INTERCOMPANY SERVICES COORDINATION (ISC) PLAN

PACIFIC NORTHWEST BELL

ISC/CORD

1. GENERAL

1.01 This section provides an overview of ISC procedures and the responsibilities of various work forces involved in the flow of ISC/CORD service orders: The term "ISC Order", as used in these instructions, is intended only to include orders for INTER-EXCHANGE SPECIAL SERVICES previously issued in USSO format.

1.02 The origination and completion distribution of these orders is via the CORD system. ISC Order Control positions are centralized (at the present time) in the Facility Layout Bureau in Portland, Oregon and Seattle, Washington. ISC/CORD orders are input to the CORD system via Cathode Ray Tube Terminals (CRT) keyboard entry by Marketing Centers in Portland and Seattle. The various steps required for the processing of these orders are identified and described in the following paragraphs of this section.

1.03 Some abbreviations used in this section are:

ADNET	-	Administrative Data Network
BO	-	Business Office
CDC	-	Call Directing Code
CKL	-	Circuit Location
CORD	-	Customer Order Retrieval and Display
CRO	-	Complete with Related Order
CRT	-	Cathode Ray Tube Terminal
CSC	-	Customer Service Center
FLB	-	Facility Layout Bureau, or
FLD	-	Facility Layout Design
ICO	-	Independent Company
LSO	-	Local Serving Office (Not to be confused with LSO - Local Switching Service used with WATS practices. LSO used in ISC/CORD is always preceded with the Area Code.)
NPA	-	Numbering Plan Area
OCS	-	Order Control System
PCO	-	Plant Control Office
POF	-	Pending Order File
RRO	-	Responsible Reporting Office
SOC	-	Service Order Completion - Business Office
STC	-	Serving Test Center
USO	-	Universal Service Order
USOC	-	Uniform Service Order Code

1.04 The term "Plant" is used in many descriptions in this section to conform to AT&T usage and abbreviations that are still valid. They are intended to be *function* descriptions and do not conflict with the departmental terms "Network Services" and "Customer Services" used in PNB.

1.05 Job titles used throughout this practice are not intended to imply that jobs are sex-restricted. No jobs at Pacific Northwest Bell are restricted to either males or females.

2. GENERAL INFORMATION FOR ISC ORDER CONTROL

2.01 Responsibilities of personnel assigned to the ISC Order Control positions will include the following:

(a) Receipt of orders by teletypewriter and splitting them, with a "drop" copy to OCS and the remainder to appropriate layout groups.

(b) The receipt, distribution, and control of all received ISC/CORD orders and related documents.

(c) The maintenance of all ISC order pending and completed files.

(d) The receipt of all ISC order completions and statistics reports.

(e) The preparation, verification, and forwarding of all ISC order completion reports.

(f) The follow-up required to assure complete, accurate and on-schedule processing and reporting.

Note: The term "ISC Order Control" as used in this instruction is intended to denote a centralized, area work operation that performs certain described functions in the processing of ISC orders. It is not intended to imply that these duties will necessarily be assigned to persons who are a part of the *Network ISC organization*.

2.02 Facilities required by the Control positions shall be adequate to accommodate the required files for ISC/CORD as described in the subsections 2.02 (a) through 2.02 (f):

(a) Easily accessed pending order files with a capacity sufficient to contain the maximum anticipated number of pending orders.

(b) The file shall be indexed by ISC order number but the related CORD number will be listed as well.

(c) Separate containers within the file shall be available for each order. Each must be of sufficient size to contain CORD order forms, I.S.C. Order Completion Report Form P-8630 (Fig. 2), and any other documents which may be associated with pending ISC orders.

(d) Abeyance or follow-up file for orders requiring special daily attention.

(e) Completed ISC order file, located and arranged for easy access by this position.

(f) Total capacity of the completed order file will be determined by office retention requirements.

2.03 The following reference material will be required:

(a) Bell System Practices, and other instructions covering the tasks performed by, and associated with this position. An addendum to this section will be issued listing all Bell System Practices and other instructions by number and will be updated periodically.

(b) Station USOC List Form ABT01-02 - a microfiche listing of all USOCs that have been established on CORD edit tables as station codes. This list will be updated and reissued each month.

(c) Company Instructions (C.I.) 67, Appendix A, contains complete listings of all USOCs which have been established in PNB for work unit tallies. Appendix B lists data sets by type for work unit reporting.

