

INTERCOMPANY SERVICES COORDINATION PLAN
MEASUREMENT PLAN

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1. GENERAL

1.01 This section describes the Analysis of Performance on System Service Orders (SSOs) Report for Pacific Telephone and Nevada Bell. Special exchange services ordered on SSOs are considered System Service Orders for this measurement. It is compiled, published, and distributed by the Intercompany Services Coordination (ISC) Administrative Team from information provided by the Area/Regional ISC Teams.

1.02 It replaces Section 010-520-105.

1.03 The objectives of the report are:

(a) To provide management with accurate, detailed, and timely information regarding performance on SSOs.

(b) To accurately identify the reasons for service date misses so each department can take appropriate corrective action.

(c) To analyze the Bell System's ability to meet customer service requests involving Pacific Telephone and Nevada Bell.

1.04 All departmental base reports should be sent to:

Chairman, ISC Administrative Team
San Francisco, California

1.05 All Missed Date Reports should be sent to:
Plant Operations — ISC
San Francisco, California

1.06 Departmental base reports should be submitted by the end of the second business day following the close of the report period. Missed Date Reports should be submitted by the end of the second business day after the missed service date.

1.07 All Missed Date Reports will be negotiated with the department(s), Western Electric, and/or A.T.&T. Long Lines-Western Area involved in causing the misses to determine primary responsibilities for the misses. The investigation of miss responsibility will be a joint effort of all Area ISC Team members whose departments were involved in causing the miss. Interarea/region negotiations will be conducted under the Control Team concept (i.e., Plant-to-Plant, Engineering-to-Engineering).

1.08 When Plant cannot obtain agreement on responsibility for a miss from a specific department, the involved departments will resolve the problem by means of a conference call. If agreement has not been reached by the end of the second business day following the missed service date, the Plant member of the ISC Team will make the final decision regarding responsibility for the miss.

2. DEFINITIONS

2.01 Point: Each Circuit Location (CKL) entry on an SSO will be counted as one point for each circuit on the SSO. If there are two or more stations listed under a CKL entry, they will be counted as only one point. On establish orders, count one point for the switching locations for services terminating in switchers, e.g. Common Control Switching Arrangement (CCSA) access lines and trunks and dial tandem circuits. Foreign

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exchange service should also be counted as two points, one for the customer location and one for the central office providing dial tone.

2.02 Measured Points: Points Due, Points Missed and Points Held are measured on SSOs with firm due dates covering new installations, additions, moves, and changes in existing services. Excluded from this measurement are official company services (including A.T.&T.), disconnects, removals of services or features, record and billing orders, program and video services. A move of a customer's service from one premises to another is written as a disconnect at one CKL and an install at the other CKL. Only the install CKL is counted as a point.

2.03 Missed Points: Missed due date points are those which are not turned over to the customer for his use on or before the due date. Missed plant test date points are those which are not completely installed and ready for end-to-end testing on or before the Plant test date.

2.04 Held Points: These are the customer service points which have not been turned over to the customer and are overdue.

2.05 Departmental Statistics Measured: Work volume figures are based on all SSOs processed except those for program and video services. These measurements (SSOs issued, supplements issued, error supplements issued, SSOs issued late, SSOs processed by Engineering, Engineering Information Reports and Supplements on time) are tallied at the time the functions actually occur.

2.06 Supplement: All SSO supplements and replacements, except for program and video services, are to be included in the count of supplements issued. Cancellations are to be counted.

2.07 Error Supplements: Supplements and replacements, except for program and video services, which are issued for company reasons or as a result of company actions are error supplements. Following are examples of cases requiring error supplements to be issued:

- (a) To correct errors in the original SSO (e.g., incorrect customer address, wrong equipment ordered, incorrect circuit number, etc.)
- (b) To provide necessary information omitted from the original SSO (e.g. customer access information, Traffic training information, etc.)
- (c) To change information on the original SSO because of company action (e.g. change circuit number because of Circuit Provision

Bureau (CPB) circuit routing, change Plant Control Office (PCO) because of CPB circuit routing, etc.).

