

INTERCOMPANY SERVICES COORDINATION PLAN

SERVICE INQUIRIES, ABOUT DATED ORDERS, AND ADVANCE ORDERS

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1. GENERAL

1.01 This section describes Service Inquiries (SIs), Universal Service Orders (USOs) with "About Dates," and USOs issued in advance as used in the Intercompany Services Coordination (ISC) Plan.

1.02 This section is being revised to update advance order (AVO) procedures.

Revision arrows are used to emphasize the more significant changes.

2. SYSTEM DUE DATE POLICY

2.01 It is the intent of the Bell System to determine **firm** due dates (DD) and **firm** critical dates in advance of completion of negotiations with customers except as modified in this section.

2.02 In all other circumstances not specifically described in this section, firm DDs and firm critical dates based upon the ISC/ADS Special Services Interval Guide or the best available information must be determined from discussions between control ISC teams and the interval contacts on local control ISC teams. These dates are firm in all respects and must be reflected in all critical dates and DD measurements unless the dates are changed for customer reasons.

3. SERVICE INQUIRIES

3.01 An SI is used **only** when the customer needs additional information upon which to base decisions to buy. The SIs are initiated by the sales member of a control ISC team and are to be issued in USO format and language to determine any of the following information in **advance of a firm customer order** for those services coordinated under the ISC Plan as defined in Section 010-520-100.

(a) Existence of applicable tariffs covering the service at all locations, installation charges, and monthly rates.

(b) Applicable charges and/or the availability of facilities for those services furnished subject to the availability of facilities. These may include requests for:

- (1) Special construction
- (2) Special routing (avoidance and/or diversity)
- (3) Overseas services (including Alaska, Hawaii, and Mexico).

Regardless of the customer's announced intent, the request for one of these services cannot be accepted as a firm order until the extent of service availability, the applicable charges, and an agreement on a DD are negotiated based upon the answer to an SI.

3.02 Distribution of SIs is covered in Procedures for Coordination of Orders for Services (Section 010-520-101).

3.03 The SIs should include a notation under "RMKS" explaining who is expected to answer and when the information is required.

3.04 The reason for issuing the SI must be specifically described in the "RMKS" section.

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Bell System except under written agreement

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3.05 Answers received to an SI are valid for a period of 30 days. The USO must be issued within this time or a new SI is required to reconfirm the service.

3.06 The SIs must be issued in USO language and format as specified in the AT&T USO Manual.

3.07 All SIs are assigned USO numbers. The entry will be followed by "SI" as follows:

ISC NO403-0013-00 SI

3.08 In the event that the SI becomes a firm order, the term CSI will follow the USO number.

ISC NO404-0013-00 CSI

3.09 The Service and Equipment (S&E) section of the SI indicates the type of circuit or channel, the circuit locations (CKLs), and the service and equipment that will be involved at each location.

4. ABOUT DATED ORDERS

4.01 When one or more points on a USO terminate in Independent Telephone Company (ICO) territory, the USO will be issued with a Date to Follow (DTF) "About Date" unless local agreements have been made with individual ICO locations. An SI rather than a USO with a DTF "About Date" must be used if the customer has not yet placed a firm order.

◆**Note:** If paragraph 5.08 applies, the USO should be issued as an advance order (AVO).◆

4.02 The control ISC team is responsible for establishing a *realistic* DTF "About Date" prior to USO issuance. Generally, additional working days are required between Scheduled Issue Date (SID) and Engineering Information Report Date (EIRD) to obtain design information from the ICO, and between Assignment Data (AD) and Designed, Verified, and Assigned (DVA) to enable the ICO to obtain central office and station equipment delivery schedules. The number of working days to be added to each of these critical intervals will be based upon the complexity, quantity, circuit mileage, etc, of the overall service desired. ◆The Bell-Independent Relations (B-IR) representative listed in the ISC Directory should be contacted by

the control ISC team to obtain assistance as required in establishing realistic critical dates.◆

4.03 The "About Date" is entered in the DD field of the USO as follows:

DD 10-24-75 DTF

4.04 If a USO involving one or more points in ICO territory is issued initially with firm dates, the name and telephone number of the B-IR representative who authorized the firm dates must be shown in the Remarks (---RMKS) section of the USO.

---RMKS

RMK G. Smith, 904 353-34XX, NO FLA,
AUTHORIZED FIRM CRITICAL DATES.

4.05 If a local control ISC team receives a USO with a point in an ICO with a firm DD **and** the name of the B-IR member is not shown, the USO is placed in jeopardy. The control ISC team must issue a supplement upon receipt of the jeopardy.

4.06 When a DTF "About Date" is used, the control ISC team will calculate all applicable critical dates and enter these dates in the Control (---CTL) section of the USO. The critical dates are to be considered as firm by all departments at all points with work progressing just as if the "About Date" were a firm DD.

4.07 The first date change supplement must establish a firm DD which, like all other firm DDs, cannot be changed except for customer reasons. Supplements to establish subsequent "About Dates" are not valid and will not be issued or accepted.