(d) Computer printouts (ZAB20-01 and ZAB20-03) will be received daily. They will list the circuit numbers, CORD order number, ISC order number, issued dates and due dates of all uncompleted ISC/CORD orders, and/or past due orders.

(e) BSP Section 500-000-900PN - Station Installation and Repair Guide. This instruction is issued in booklet form to all Installation-Repair forces. It provides instructions for a variety of work operations and related reporting.

3. **ISC ORDERS - ORIGINATION, DISTRIBUTION, CORRECTIONS**

3.01 ISC orders are initiated in two separate and distinct ways. PNB issued orders are distributed via the ISC/CORD network. ADNET orders received from other companies are reviewed by ISC Marketing personnel to determine if there is PNB involvement. If there is, the order is input as a regular ISC/CORD order. If there is no PNB involvement, Marketing simply files the ADNET order.

3.02 The PNB issued orders may be identified by the ISC order number. The four digit numbers 1920, 1930 (PNB internal), or 1962 (ICO), and four digit numbers 1940, 1950 (PNB internal), or 1960 (ICO) which follow the FID "ISC" in the order control section identify the orders issued by Oregon or Washington-Idaho Marketing, respectively. In addition to the ISC order number a CORD number will be assigned by the issuing Area. This CORD number will appear on the orders distributed in both Areas.

3.03 PNB issued orders will be complete, containing CKL detail for customer locations in one or both Areas (and, in some instances, locations in PT&T exchanges). The Area Marketing group that issues an order for a new service will assign PCO responsibility. This will be based upon Network provided instructions and will usually be the STC serving the primary customer location, or the STC for the CKL that is in the largest city. As a general rule, PCO assignments on orders involving existing services will remain the same as that previously established for the service. When it is necessary for PNB forces to do the installation work at a CKL in an independent exchange, the assigned LSO number will be a PNB area code prefix followed by the letter "I". The LSO number (area code and prefix) assigned will be the one served by the CSC responsible for the installation.

(a) Marketing will also assign RRO responsibility to a PNB STC on orders for interstate services. This will apply when a CKL is located in one Area and the assigned PCO is in another Area. A PCO and RRO within the same Area is the same work operation location.

(b) The Facility Layout Bureau furnishes Marketing with the lists of STCs and CSCs and their Common Language designations to be used when entering PCO, RRO, or LSO assignments. Marketing will use Business Office street guides to identify the serving central office in multi-office exchanges. LSO numbers will be assigned to all CKLs. Stats would be required when the order *requires termination at a customer's premises*. They would *not* be required when the service being established terminates in a toll or exchange central office.

This situation would pertain to the establishment of interexchange program service for central office interconnection to existing local loops (TLC). Such orders would not require installation "STATS" and, unless exchange CO work is involved, would not be issued to the CSC.

3.04 A CORD service order can accept a maximum of 31 CDCs on one order. If there are more than 31 CDCs, two or more ISC/CORD orders will be issued, separating the CDCs in logical order (geographical, circuit continuity, etc.). The ISC order number will remain the same regardless of the amount of different CORD order numbers. The related order numbers and a brief explanation for their issuance should be shown in the remarks space on each order, and in the Identification Section following the FID CRO.

3.05 Distribution and printing of the "complete" and "segmented" versions of an ISC order is controlled by the FID behind which the CDC is entered, except for CDCs on line 0. The first two CDCs will be entered in the order identification section (Line 0); additional CDCs will be entered on line 3 or other lines of the free flow section. These will include all the CDCs described in Par. 3.02. The CDCs for Customer Service Centers will be entered last following those for ISC and STCs. CSC call directing codes will be preceded by the FID "CKL" and CKL number (Line 4, Fig. 1a) and will receive only the segmented version for that CKL. The final page of an order will always have the page number suffixed by the letter "L", e.g., 1L, 3L, 6L, etc.

3.06 ISC/CORD orders will be issued by Marketing-Sales or the Marketing group responsible for converting ADNET orders when PNB service is involved. The Marketing teletype

room will distribute the order, in its entirety, to all CDCs listed on the order. Network ISC, Network Administration, and any involved STCs (PCO/RRO) will receive the complete order as entered into CORD.

> *Note:* If there is a break in CORD order transmission, the system will resume transmission at the *beginning* of the page where the break occurred.