NOTE: Supplements to provide firm due dates on Date To Follow (DTF) and Furnish Due Date (FDD) orders are not error supplements.

2.08 SSOs Issued Late: Late SSO issuance is determined by figuring the number of working days between the Taken/Application Date (APP) and the Issue Date (ID) which appear on the typed SSO. Included in the interval are the functions of preparing (Marketing) and typing (Marketing or CPB depending on Area) of the SSO. The issue date is entered on the order at the time the order is typed and transmitted. This figure is then compared to Table A, Allowable Issuance Intervals.

NOTE: Complex orders involving a project team will be measured for late issuance based on the issuance interval established by the project team.

<u>Total Order Interval</u>	<u>Issue SSO Within</u>
Up to 12 working days	1 working day after the APP date
13 to 22 working days	2 working days after the APP date
23 working days to 6 weeks	3 working days after the APP date
Beyond 6 weeks	5 working days after the APP date

TABLE A

2.09 Customer Not Ready: These are the customer service locations where the Plant test dates and/or due dates were missed because the customers were not ready and Marketing had not issued supplements notifying the other departments of the date changes prior to the dates involved.

2.10 Delayed Completion Reports: The customer service locations which were turned over to the customers for their use, but which were not reported as being completed by Plant within the specified 24 hour interval.

2.11 Report Month: The report month starts on the 23rd of each month and ends on the 22nd of the named month.

3. CODES

3.01 Type of Service: This refers to the four categories of service to be measured on SSOs — private line telephone, private line telegraph, data, and miscellaneous.

(a) **P — Private Line Telephone:** All private line voice grade facilities, excluding data channels. Foreign Exchange Service (FXS) and voice grade Western Union channels are included in this category.

(b) **T — Private Line Telegraph:** All private line services of less than voice grade which are suitable for the transmission of telegraph signals (45 to 150 baud inclusive). Western Union telegraph grade leased circuits should be included in this category.

(c) **D — Data:** Both exchange and private line data transmission services belong in this group. TWX is considered a Data type service.

(d) **M — Miscellaneous:** Any services which do not fit one of the other three categories are considered miscellaneous. Signal channels and alarm circuits are examples of miscellaneous services.

NOTE: To determine the proper category for an alternate service, use the classification most closely associated with its primary use, e.g. alternate voice-data, if voice is the primary usage, classify the service as private line telephone.

3.02 ISC Identity Codes: Each ISC Area (operating Area) is assigned a 4-digit code. These codes are used for the first four digits of SSO numbers to identify the area originating the orders. Because of high order volumes, some areas have been assigned additional codes for SSO number assignments only. These additional codes are in parentheses on the following chart. ISC codes are used to identify territories where misses occur and miss responsibility. Therefore, ISC identity codes have also been assigned to the Circuit Provision Bureaus and the Western Electric Distribution Houses which operate on a regional basis. The following codes have been assigned to Pacific and Nevada Areas/Regions:

<u>AREA/ORGANIZATION</u>	<u>ISC CODE</u>
Bay	2121 (2125)
Northern Counties	2122 (2126)
Central Counties	2123 (2124)
Southern Counties	2132 (2125)
Los Angeles North	2133
Los Angeles Central	2134 (2136)
Nevada Bell	2200
CPB — Northern Reg.	2120
CPB — Southern Reg.	2130
WECO — Northern Reg.	0050
WECO — Southern Reg.	0051
WECO — Sunnyvale	OOPC

3.03 Why Miss Codes: Codes have been developed to identify the specific reasons service dates are missed on SSOs. The first digit of a Why Miss code is an alphabetic character which names the department or group responsible for causing the missed date. The second digit is a numeric character relating to a specific reason for a miss. These are the Why Miss codes:

