

INTERCOMPANY SERVICES COORDINATION PLAN

TRAFFIC RESPONSIBILITIES

1. GENERAL

1.001 This addendum supplements Section 010-520-138.

1.002 This addendum is issued to clarify the Traffic Department's responsibilities in the Intercompany Services Coordination Plan as they apply in the Pacific Telephone Company and Nevada Bell.

3. ISC TEAM TRAFFIC MEMBER RESPONSIBILITIES

The following changes apply to Part 3 of the section:

- (a) 3.01.1 — added paragraph
- (b) 3.03 (c) (4) — revised and added unnumbered paragraphs
- (c) 3.03 (e) — added sentence
- (d) 3.03 (f) — added note
- (e) 3.03 (m) — added note
- (f) 3.05 — revised

3.01.1 All Pacific Telephone or Nevada Bell ISC Team Traffic members receiving SSOs as Noncontrol will always coordinate directly with the Traffic Control ISC Area. This procedure will include all SSOs received, e.g., Pacific Intrastate and Interstate, Associated Company Special Exchange Services, and Long Lines.

- (a) If a Traffic ISC Control Area refuses to work directly with a Pacific Telephone or Nevada Bell Traffic Noncontrol Area the project should be referred to the Pacific Company Administrative ISC Team Traffic member.

- (b) When a Traffic ISC Control Area contacts a Pacific Telephone or Nevada Bell ISC Team Traffic member for help in establishing the location or locations by Area for Noncontrol points within our companies, the Area contacted will provide the originator with information on all points requested within California and Nevada.

3.03(c) Name and telephone number of ISC Team
(4) Traffic member responsible for customer training. When no training is required, the name of the Traffic Control member contacted will be shown on the SSO. Until Pacific Company Traffic training intervals are standardized, the Pacific Company, Nevada Bell, and Long Lines sales personnel serving Pacific Company customers will call the Control Traffic ISC personnel for training interval information.

When a salesman calls an ISC Team Traffic member regarding the Traffic entries on the SSOs it is possible that in some instances the entry for Traffic Control office (TCO) can be different than indicated by the SSO number. In those instances when multiplexers, demarcation strips, computers, or any termination in customer provided equipment (CPE) is involved Traffic Methods personnel will have to ask enough questions to determine if the new circuitry will be part of a network controlled by another Area of Pacific Telephone or another company.

If the salesman and the ISC Team Traffic member determine the TCO is other than the Control Area as indicated by the SSO number, the ISC Team Traffic member should contact the Traffic Control Area for the Traffic entries. When a return call will have to be made to the salesman, this should be done as quickly as possible.

3.03(e) (Add at the end of this sub-paragraph)

When the SSO has a DTF or FDD due date the Traffic Control Methods Group should schedule the writing of the training material based on the date that appears on the initial SSO.

3.03(f) (Add at the end of this paragraph)

NOTE: Generally, this information appears on the SSO under each Circuit Location entry. However, if the information on the SSOs is misleading or inadequate Traffic Control ISC should follow the above procedure.

3.03(m) (Add at the end of this paragraph)

NOTE: Pacific Telephone and Nevada Bell Traffic ISC Areas will coordinate all interstate ISC projects involving centralized service adviser training with the Pacific Company ISC Traffic Administration team member. When no centralized service adviser training is required, Traffic Control ISC will coordinate directly with the associated company Noncontrol ISC Areas.

3.05 See Section 010-520-138PT, Appendix 1 for an outline of procedures for handling

amplified toll conference calls (Tele-Lecture) within Pacific Telephone and Nevada Bell.

4. TRAFFIC FACILITIES CONSIDERATIONS

The following change applies to Part 4 of the section:

(a) 4.02 — revised

4.02 The ISC Team Traffic member will review all new SSOs, and coordinate with other Traffic groups as required. When necessary, he will ask the Traffic facilities personnel to help determine the need for equipment rearrangements or additional facilities in the implementation and administration of a service. These facility considerations, alone or in combination, may involve:

- (a) Station equipment
- (b) Central office, PBX or centrex switching and trunking
- (c) System (or network) trunking and routing