CSCs

3.07 Customer Service Centers will receive a segmented version of the order which will contain complete "ID", "Traffic", "Billing", and "Remarks" section detail, but include only a single S&E section "CKL". A CSC will receive a separate order for each "CKL" for which they are responsible. Each CSC should review the free flow ID section for entries for CKL numbers and verify that they have received an order fanfold for each CKL listed in their CDC. Some smaller Oregon STCs have not been provided with CORD receiving teletypewriters. In some of these locations the ISC order destined for the STC will be received and forwarded by the local CSC. This will result in a CSC getting both their own "segmented" order and the full order for the STC. The latter should be forwarded to the STC without delay.

> *Note:* If a CSC requires a *RESEND* they will receive the entire order including all CKLs.

STCs

3.08 STCs will always receive the entire order either via CORD or forwarded from the local CSC. This copy will include all CKLs. Each PNB Exchange (and most of the independent exchanges) have designated STCs that are assigned responsibility for ISC services. Lists of these designated offices are furnished to Marketing by each Area's Network Services and Customer Services staff people.

The STCs are usually designated as PCO/RRO's and are responsible for all coordination, scheduling, testing, and completion details. Refer to Par. 6.

Network Administration

3.09 Network Administration (formerly called Traffic) will receive a complete copy of an ISC/CORD order. Record orders will be received only on the completion machine.

Resends or Replacements

3.10 Occasionally, the ISC order will need reissuance or correcting. Some of the situations are described in the following paragraphs:

(a) *A missing sequence is a missing order and must be detected, and replacements requested on the same day or next day after issuance.* Persons removing orders from the CORD receiving teletype must verify that the numbers printed on the orders continue in an unbroken sequence. Sequence numbers are printed on the top left corner of the order and start with 0001 daily for each receiving location. The number will be prefixed by the letter "P" if the last digit of the CDC is 6 (CSCs), or "T" if it ends with 7 (STCs). Each hourly broadcast and the final goodnight message includes the sequence number of the last order transmitted.

(1) STCs and CSCs will request missing sequence order replacements from the local Business Office Order Bureau; ISC and ISC Order Control will request missing sequence replacements from ISC Marketing. This procedure is known as the FIND routine to the CORD typist.

(2) The following information must be given:

(A) *Reason* - Missing sequence no.

(B) Today or yesterday.

(C) Location and receiving teletype number (two letters and two digits). This is *NOT* the call-directing code (CDC).

(D) Name of person requesting resend.

(3) The replacement order will have an identifying line in the ID section if the resend is on the same day or next day after the original issuance, e.g.:

RESEND FOR DH13 SEQ: P003

(4) Missing sequence resends requested the second day after issuance must be called to 206-345-5589, 206-345-6062, *503-242-5810* or

503-242-8385. Several hours delay will be caused by the manual microfilm search procedures. If the order number is known it will be faster and more efficient to call the BO or Marketing Order Bureau and request a resend of an origination order.

Remember: Check the receiving teletypes at least hourly.

Order Resends

(b) Resends may also be requested when the order number is known but needs replacement for *any reason.* CSCs and STCs should call the local Business Office Order Bureau and ISC Order Control should call ISC Marketing. The orders will be sent only to the CDC requesting the resend. The RESEND order will contain a resend message detailing reasons for the resend. The following information must be furnished:

(1) CORD order number

(2) Compressed NPA (0 for WI and 5 for Oregon)

(3) Name and location CDC of person making RESEND request

Following is an example of a RESEND routine as entered by the CORD typist:

RES/N123456/0/410/SMITH

| | S.O. | CDC | |
| Resend | | NPA | Person requesting |
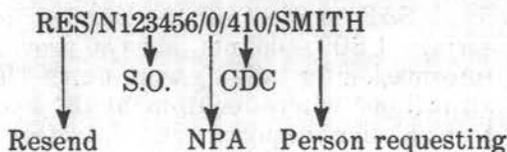
Supplemental Changes

(c) A supplement is a complete replacement of previously issued orders and the old order copies may be destroyed. Supplemental orders will be issued whenever changes occur affecting customer service or billing.

(1) ADNET/ISC - The ISC order number assigned to orders that were initially ADNET, will only be supplemented and reissued if the change comes from the originating Telco. Both the ISC and CORD order number will be changed in such a case.

(2) When it is necessary to redistribute an ISC/CORD order because of minor changes such as routing, PCO changes, etc., only the CORD order number will be supplemented and the ISC number will not be affected.

(3) The changes described in 3.08 (d)(2) would have the same order number as the original, suffixed by "Supp. A, B, C, etc.", depending on how many revisions have been issued. A "Remarks" line will explain the changes being made.