Marketing

- S1 — Distribution error
- S2 — Incorrect or incomplete SSO
- S3 — Improper due date negotiation
- S4 — No PBX reservation
- S5 — Late issuance of SSO
- S6 — Change in original order due to customer reasons without renegotiating due date
- S7 — Failure to issue associated service orders
- S8 — No access (explain)
- S9 — Other (explain)

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Engineering

- E1 — Incorrect distribution of Engineering
- E2 — Incorrect information and/or equipment
- E3 — Late Engineering supplement
- E4 — Central office equipment not available
- E5 — IXC not available
- E6 — Late TR/TCD
- E7 — Late EIR
- E8 — Other (explain)

Local Plant

- L1 — Order not worked in time (explain)
- L2 — Incorrect installation
- L3 — Delayed makeup to CPB
- L4 — Plant Service Center responsibility breakdown
- L5 — Local facility unavailable
- L6 — Local station equipment unavailable
- L7 — Other (explain)

Toll Plant

- P1 — Order not worked in time (explain)
- P2 — Incorrect wiring
- P3 — Inadequate pre-service testing
- P4 — STC responsibility breakdown
- P5 — Other (explain)

Circuit Provision Department

- B1 — Incorrect distribution
- B2 — Incorrect CKT layout to Plant
- B3 — Late CKT layout to Plant

- B4 — Late Engineering assistance request
- B5 — Late SSO distribution
- B6 — Busy equipment assignment
- B7 — Busy interoffice facility
- B8 — Misdirected order in CPB
- B9 — Other (explain)

Traffic

- T1 — Traffic training material not prepared in time
- T2 — Traffic training material not distributed in time
- T3 — Traffic training material not coordinated properly
- T4 — Failure to meet local training commitment
- T5 — Control Traffic facility information late
- T6 — Control Traffic facility information incorrect
- T7 — Local Traffic facilities information or orders late
- T8 — Local Traffic facility information or orders incorrect
- T9 — Late or incorrect entry of forecasted information into mechanized process

Western Electric

- W1 — Equipment late or unavailable
- W2 — Defective equipment (explain)
- W3 — Installation completed late
- W4 — Other (explain)

Independent Companies

- N1 — Plant late in completing
- N2 — Incorrect installation of station

- N3 — LC or IXC unavailable
- N4 — Incorrect Engineering
- N5 — Engineering late
- N6 — Station equipment not available
- N7 — Other (explain)

Long Lines and Associated Companies

- A1 — All

Customer Not Ready — No Marketing SSO Supplement

- C1 — All (explain)

Delayed Completions

- D1 — Toll Plant
- D2 — Local Plant

4. MARKETING RESPONSIBILITIES

4.01 The Marketing ISC Team members are responsible for:

- (a) The assignment of correct Why Miss codes and short narratives for additional clarification on misses which should be charged to Marketing.

(b) Reviewing for accuracy all Missed Date Reports which carry "S" or "C" Why Miss codes.

(c) Assisting in the further investigation of the primary causes of the misses on Missed Date Reports which they rejected as not belonging to Marketing.

NOTE: Marketing misses charged to another ISC Area are to be referred to the responsible Area's Marketing ISC Team member by Marketing ISC in the Control Area.

4.02 Marketing is responsible for indicating which orders contain Measured Points and the type of service on each of these SSOs. This information is to be entered in the RMKS section of the SSO. Spaces are provided on the SSO Worksheet (see Figure 1).

--- RMKS				
RMK MEASURE	<input type="checkbox"/>	TYPE OF SVC	<input type="checkbox"/>	<input type="checkbox"/>
		P	T	D
				M

Figure 1

4.03 Each Area Marketing ISC Team member is responsible for submitting an Area Marketing Base Report each month. All entries are to be based on the total numbers of SSOs, supplements and error supplements including disconnects and record orders issued during the report month by the named areas (see Table B and Figure 2).

