

INTERCOMPANY SERVICE COORDINATION PLAN

BELL-INDEPENDENT RELATIONS (B-IR) RESPONSIBILITIES

CONTENTS	PAGE
1. GENERAL	1
2. BELL-INDEPENDENT RELATIONS RESPONSIBILITIES	1
3. ISC TEAM B-IR MEMBER RESPONSIBILITIES	2
4. B-IR INVOLVEMENT WITH OTHER DEPARTMENTS	2
4.01 MARKETING	2
4.02 ENGINEERING	3
4.03 PLANT	3
4.04 BUSINESS SERVICES	3
4.05 WESTERN ELECTRIC	3
5. JEOPARDY SITUATIONS	4
6. INTERVALS	4
7. PROCEDURES FOR PROCESSING SPECIAL SERVICE ORDERS INVOLVING INDEPENDENT TELEPHONE COMPANY (IES)	4

1. GENERAL

1.01 This section describes the Bell Independent Relations (B-IR) functions and responsibilities in connection with the handling of special service orders involving Bell and Independent Company (ICO) jointly provided services which are coordinated under the Intercompany Service Coordination (ISC) Plan. It is intended to provide more clearly defined guidelines to be followed in processing special service orders.

1.02 The B-IR ISC functions described in this section may be performed by Bell Independent Relations organization personnel or by representatives of other Bell operating company departments or organizations with assigned responsibility for coordinating ISC functions with ICO representatives. See Section 010-520-100.

1.03 Where the B-IR ISC functions have been delegated to representatives of other operating departments, those representatives shall be responsible for ISC matters involving Independent companies. The B-IR organization should be a party to the designation of the ISC team representatives of other departments responsible for contacts with ICOs and in establishing direct liaison between the designated representatives and the ISC representatives in the ICOs. Other matters, such as connecting company policy or settlements, should be referred to the Bell Independent Relations organization for handling with the Independent company.

1.04 In those companies or areas where the B-IR ISC functions have been delegated to representatives of other Bell operating departments or organizations, it will be necessary to so identify this responsibility in the ISC Directory.

2. BELL-INDEPENDENT RELATIONS RESPONSIBILITIES

2.01 The ISC representatives responsible for contacts with ICOs will assist the other departments in performing their functions by providing to them or arranging for the provision of the ICO information required to enable them to perform their tasks in meeting critical dates specified on special service orders. The critical reporting dates include the following:

- (a) Scheduled Issue Date (SID),
- (b) Records Issue Date (RID),
- (c) Designed, Verified and Assigned (DVA), and

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SECTION 010-520-140

(d) Due Dates (DD).

2.02 This ISC representative, with assistance from other ISC team members, will keep the Independent companies informed of ISC procedures, eg, changes in service order format, performance results and revisions in ISC procedure.

2.03 This ISC representative, will work with management from Independent companies at all levels in seeking to ensure that standards for excellent service are maintained by the Independent companies and that these standards are reflected in their service to customers.

2.04 This ISC representative, will offer any appropriate assistance to Independent companies when needed to meet customer service dates.

2.05 This ISC representative, should invite Independent company representatives to attend Bell Company ISC meetings when appropriate in order to create an atmosphere of mutual understanding and cooperation. The ICO contact representatives should also attend Independent company meetings where ISC teams have been established and encourage establishment of such teams in Independent companies where they do not exist.

2.06 Representation on ISC team(s) by those individuals with designated ICO contact responsibility should be on a full-time basis where warranted. In other situations B-IR representative may be on an "As Required" basis.

2.07 Under Order Status, Control and Reporting (OSCAR) procedures as described in Section 010-520-105, the designated ISC representatives will perform the functions of the Responsible Reporting Office (RRO) for the Independent company portion of special service orders and will be responsible for receiving and reporting the status of critical report dates involved in implementing the service.

2.08 Any request for an Independent company to work overtime in order to meet a due date should be directed to the designated ICO contact representative unless prior arrangements have been made with the ICO. Generally, requests of this nature occur outside normal working hours. The ICO contact representative will make every reasonable effort to ensure that the Independent

company has assigned adequate and properly trained personnel to the job in order to meet its responsibility in establishing and testing the service.