(4) Changes that do not affect service, billing or routing (tel. # changes, LSO changes, etc.) may be made by a correction to the order as it is completed. The changes would appear on the completion order but will not require the issuance of a supplement.

(5) Supplemental orders should be given the same distribution as the original, but distribution to CSCs will only be made when the supplement affects that CSC. Two copies of reissued order(s) and a Form P8630 will be sent to the FLD if local CKLs are affected by the change.

Additional Changed Distribution

(d) The FLD group may determine that additional distribution of the order is required to locations not originally included. If this occurs, ISC Order Control should request Marketing to retransmit the order to specific locations. This could occur when the facility design may require that other STCs serve a CKL. Marketing will reissue the order showing the CDCs and CKLs of the locations involved. A "Remarks" line will identify the locations of a PCO or an RRO being

added. No "Remarks" are required for adding CDC's. This type of CORD distribution for ISC orders is called the "Limited Subsequent Distribution" (LSD) routine.

(1) The "LSD" routine may also be used when a CKL on a previously issued multi-CKL order is cancelled. The segmented CSC order will be distributed to the CSC responsible for the cancelled CKL.

(2) The order containing the remaining CKLs will be redistributed as a supplement to all locations whose CDC is not preceded by the FID "CKL".

(3) The order will be supplemented and redistributed to ISC Order Control, Network ISC, STCs and CSCs responsible for the location. The cancelled CKL number, customer's name and address will be included on the supplement, but the S&E USOC entries will be deleted. The completion order will delete all references to the cancelled CKL.

Order Duplicate

(e) Duplicate orders may be requested when a replacement of a previously distributed *completed* order is required. These requests must be made within four days of the *completion* distribution date.

4. FACILITY LAYOUT BUREAU

4.01 The Facility Layout Bureau Design group (FLB or FLD) will receive the PR and TA copies of an ISC/CORD order from the ISC Clerk in Order Control. The FLD group's personnel are responsible for the facility design and assignment processes that have been used previously. In addition, they are responsible for determining the accuracy of PCO, RRO, and LSO assignments, and order distribution to any intermediate offices involved. If additions, changes, or corrections are required, the FLD will give the order to the ISC Clerk for return to Marketing (Par. 3.10).

4.02 Circuit locations in PNB exchanges within the local Area will require the preparation of Form P8630, ISC Order Completion Report. This will be prepared by the FLB and will include the following initial entries from the ISC/CORD order (Fig. 2):

(a) Service order number (CORD)

(b) LSO numbers

(c) Circuit number - Follows FID "CKT"

(d) ISC order no. - Follows FID "ISC"

(e) Circuit Location Number - "CKL"

4.03 If the order contains more than one local Area CKL, enter each in a separate entry space. A maximum of seven CKLs can be entered on one P8630. If additional sheets are required number them 1 of 3, 2 of 3, 3 of 3, or whatever combination is required.

4.04 Occasionally, CKLs in Independent Telcos will require Form P8630 entries. This occurs when PNB installation forces and equipment are required to complete the station installation work at these CKLs. A PNB LSO number suffixed by the letter "I" will be listed on the P8630. (Par. 3.03) If the Independent Telcos requested this assistance prior to order issuance, the LSO "I" will be included in the CKL entries and the CDC of the responsible CSC will be included in the order distribution. Requests received *AFTER* initial distribution will require issuance of a supplemental order and FLD will return the request through the ISC Clerk to Marketing.

4.05 When an ISC/CORD order involves CKLs in the local Area, Form P8630 will be forwarded with the order to Order Control by FLD. The principal change affecting FLD forces will be the requirement to identify and record on the P8630, applicable additional work units.

4.06 Because of the way tariffs are structured, the S&E section of the service order and/or certain USOCs do not always provide complete information for tallying work units. There are also situations where equipment is necessary for transmission requirements, interface with CPE equipment, etc., and are not specifically covered by USOCs.

4.07 When the service order does not clearly indicate the work done, the required information must be entered in the STAT section of the service order using a FID "AWU". *This information is required for all applicable station activity* so station upkeep items may be kept in balance as well as providing the means for tallying additional work unit credit.

4.08 Company Instruction 67, Plant Cost Results Plan-Installation, and related appendices, provides complete information on work units and their reporting. People involved in the processing of service orders must be thoroughly familiar with this instruction. Entries and units described in this section are illustrative only and are shown to establish their usage in the context of service order processing. This BSP section does *NOT* supersede or alter any of the procedures established in C.I. 67. This C.I. and its appendices A and B may be obtained from the Centralized Distribution Center in Seattle.