TABLE B

<u>Space</u>	<u>Information Identity</u>	<u>Instructions</u>
1 thru 4	ISC Area	Primary ISC Area Identity code (4 numerics)
5 and 6	Report Month	Zero fill to left (2 numerics)
7	Type Service	Preprinted P (private line telephone)
8 thru 11	Number of SSOs Issued	SSOs issued for P type service. Zero fill to left (4 numerics)
12 thru 15	Number of Supplements Issued	Supplements issued for P type service. Zero fill to left (4 numerics)
16 thru 19	Number of Error Supplements Issued	Error supplements issued for P type service. Zero fill to left (4 numerics)
20 thru 23	Number of SSOs Issued Late	SSOs issued late for P type service. Zero fill to left (4 numerics)
24	Type Service	Preprinted T (Private Line Telegraph)
25 thru 28	Number of SSOs Issued	SSOs issued for T type service. Zero fill to left (4 numerics)
29 thru 32	Number of Supplements Issued	Supplements issued for T type service. Zero fill to left (4 numerics)
33 thru 36	Number of Error Supplements Issued	Error supplements issued for T type service. Zero fill to left (4 numerics)
37 to 40	Number of SSOs Issued Late	SSOs issued late for T type service. Zero fill to left (4 numerics)
41	Type Service	Preprinted D (Data)
42 thru 45	Number of SSOs Issued	SSOs issued for D type service. Zero fill to left (4 numerics)
46 thru 49	Number of Supplements Issued	Supplements issued for D type service. Zero fill to left (4 numerics)
50 thru 53	Number of Error Supplements Issued	Error supplements issued for D type service. Zero fill to left (4 numerics)
54 thru 57	Number of SSOs Issued Late	SSOs issued late for D type service. Zero fill to left (4 numerics)
58	Type Service	Preprinted M (Miscellaneous)

TABLE B (Continued)

Space	Information Identity	Instructions
59 thru 62	Number of SSOs Issued	SSOs issued for M type service. Zero fill to left (4 numerics)
63 thru 66	Number of Supplements Issued	Supplements issued for M type service. Zero fill to left (4 numerics)
67 thru 70	Number of Error Supplements Issued	Error supplements issued for M type service. Zero fill to left (4 numerics)
71 thru 74	Number of SSOs Issued Late	SSOs issued late for M type service. Zero fill to left (4 numerics)

AREA MARKETING BASE REPORT

ISC AREA				Report Month		Type Service	Number Of SSO's Issued					Number Of Supplements Issued				Number Of Error Supp. Issued				Number Of SSO's Issued Late			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
						P																	

Type Service	Number Of SSO's Issued				Number Of Supplements Issued				Number Of Error Supp. Issued				Number Of SSO's Issued Late			
24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
F																

Type Service	Number Of SSO's Issued				Number Of Supplements Issued				Number Of Error Supp. Issued				Number Of SSO's Issued Late			
41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57
D																

Type Service	Number Of SSO's Issued				Number Of Supplements Issued				Number Of Error Supp. Issued				Number Of SSO's Issued Late			
58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74
M																

Figure 2

5. ENGINEERING RESPONSIBILITIES

5.01 The Engineering ISC Team members are responsible for:

- (a) The assignment of correct Why Miss codes and short narratives for additional clarification on misses which should be charged to Engineering.
- (b) Reviewing for accuracy all Missed Date Reports which carry "E" Why Miss codes.
- (c) Assisting in the further investigation of the primary causes of the misses on Missed

Date Reports which they rejected as not belonging to Engineering.

NOTE: Engineering misses charged to another ISC Area are to be referred to the responsible Area's Engineering ISC Team member by Engineering ISC in the Control Area.

5.02 Each Area Engineering ISC Team member is responsible for submitting an Area Engineering Base Report each month. All entries are to be based on the total number of SSOs, EIRs and Engineering Supplements processed during the report month by the named Area (see Table C and Figure 3).