3. ISC TEAM B-IR MEMBER RESPONSIBILITIES

3.01 The designated ICO contact member of each ISC Team is responsible for the coordination of all ISC matters involving Independent companies.

3.02 The ICO contact member of each Bell Company ISC Team, or his representative, should attend all ISC meetings to review and attempt to resolve any problems involving Independent companies. He should act as a spokesman for the Independent companies and ask for the ISC Teams' assistance when situations develop within the Bell System that are of concern to or have caused problems for the Independent companies.

3.03 Missed due date reports should be thoroughly analyzed to determine the reasons for such misses and to plan corrective action to achieve better results.

4. B-IR INVOLVEMENT WITH DEPARTMENTS

4.01 MARKETING

(a) When it is necessary to issue an order with a Date to Follow (DTF) due date, a firm due date will be obtained from the Independent company as early in the life of the order as possible, and before the DVA stated on the order. This information will be immediately forwarded to Control ISC to enable them to issue a supplement with firm due date information. As specified in Section 010-520-111, the first due date change supplement **must** establish a firm due date.

(b) Should the ISC team representative responsible for ISC contacts be unable to provide the Control ISC Team with a firm due date in sufficient time for issuance of a supplemental order establishing a firm date to be received by all involved ISC Teams prior to the DVA, assistance shall be provided the Control ISC Team in establishing a firm due date based upon the best available information. See Section 010-520-111.

(c) When requested by the Independent company, the ICO contact representative will arrange

for Marketing to make customer contacts in Independent company territory to discuss their service requirements.

(d) Where a National Account Manager (NAM) takes an order that is completely within ICO serving area (both terminations are in ICO territory and no Bell facilities are involved), the National Account Manager will issue a USO Memorandum Order to the ICO and B-IR will obtain a DD when the ICO will complete the order and advise the National Account Manager by phone. A follow up should be made by B-IR around the DD to obtain the actual completion date. The National Account Manager should be notified by phone of the completion date so the customer may be informed of the service start date. These USO Memorandum Orders are not to be measured under the Bell System measurement plan. (See Section 010-520-111.)

4.02 ENGINEERING

(a) It is the responsibility of the ICO contact ISC team representative to see that Engineering receives the Independent company facility assignment and makeup central office arrangement and station equipment specifications as applicable in time to meet their Engineering Information Report Date (EIRD) and Records Issue Date (RID). Engineering will use this information in the preparation of circuit layout cards and Engineering Information Reports, copies of which should be forwarded to the Independent company for their information and use.

(b) The procedure in (a) above is reversed under the DECCO single CSA concept which provides that the company receiving the order for the service, whether Bell or Independent company, performs the engineering function. This concept applies to all category "A" Independent companies. As defined in the Defense Communications Agency's policy, a category "A" company is one which accepts overall responsibility for the service.

(c) When required, Engineering will provide an interpretation of Bell System equipment codes to ensure Independent company understanding of the equipment it will require to establish service.

4.03 PLANT

(a) The designated ICO contact representative will assist the Plant Department in resolving any problems that may arise during the course of installation when an Independent company is involved. This may include making sure that the Independent company has received all necessary equipment from the manufacturer and that the Independent company has people available for installation and testing of the equipment.

4.04 BUSINESS SERVICES

(a) Business Services provides the Independent company with appropriate training material to be used by Independent company service advisors for customer training. When requested, Business Services will be notified when the training has been completed.

(b) When requested by an Independent company, it may be necessary that training of an Independent company customer be conducted by the Bell service advisor. The ICO contact representative will coordinate such training requests with the Business Services member of the ISC team.

4.05 WESTERN ELECTRIC

(a) Independent companies have various sources from which to purchase equipment, among which could be Western Electric. The Western Electric policy on sales to Independent companies provides that they generally will sell to Independent companies only items of equipment for Bell coordinated projects when the functional equivalent of such items cannot be obtained from another (non-Bell) manufacturer.