Conditions Requiring AWU Reporting

4.09 Circumstances that require AWU reporting are listed in C.I. 67, App. A.

4.10 Since almost all reported AWUs are associated with Form E4432 reporting, reference to the form is not required. However, when reporting teletypewriter station equipment AWUs (Form E4435, Lines 24-28) a reference to the report form is required. For example, an AWU for one inward "Tape and Paper - Handling Device" would be reported as:

Example: E4435 - 1L25J

4.11 When AWU and identification entries have been completed, return both copies of the P8630 to ISC Order Control. Order copies may be retained or routed in accordance with present procedures.

5. CUSTOMER SERVICE CENTER AND INSTALLATION

5.01 Orders will be distributed to the CSCs via their presently assigned Call Directing Codes. Each CSC "CDC" will be entered into the "Free Flow" ID section with the first location preceded by the FID "CKL" and the circuit number and subsequent entries by the # only, e.g., CKL 1 456, 2 789, etc.

5.02 The presence of the "CKL" FID and number will cause the CORD program to distribute a "segmented" version of that order to the CSC involved. The "segmented" order will be very similar to the ISC orders received by the CSCs now. They will contain full Identification, Control, Billing, Listing and Remarks section detail, but Service and Equipment detail only for a single CKL on each order. Verify that an order fanfold has been received for each CKL shown in the ID section of the order for that CDC.

5.03 CDCs not preceded by the FID "CKL" and number will direct distribution of the complete order, including all CKLs, to Network Facilities, Marketing, Network Administration and various involved STCs.

ISC/CORD Order - Identification

5.04 ISC/CORD orders contain several unique entries that distinguish them from regular CORD orders.

(a) ID Section - A special action code "U" is inserted into the SP ACT block of the ID section to exclude the order from the regular exchange type order, "Missed Due Date" and related Customer Installation Service Results (CISR) measurements. This will be picked up on CORD program edits.

(b) Control Section - CTL: This section lists the various FIDs used only by ISC orders to identify Critical dates, ISC Order Number, PCO number, etc.

(c) FID "ISC" - precedes the ISC order number. This is listed in the Control section of the service order.

(d) The FID "PCO" or "RRO" precedes the listing of the designated PCOs or RROs within the jurisdiction of the ISC/CORD order. A PCO may be assigned to an STC even though there are no CKLs in that area. Normally, an RRO will not be assigned in an area where there are no CKLs assigned on the order. Common Language Location Identification (CLLI) codes are used to identify the designated PCO or RRO office.

Order Receipt and Processing

5.05 ISC Marketing will assign dual numbers to ISC/CORD orders. A CORD order number will be taken from a reserved block and entered in the ORD space on the 3rd line of the order. An ISC number will also be assigned and entered in the Control section of the order following the FID "ISC". Both order numbers may be prefixed by any service order designation except for "IN" and "OUT" orders.

(a) "To" and "From" orders have different treatment for ISC and their related exchange order. Exchange orders will be issued as the regular "T" and "F" type orders but ISC orders will be prefixed by

a "C" and issued as a single "Change" order. The existing service items, address, etc., will be shown with an Out ("O") Action code, and the new service items, address, etc., will be shown with an In ("I") Action code on the same order. CORD will accept both "In" and "Out" station statistics on the same ISC order.

5.06 CORD order numbers are required to identify the service order in the CORD system and becomes the file number for that service order. Recall of an order for corrections, changes or completions must be handled via CORD. However, all references to the order by ISC Toll Offices and companies outside of PNB will be by ISC order number.

5.07 The receiving desk in the CSC will review ISC/CORD orders and determine that the following items are properly considered:

(a) An adequate cross-reference file may be established to relate the CORD and ISC numbers.

(b) Proper station accounting requires that both new and completed orders should be routed through the Left-In (LI) desk. Although most disconnect orders for telephones and teletypes are Total Stations Removed (TSR) there are situations where the equipment may be left in.

(c) The CC and TA copy of the ISC/CORD orders must not be sent to the Business Office or Network Administration (Dial); therefore they may be used as "spares". All other copies will follow regular CSC routing. Copies of the completed orders will no longer need to be forwarded to Accounting by the CSC since CORD will distribute all completed ISC/CORD orders directly to Accounting.