TABLE C

<u>Space</u>	<u>Information Identity</u>	<u>Instructions</u>
1 thru 4	ISC Area	Primary ISC Area Identity code (4 numerics)
5 and 6	Report Month	Zero fill to left (2 numerics)
7	Type Service	Preprinted P (private line telephone)
8 thru 11	Number of SSOs Processed	SSOs processed for P type service. Zero fill to left (4 numerics)
12 thru 15	% EIRs & Supplements On Time	EIRs and Engineering Supplements for P type service. Extend to 1 place to the right of the decimal point (nearest 1/10 of 1%). Zero fill to left (4 numerics)
16 thru 19	(Blank)	Reserved for future use. Leave blank.
20	Type Service	Preprinted T (private line telegraph)
21 thru 24	Number of SSOs Processed	SSOs processed for T type service. Zero fill to left (4 numerics)
25 thru 28	% EIRS & Supplements On Time	EIRs and Engineering Supplements for P type service. Extend to 1 place to the right of the decimal point (nearest 1/10 of 1%). Zero fill to left (4 numerics)
29 thru 32	(Blank)	Reserved for future use. Leave blank.
33	Type Service	Preprinted D (Data).
34 thru 37	Number of SSOs Processed	SSOs processed for D type service. Zero fill to left (4 numerics)
38 thru 41	% EIRs & Supplements On Time	EIRs and Engineering Supplements for D type service. Extend to 1 place to the right of the decimal point (nearest 1/10 of 1%). Zero fill to left (4 numerics)
42 thru 45	(Blank)	Reserved for future use. Leave blank.
46	Type Service	Preprinted M (miscellaneous)
47 thru 50	Number of SSOs Processed	SSOs processed for M type service. Zero fill to left (4 numerics)

6. PLANT RESPONSIBILITIES

6.01 Procedures for filing Missed Date Reports:

Missed Date Reports must be filed on all System Service Orders with points due in Pacific Telephone and Nevada Bell, also when the Plant control office is in Pacific Telephone and Nevada Bell and the points due are in Long Lines or associated company territory. Exceptions are indicated in 2.02.

6.02 The Plant member of the ISC Control Team will file the Missed Date Report for all points missed, even though no points are due in the ISC Control Territory.

6.03 On a Long Lines or associated company SSO the Area Plant Team member, in whose area the PCO is located, is responsible for filing the Missed Date Report.

6.04 In the case of a Long Lines or associated company SSO with a PCO outside Pacific Telephone and Nevada Bell, each area will submit a

Missed Date Report on any point(s) missed in its area only.

6.05 The Plant ISC Team members are responsible for reviewing Missed Date Reports to determine the primary cause of the miss with the department to be charged. If the responsibility for a miss is to be charged to a department outside the Control ISC Area, that department's member on the Control ISC Team should be notified. It will be his responsibility to forward the Missed Date Report information to the responsible Area's departmental representative for acceptance or rejection. Refer to Section 010-520-137PT, Appendix 1, for administration of Missed Date Reports charged to Plant.

6.06 Missed Date Report: Missed Date Report forms are used to report missed Plant test dates and due dates. The following information must be entered by the ISC Team member prior to submitting the report to the General Administration ISC Plant representative (see Table D and Figure 4).

TABLE D

<u>Space</u>	<u>Information Identity</u>	<u>Instructions</u>
1 thru 9	SSO Number	Enter SSO number (8 numerics) on which missed date occurred. (Leave space 5 blank.)
10 thru 25	Customer Name	Enter customer name or suitable abbreviation if spaces limited. Space between initials or names for clarity.
26	Enter Identity Central Counties — 1 Los Angeles North — 2 Northern Counties — 3 Bay — 6 Los Angeles Central — 7 Nevada — 8 Southern Counties — 9 LL/Assoc. Co. — 0	Enter Area identity
27 thru 32	Plant Control Office Identity Code	Enter PCO identity, Section 002-300-901PT (Appen. 1-7)
33	Type of Service	Enter Type of Service Code P — private line telephone T — private line telegraph D — data M — miscellaneous
34	Type of Miss Plant Test Date	Enter "P" if missed
35	Type of Miss Due Date	Enter "D" if missed
36 and 37	Due Date	Enter month of due date (two numerics). Zero fill to left
38 and 39	Due Date	Enter day of due date (two numerics). Zero fill to left
40	Jeopardy Issued	Enter status of jeopardy report. If jeopardy issued enter "Y", if not issued enter "N"
41 and 42	Total Points Missed	Enter total points missed on SSO. Zero fill to left
43 and 44	Points Missed in Territory	Enter the number of points missed in the appropriate ISC Territory for the same reason as spaces 53 thru 54. Zero fill to left
45 thru 48	Missed ISC Territory Ident. Code	Enter ISC code (ISC) of the territory in which the miss occurred.

