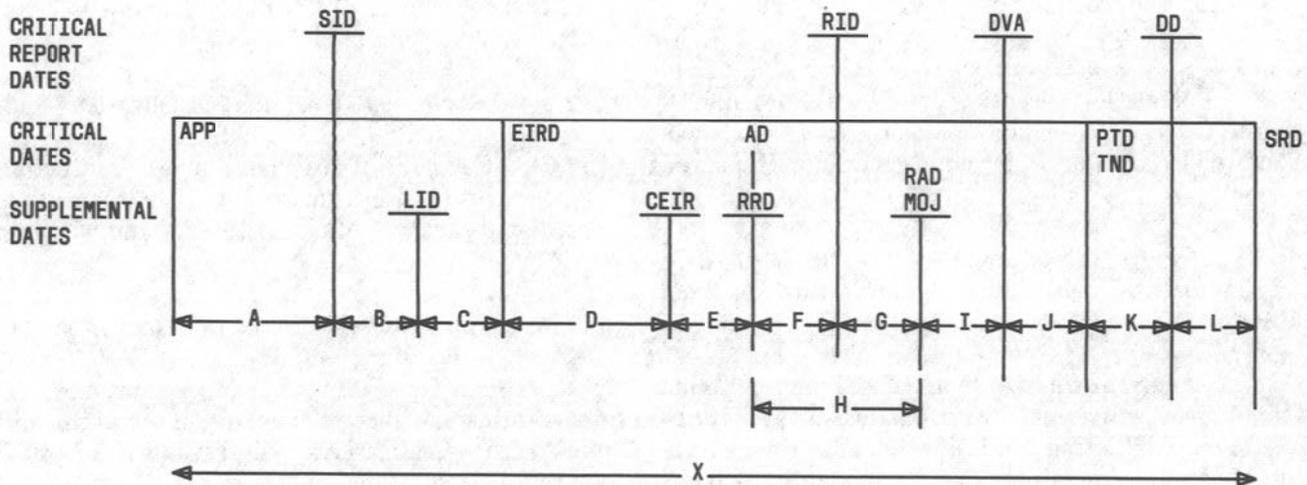


Fig. 1—Intercompany Services Coordination Interval Guide Critical Dates and Interval Chart