(d) CORD/ISC orders may or may not have a related exchange account order. If the ISC service terminates on a separately billed exchange service, such as key telephone service, then a related exchange order would be issued. Both the exchange and ISC order should have related order entries and be matched at the receiving desk. Completion of

related exchange orders will be reported to the Business Office SOC Clerk but the ISC order will be reported to the STC or PCO as required. *Completion of an ISC/CORD order to the SOC Clerk may result in a significant loss of work units and is prohibited*. However, a new CORD edit prevents ISC/CORD orders from being completed by the Business Office. They can only be typed completed by ISC Marketing.

Local Serving Office Number

(e) Included with the data shown for each Circuit Location will be the FID "LSO", followed by the area code and principal prefixes of the Wire Center (Central Office) serving those customer locations. It is important to verify that the LSO number is correct for the Wire Center serving the CKL. Accounting will use LSO numbers to identify the location of equipment for study and inventory purposes. They will also be used to allocate work units and statistics to the proper CSC and installation group.

(f) When LSO numbers are corrected it is essential that the corrections should be clearly noted on the installer's IW copy of the order.

Assignment

5.08 The ISC/CORD order is routed to the assignment desk after it has cleared the LI desk. The assigner will complete all required assignments and make the necessary service order entries for each CKL served by that CSC. The order will be associated with the CLR card when it is received. When a single CSC serves several CKLs, the order copies and CLR cards for each should be brought together at this point. Verify that an order fanfold has been received for each CKL assigned to that CDC.

5.09 Occasionally the facilities assigned to an ISC interexchange service are entirely of an exchange type that does not provide for test access by a toll STC. When this situation is determined, the PCO responsibility, if assigned to a toll STC, may be reassigned to a CSC serving one of the CKLs. The FLB group will usually initiate requests for changes of this type when they have completed their assignment work. Because of the possibility that

CSCs may be the assigned PCO, this entry should be checked on each ISC order received. If control is changed to a CSC, the control CSC *MUST* receive a reissued copy of the full order by means of the FID "CDC".

5.10 When a change of PCO is required, the FLB will contact the ISC Order Control and ask them to request Marketing to issue a supplement with the necessary corrections and then retransmit the order. Supplemental ISC/CORD orders will replace previous orders as noted in Par. 3.10 (c)(4) but will still carry the same CORD and ISC order numbers. The "Remarks" section will explain the reason for the supplement. When a CSC is assigned PCO they will receive the entire order containing S&E detail for all CKLs in addition to a segmented version of each CKL for which they are responsible if they are coded using a FID "CDC".

5.11 Completed ISC orders do not contain facility assignment detail except for Program Orders in Oregon. For this reason, the CSC may wish to retain an order copy or other assignment record (P2028) pending receipt of the completed LC copy.

5.12 The only service order copies sent out from the CSC will be the Installation Work (IW) copy which goes to the installer and the Frame (F) copy which goes to the central office(s) involved in the necessary central office interconnection work. Since the Business Office is not involved with ISC order completions a "CC" copy will *not* be sent to them and may be used by the CSC as a "spare" copy.

5.13 When a completion report is called in, these following items must be reported in proper sequences:

(a) *Order Corrections* - Report any minor changes or corrections that do not affect customer service and/or billing. These may include: change of LSO number, color of instrument, etc.

Note: Refer any other changes resulting from equipment or facility shortages or customer requests to the Installation Supervisor and/or ISC Marketing before completing the order.

(b) *ISC Order Number* - This is the first entry in the control section of the order, following the FID "ISC".

(c) *LSO Number* - Identifies by NPA and prefix the Wire Center (CO) serving the CKL. It is used by Accounting to

allocate work unit credit. Be sure to report any change of LSO number made by the CSC.

(d) *CKL Number* - An entry in the S&E section. Gives numeric identity to each customer location. The CKL # for each order will always begin with 1, 2, 3, etc., except orders adapted from ADNET will always retain the CKL # assigned on the initial ADNET setup.

(e) *NI, RI, RC, TSR, LI, LIR* - Stations (telephone or teletypewriter) installed or disconnected.

(f) *No Field Work (NFW)* - Order completed without an installation visit.

(g) *Stations Worked On (SWO)* - Stations worked on.

(h) *Additional Work Units (AWU)* - AWUs will be identified and reported by the FLB.

(i) *Tax District (TXD)* - Report as entered by assignment.