TABLE D (Continued)

Space	Information Identity	Instructions
49 thru 52	Miss Responsibility Ident. Code.	Enter the ident. code (ISC) of the group, company, dept. or WECO house responsible for the miss. (WECO-00XX)
53 and 45	Why Miss Code	Enter the reason for the miss.
55 thru 80	Narrative	Enter narrative expanding on Why Miss code. Provide more detailed analysis information. Space between words for clarity.
79 and 80	Special Studies	Contact your GA/ISC Team member.

NOTE: Repeat spaces 43 through 80 for each different missed ISC territory. For example, on one SSO locations may be missed within three ISC territories. Spaces 43 through 80 would be completed with a different missed ISC territory identity code in spaces 45 through 48. The missed responsibility identity code, spaces 49 through 52, should indicate the primary responsibility and reason for the miss for all points missed.

REF. 010-520-105 PT P 2998 (7-70)

MISSED DATE REPORT

ORG. _____ TEL. NO. _____
 REC. FROM _____ DATE _____ TIME _____
 REF. TO _____ GA/ISC _____ DATE _____ TIME _____
 NEGOTIATED WITH _____

CARD NO.	SSO NUMBER									CUSTOMER NAME (SPACE BETWEEN WORDS)																AREA IDENTITY	PLANT CONTROL OFFICE (PCO)				TYPE MISS	DUE DATE			TOTAL POINTS DUE											
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25		26	27	28	29		30	31	32		33	34	35	36	37	38	39	40			
	TOTAL PTS.	PTS. MISS. IN TERR.	MISSED ISC TERRITORY IDENTITY CODE				MISSED RESP. IDENTITY CODE				WHY MISS CODE				NARRATIVE (SPACE BETWEEN WORDS)																	P	D	MONTH	DAY											
1	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80						
2																																														
3																																														
4																																														
5																																														
6																																														
7																																														

KEY PUNCH OPERATOR: DUPLICATE SPACES 1-40 FOR EACH CARD

SPACE 1-9	ENTER SSO NUMBER (SPACE 5 BLANK)	SPACE 53-54	ENTER WHY MISSED DEPARTMENT CODE
SPACE 10-25	ENTER CUSTOMER NAME	SPACE 55-80	ENTER NARRATIVE TO AMPLIFY WHY MISSED
SPACE 26	ENTER AREA IDENTITY NUMBER (1 THRU 9)	SPACE 79-80	AVAILABLE FOR SPECIAL STUDIES
SPACE 27-32	ENTER PCO (BSP 002-300-901 APPEN. 1-7)		
SPACE 33	ENTER TYPE SERVICE (P.T.D.M)		
SPACE 34	ENTER P FOR PLANT TEST DATE MISS		
SPACE 35	ENTER O FOR DUE DATE MISS		
SPACE 36-39	ENTER DUE DATE - MONTH - DAY - ZERO FILL FROM LEFT		
SPACE 40	ENTER Y IF JEOPARDY ISSUED, N IF NONE ISSUED		
SPACE 41-42	ENTER TOTAL POINTS ON ORDER - ZERO FILL FROM LEFT		
SPACE 43-44	ENTER TOTAL POINTS MISSED IN TERRITORY - ZERO FILL FROM LEFT		
SPACE 45-48	ENTER ISC CODE OF TERRITORY OF MISS		
SPACE 49-52	ENTER RESPONSIBILITY CODE TO IDENTIFY RESPONSIBILITY FOR MISSED DUE DATE		