(b) To obtain expedited handling of orders for Western Electric equipment, the Independent company should place the order with Western Electric—Commercial Relations Organization, Newark, N. J., DATAPHONE® Number 201-468-3100 or via TWX 710-995-4461. Nonurgent or routine orders should be sent via U.S. mail to: Western Electric Commercial Relations Organization, P. O. Box 1579, Newark, N. J. 07102.

(c) Information provided to the Independent company regarding the type of equipment required should include the proper Western Electric description and code for the material as well as the quantity required. USOCs are

not adequate for ordering apparatus and equipment and will not be acceptable to Western Electric. If an order is sent to Western Electric with USOCs instead of proper ordering information, it will be returned to the Independent company. This results in delays and missed service dates. It is essential that orders to Western Electric specify material in accordance with Western Electric code numbers and nomenclature.

(d) Orders from the Independent company to Western Electric must include the appropriate Universal Service Order (USO) number, project number, the required "Material On Job" (MOJ) date and in most cases it would be desirable to authorize premium transportation. When material is being made up in advance at a Western Electric Service Center for a specific installation, the Independent company should be informed so this information can be included on the purchase order to Western Electric.

(e) Equipment orders, placed on Western Electric by the ICO, which are part of a Bell System project, must include the Western project number so that special project handling will be provided.

(f) If information relating to an Independent company equipment order is required, the Independent company should contact its regular Western Electric Commercial Relations representative. All such inquiries should include the Independent company order number as well as the Western Electric order number so that a response to the inquiry can be expedited.

5. JEOPARDY SITUATIONS

5.01 There are several types of jeopardy conditions that may develop during the life of a special service order involving an Independent company. Some examples are:

- (a) Inability of the Independent company to provide facility makeup in time for Engineering to meet their EIRD or RID.
- (b) The Independent company is unable to meet DVA, PTD, or DD information schedules.
- (c) Delay in receiving engineering data from the Bell Engineer to enable the Independent company to order the appropriate equipment.

(d) Independent company does not have enough trained personnel.

(e) Other Independent company jobs requiring all available manpower get higher priority.

5.02 A jeopardy report should be initiated at any time a situation is encountered which indicates the Independent company will not be able to meet any one of the critical dates shown on the order (EIRD, RID, DVA, PTD, or DD).

5.03 Each jeopardy report initiated should be discussed with appropriate ISC Team members to determine the best course of action to overcome the jeopardy condition. The recommended procedures will then be coordinated with the Independent company.

Note: In some cases, assistance can be rendered to the Independent company by helping locate equipment or assisting with testing. Generally, it is preferable and necessary to make higher levels of Independent company management aware of the jeopardy situation and obtain their assistance in its resolution.

6. INTERVALS

6.01 All special service order intervals from Application Date (APP) to Completion Report Date (CRD) are expressed in terms of "Working Days." Certain standards and objectives must be established and maintained so that each department involved in processing a special service order involving an Independent company can complete its work in time to permit objective interval dates to be met.

6.02 Although Independent company intervals may vary from company to company, Independent companies should be encouraged to adhere as closely as possible to the ISC Bell System Interval Guide in establishing due dates as described in Section 010-520-111.

7. PROCEDURES FOR PROCESSING SPECIAL SERVICE ORDERS INVOLVING INDEPENDENT TELEPHONE COMPANY (IES)

7.01 Review and edit the incoming order before transmitting to the Independent company.

7.02 File the pending order so that it is easily accessible to anyone with B-IR responsibility who may receive questions from other departments or the Independent company regarding it.

7.03 Establish follow-up procedures in order to obtain the required information from the Independent company in time to meet the critical dates specified on the order (EIRD, RID, DVA, PTD, and DD).

7.04 If it becomes apparent that required Independent company information cannot be obtained in time to meet the critical dates specified on the order, initiate a jeopardy report immediately.

7.05 When the facility makeup is received from the Independent company, forward it promptly to the appropriate engineering office.

7.06 When a DTF date is changed to a firm due date by the Independent company, inform the Control ISC Team immediately.

7.07 During the life of a service order, periodic contacts with the Independent company should be maintained to ensure that everything is progressing satisfactorily and to be able to detect early signs of any problem that could result in a jeopardy situation.

7.08 Completed orders should be filed and maintained for any future references.