(j) *Installer's name*

5.14 When the installer has completed the assigned work and required tests, ISC completion reports will be handled in one of the following ways:

(a) A Local Exchange type order related to or associated with an ISC/CORD order will be called to the Business Office SOC clerk in the normal manner.

(b) When a local CSC is the Control Office of an ISC order, the installer will notify the CSC Force Manager. The CSC Force Manager will relay all completion details including STATS information to ISC Order Control.

(c) When a different CSC is the Control Office of an ISC order, the installer will still notify the local CSC Force Manager who will relay all completion details to the Force Manager of the *Control* CSC.

(d) When an STC is the control office, the installer will report all completion details to the local STC. They, in turn, will notify the appropriate RRO, PCO or

ISC Control with all P8630 and order details, *AFTER* determining that the service order has been satisfactorily completed.

(e) The installer will always call the CSC Force Manager, even if it is not "control", to identify work progress and "STATS".

Note: In every type of reporting the related statistics must equal the USOC codes shown in the S&E section of each order.

6. STC-RRO-PCO RESPONSIBILITIES

6.01 Each PNB and most Independent Company exchanges have designated STCs that are assigned responsibility for their ISC services. Network Services has supplied Marketing with lists of STC and exchange responsibilities to be used in the issuance of ISC orders.

6.02 The Plant Control Office is responsible for coordinating the completion of the order and for future service on the circuit. The PCO is also responsible for assuring that the service meets specified standards, that completion and other critical Order Control System dates are met and for initiating any required reports. The PCO and RRO are usually the same location within a specified Area, State or Company. When the PCO is within another Area, State or Company, but the local area has involved CKLs, the RRO responsibilities will be assigned to an STC or CSC in the particular area.

6.03 Marketing will assign PCO and/or RRO responsibility for all PNB issued orders within their Area or State. They will assign RRO responsibility to an STC or CSC when the PCO is located in another State, Area or Company. The PCO for orders involving *existing* services will remain the STC assigned PCO responsibilities when the service was established. These assignments will be shown on the service order following the FIDs "PCO" or "RRO".

6.04 Marketing's initial PCO assignment for a new service will *always* be a Serving Toll Office. It may later develop that the interexchange facilities assigned to the service are entirely of an exchange type that are not accessible for test by a Toll STC. Under these conditions PCO responsibility may be transferred to a CSC serving a CKL on the order. Issuance of a supplemental order will be required to effect this change. PCO

assignment is shown by entry, in the order Free-Flow ID section, of the FID "PCO" followed by the Common Language designation of the STC or CSC assigned the responsibility.

6.05 ISC/CORD orders initiated by an ADNET order will not contain CKL order details for locations outside the local area. Such orders will not provide the complete detail required by a PNB PCO and ISC Order Control must arrange to send a copy of the complete order to the assigned PCO. Only interstate services should present such a situation so a toll STC would always control the service.

6.06 ISC/CORD orders received by STC-RRO-PCO offices will be printed on a two copy order Form K8577. When received, ISC/CORD orders will be held, tests performed, and reports prepared in accordance with established office procedures and Order Control System requirements. This is covered in detail in Addendum 010-520-105PN.

6.07 The STC will receive and associate any related reports pertaining to the service order. This will include the CLR, related ISC/CORD orders, but not related exchange orders for termination on a key system, etc. Completion reporting procedures required for CORD/ISC orders follow the same "chain of command" route that has been established for the ISC Order Control System.

6.08 ISC/CORD orders initiated by PNB Marketing will be distributed in their entirety to Order Control, Network ISC, STCs and CSCs. STCs, including the one assigned PCO, will receive the entire order including the complete S&E detail for all CKLs.

6.09 Orders originated by companies outside PNB will be received via ADNET. If the order involves CKLs in one or both Areas (States), the ISC Marketing order typists in each Area will input the order as ISC/CORD, but will include *only* the CKLs within their own Area. The ISC order number would be the same in both Areas, but the CORD order number would be assigned separately in each area.

6.10 Basically, all toll offices are STC for customer locations served from their office. They may be assigned PCO (or RRO, if the PCO is in another Area), but they also retain ALL their STC responsibilities. When the CKL installation work and tests have been completed in the field, the installer will report completion of the work to the STC. This STC will record this information on a form formatted with entry spaces for the various report items. This form should be a P-8630-1 (single

copy P-8630). A report of the installer's completion is required for all work at CKLs that required an installer's visit. Completion of those exchange orders not requiring installation work should be by the CSC force manager. Completion reports for services that terminate in *Toll* central offices and that do not require either exchange central office or installation field work, will be initiated by the STC involved.