IF ADDITIONAL POINTS ARE MISSED IN ANOTHER GEOGRAPHICAL TERRITORY COMPLETE SPACES 43-80 OF CARD 2-7. IF MORE THAN 7 CARDS ARE REQUIRED ATTACH AN ADDITIONAL FORM WITH ENTRIES IN SPACES 43-80 OF CARDS 2-7.

Figure 4

SYSTEM SERVICE ORDER INSTALLATION TERRITORY BASE REPORT

ORIG _____ TEL NO. _____

ISC IDENTITY CODE				REPORT MONTH		SERVICE TYPE	HELD POINTS														SERVICE TYPE	POINTS DUE				HELD POINTS							
							POINTS DUE				0-14 DAYS			15-30 DAYS			31 + DAYS									POINTS DUE		0-14 DAYS		15-30 DAYS		31 + DAYS	
1	2	3	4	5	6		8	9	10	11	12	13	14	15	16	17	18	19	20	21		22	23	24	25	26	27	28	29	30	31	32	33
						P																											

SERVICE TYPE	HELD POINTS														SERVICE TYPE	POINTS DUE				HELD POINTS										
	POINTS DUE				0-14 DAYS			15-30 DAYS			31 + DAYS									POINTS DUE		0-14 DAYS		15-30 DAYS		31 + DAYS				
	35	36	37	38	39	40	41	42	43	44	45	46	47	48		49	50	51	52	53	54	55	56	57	58	59	60	61	62	
D																														

- SPACE 1 THRU 4 ENTER ISC IDENTITY CODE.
- SPACE 5 THRU 6 ENTER REPORT MONTH. ZERO IN SPACE 5 FOR 1 DIGIT MONTH.
- SPACE 7 PRE PRINTED - TELEPHONE.
- SPACE 8 THRU 11 ENTER NUMBER OF POINTS DUE FOR TYPE OF SERVICE IN SPACE 7. ZERO FILL FROM LEFT.
- SPACE 12 THRU 20 ENTER NUMBER OF HELD POINTS BY CATEGORY SHOWN FOR TYPE OF SERVICE IN SPACE 7. ZERO FILL FROM LEFT.
- SPACE 21 PRE PRINTED - TELEGRAPH
- SPACE 22 THRU 25 ENTER NUMBER OF POINTS DUE FOR TYPE OF SERVICE IN SPACE 21. ZERO FILL FROM LEFT
- SPACE 26 THRU 34 ENTER NUMBER OF HELD POINTS BY CATEGORY SHOWN FOR TYPE OF SERVICE IN SPACE 21. ZERO FILL FROM LEFT
- SPACE 35 PRE PRINTED -- DATA.
- SPACE 36 THRU 39 ENTER NUMBER OF POINTS DUE FOR TYPE OF SERVICE IN SPACE 35. ZERO FILL FROM LEFT.
- SPACE 40 THRU 48 ENTER NUMBER OF HELD POINTS BY CATEGORY SHOWN FOR TYPE OF SERVICE IN SPACE 35. ZERO FILL FROM LEFT.
- SPACE 49 PRE PRINTED - MISCELLANEOUS.
- SPACE 50 THRU 53 ENTER NUMBER OF POINTS DUE FOR TYPE OF SERVICE IN SPACE 49. ZERO FILL FROM LEFT.
- SPACE 54 THRU 62 ENTER NUMBER OF HELD POINTS BY CATEGORY SHOWN FOR TYPE OF SERVICE IN SPACE 49. ZERO FILL FROM LEFT.