4.08 The control ISC team **must** issue a supplement on a USO with a DTF "About Date" to establish a firm DD. The control ISC team issues the supplement to establish the firm DD as early in the life of the order as possible, normally by RID, to avoid the need for subsequent rescheduling of critical dates. That supplement must be received by all ISC teams involved on or before RAD. Establishing a firm DD just **prior** to DVA should be considered as a last resort—not a normal operating procedure. Whenever a firm DD is established,

the control ISC team must determine the status of all other critical dates and reschedule as necessary.

4.09 The B-IR team representative is responsible for furnishing the firm DD information to the control ISC team to permit meeting the requirements of paragraph 4.08. If the B-IR member does not provide the DD information on time, ISC control will contact the B-IR representative on RID to establish a reasonable DD when viewed against all available information. These orders are measured under normal SSPMP (Special Services Provisioning Measurement Plan) procedures. If the ICO CKL does not complete on the DD, the miss responsibility will be charged to the B-IR group establishing the firm DD regardless of the circumstances.

4.10 In the event that a supplement is not issued after a firm DD has been provided by B-IR so as to be received prior to DVA, the original DTF "About Date" automatically becomes a firm DD and is measured under *normal* ISC procedures, except that should the order not complete on the DD, the miss responsibility is charged to the BSC (Business Service Center) responsible for issuing the supplement regardless of the circumstances.

4.11 The CKLs in ICOs completed on time in SSPMP are described in Section 010-511-ZZZ are reported as follows:

- (a) If a special service extends between two ICOs with contiguous borders and no Bell facilities are involved (Bell involvement is limited to settlement only), a USO is not required nor are the CKLs involved subject to measurement.
- (b) Memorandum orders for service issued by a Bell negotiator which are totally within an ICO and are the responsibility of the ICO to provide are not subject to the Bell System measurement plan.
- (c) If a special service that extends between two ICOs connected by Bell facilities is sold by an ICO negotiator, both CKLs are measured except that each point is considered as completed on time if the Bell facilities are installed, tested, and ready by the DD regardless of whether or not the service is turned up to the customers involved.

(d) If a special service is negotiated by a Bell negotiator between two ICO CKLs connected by Bell facilities, the CKLs are measured as if the stations were in Bell territory.

(e) If a circuit involves both one or more CKLs in Bell territory and one or more CKLs in ICO territory, then all CKLs are measured as if all CKLs were in Bell territory.

(f) If a Special Exchange Service (SES) is sold by an ICO negotiator for termination in another ICO and Bell involvement is limited to the relaying of the order, the USO is to be coded as unmeasured. The responsibility for any necessary expediting, coordinating, and completion reporting rests with the ICOs involved.

(g) If an SES is negotiated by a Bell negotiator to terminate in an ICO, the order is to be coded as unmeasured.

(h) If an ICO negotiator sells an SES to terminate in Bell territory, the order is to be coded as measured.

5. ADVANCE ORDERS

5.01 Advance orders (AVOs) are issued for ISC services that are provided coincident with a customer's order for new or changes to a Telco provided PBX or centrex service. AVOs are also issued for specific products/services requiring special procedural/implementation methods as defined by the AT&T Special Services Working Committee (SSWC).

5.02 USOs are required and must be issued promptly to permit implementation work functions to begin relative to equipment production, allocation of services/products, designing, assigning, reserving, and ordering facilities and/or equipment.

5.03 USOs are issued with the abbreviation AVO immediately following the DD:

DD7-12-80 AVO

5.04 AVOs for ISC services are issued under the following conditions:

- (a) Customer is requesting an existing OTC provided PBX or centrex to be moved and/or to be changed to another type.

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- (b) OTC installation of a new PBX or centrex service for a customer.
- (c) Authorization via an ISC Bulletin issued only by the AT&T-SSWC.

5.05 The following procedures are applicable to paragraphs 5.04(a) and 5.04(b).

- (a) The original AVO DD is established through the OTC TERMCO (Section 010-520-106) and is usually based on the completion date of the related order(s) for the PBX centrex type service.
- (b) The control ISC team must issue a correction order to a USO with an "AVO" DD to conform with the OTC Related Order should the DD change.
- (c) AVO type orders are CRO (complete with related order) to the OTC order and correction orders should be issued AVO as required. The Field Identifier, CRO, should be entered in the

order identification section of the USO followed by the main order number where appropriate.

- (d) For measurement purposes, the ISC order should be counted as made if it is completed on the same date that the PBX/centrex CRO order is completed. If not completed on the same date as the CRO order, it is scored as missed.

5.06 Procedures and/or special implementation requirements for AVOs issued under paragraph 5.04(c) (AT&T-SSWC authorized) will be included in the ISC Bulletin covering the specific product/service as authorized.

5.07 AVO procedures *are not* to be used for any other orders except those specified in paragraphs 5.04(a), 5.04(b), and 5.04(c). AVOs for any other purpose are not valid and as such will not be issued.

5.08 AVO procedures are also applicable to Independent Telephone Company locations that meet the above requirements.