Figure 5

6.07 System Service Order Installation Territory Base Report: Each Area Plant ISC Team Member is responsible for submitting an area Installation Territory Base Report each month (see Figure 5). All entries are to be based on the total number of measured points within the area. Points due and held points for each category of service and days delayed are required. In those ISC Areas where common SSO files are used interdepartmentally, consolidated tally systems (i.e. Marketing and Plant) for base reports may be used.

7. CIRCUIT PROVISION DEPARTMENT RESPONSIBILITY

7.01 Missed date critique:

- (a) When a Plant test date (PTD) or due date (DD) is missed and the prime responsibility is to be charged to the Circuit Provision Department (CPD), Plant must confirm the assigned miss with CPD ISC.
- (b) CPD ISC will obtain the necessary order information from Plant and review the order

package prior to miss acceptance. Prepare Form CP-3805, Missed Due Date Investigation, for each contact (see Figure 6) and file until the Monthly ISC Analysis is published.

- (c) It will be CPD ISC's responsibility to reply to the Plant originator in terms of accepting or rejecting the miss.
- (d) The CPD ISC team members are responsible for the assignment of correct Why Miss codes and short narratives for additional clarification on misses which should be charged to them.
- (e) If the miss is rejected, CPD must assist in the further investigation of the primary cause of the miss.

7.02 Monthly CPD Base Report:

- (a) The Monthly Base Report provides data relative to CPD's performance in processing SSOs, excluding Data-Phone and TWX SSOs (see Table E and Figure 7).

TABLE E

<u>Space</u>	<u>Information Identity</u>	<u>Instructions</u>
1	Region	Enter "N" for Northern Region and "S" for Southern Region.
2 thru 7	Report Date	Enter month, day, and year the report is due.
8 thru 11	Number Orders Received	Enter total orders received on SSOs. NOTE: Data-Phone and TWX will not be included because of the difference in order issuance between the North and South.
12 thru 15	Number Orders Processed	Enter total orders processed.
16 thru 19	Percent Meeting DOB Date	Enter percent meeting DOB in the report period.
20 thru 23	Number Circuits Processed	Enter total circuits processed.
24 thru 27	Number ACOLIs Sent	Enter total number of ACOLIs sent in the report period.
28 thru 31	Number Machine CLR/CLOs Sent	Enter the total number of machine CLR/CLOs sent which were not preceded by an ACOLI.
32 thru 60	Comments	Enter any comment necessary for report clarity.

(b) Notify CPD GA ISC when discrepancies are found. In addition, any recommended changes in report format must be forwarded to CPD GA ISC.

7.04 CPD Why Miss code definitions:

- (a) B1 — Incorrect distribution of the CLR/CLO card and/or ACOI to Plant locations.
- (b) B2 — Incorrect circuit layout information sent to Plant.
- (c) B3 — The circuit layout information left the CPB after the original DOB.
- (d) B4 — Engineering assistance was requested late, thus giving Engineering insufficient time for processing.
- (e) B5 — The SSO arrived late and order processing could not be completed on time.
- (f) B6 — The equipment assigned by CPB was busy and a new assignment could not be made in time to complete the order.
- (g) B7 — The interoffice facility assignment was busy and a new assignment could not be made in time to complete the order.

(h) B8 — The order was misdirected to the wrong group in CPB, therefore order processing was delayed.

(i) B9 — Other CPD codes did not apply therefore explain the circumstance in the narrative field of the miss data report.

8. TRAFFIC RESPONSIBILITIES

8.01 The Traffic ISC Team members are responsible for:

- (a) The assignment of correct Why Miss codes and short narratives for additional clarification on misses which should be charged to Traffic.
- (b) Reviewing for accuracy all Missed Date Reports which carry "T" Why Miss codes on the monthly reports.
- (c) Assisting in the further investigation of the primary causes of the misses on Missed Date Reports which they rejected as not belonging to Traffic.

NOTE: Traffic misses charged to another ISC Area are to be referred to the responsible Area's Traffic ISC Team member by Traffic ISC in the Control Area.