Form Entries - STC

6.11 The STC will use the P-8630-1 for each CKL installation report. All CKL reports for the same order will be recorded on the same form(s). When the STC has received and recorded the installer's completion reports for each CKL served by that STC, they will telephone the information to the STC designated as "RRO" or "PCO" (or "COMS") for the service. This report can be a part of established OCS reporting. Par. 5.13 lists the details that should be part of the completion report.

6.12 Reports of *installation statistics* cannot be forwarded "out of Area". If the PCO is in the other PNB Area, report to the local RRO. They will relay the completion information to ISC Order Control who will be responsible for notifying ISC Order Control in the other Area.

6.13 As the PCO or RRO receives STC completion reports, they will be recorded on Form P8630-1. When each CKL has been reported and the service requirements of the order have been met (Installed, Changed or Disconnected), the PCO or RRO will telephone the completed detail to the Area ISC Order Control.

6.14 The STCs should retain the completed ISC/CORD orders and related report form for at least one month following completion reporting. Retention beyond one month will be determined by Area and/or local office requirements. Pending rate applications and litigations have created the requirements for extended record retention. Current local instructions will provide specific details of these requirements.

7. COMPLETION PROCESSING

70.1 ISC Order Control will process ISC/CORD orders. When PCO or RRO order completion results are received, remove the order copies with Form P8630 from the pending order file. Complete the following entries:

(a) Record the *full order* "Completion Date" in the entry space at the top of the form.

(b) Enter the data reported for each CKL on the order. Each CKL should be reported to the Order Control System upon completion regardless of the status of the rest of the order.

(c) Enter the name and telephone number of the person in the PCO or RRO making the report in appropriate spaces at the bottom of the form.

(d) Verify that reports for all CKLs have been received. If they are not all complete, notify the PCO or RRO of the missing CKLs.

(e) Interconnection for facility loops only. Orders which only require central office interconnection work (no LSO numbers assigned to the CKLs) only require a completion date entry and the actual usage time if it is a program order (Par. 8.01 *[b]*).

7.02 Compare the number of station USOCs for each CKL with the numbers of stations reported as removed or installed at that location. The List of Station USOCs printout may be used to identify USOCs that should be reported as stations. To assist in this process, a monthly updated computer printout, ABT01-02, will be provided to determine if unfamiliar USOCs should be listed as stations. If an imbalance is found between the USOCs and reported stations refer the problem immediately to the force manager in the CSC responsible for the CKL installation. Hold the order and report forms in a special abeyance file for daily follow-up.

7.03 An imbalance situation may be encountered when the installer has correctly reported a station (teletypewriter or telephone) installed or disconnected but the USOC for it has not been established on CORD edit tables as a station. When this occurs Marketing will call or return the order to ISC Order Control as indicated in Par. 7.07 and Par. 7.09. Order Control will request a supplemental order to delete or correct the USOC or enter it into the remarks section of the ISC/CORD order. They will then request the District Staff Manager - Trunk, Maintenance to initiate corrective action. The District Staff Manager - Trunk Maintenance

will coordinate activities with the District Staff Manager - Service Measurements, Results and BSPs to secure a USOC code evaluation by the Comptrollers and initiate changes or additions to the CORD edit tables.

7.04 ISC Order Control will note minor corrections on at least one copy of the order. If the changes involve customer service, equipment, or billing, refer the matter to the Network ISC Supervisor.

7.05 When all details of CKL installation statistics and order completion for the local Area have been received and checked, forward completion reports immediately. Do not hold until the end of the day. Use the following procedures:

(a) If the order was issued by the other PNB Area's Marketing, ISC Order Control will telephone the completion detail to the ISC Order Control position in that Area. They will note the order copy and Form P8630 with "Report Fwd", the initials of the person to whom reported and the date; then file the order and P8630 copies in the completed order file by ISC Order Number.

(b) If the order has CKLs in the other Area and was issued by the *local* Area PNB Marketing, hold the order in a special abeyance file pending the receipt of the other Area's ISC Order Control report of completion. When full completion detail has been reported, forward one copy of the completed order with the original P8630 attached to ISC Marketing.

(c) Reports concerning completion will include information for the Order Control System (OCS) at the same time.

(d) It may be necessary to make special arrangements for speedy daily delivery of completed orders when the ISC Marketing and Network ISC are not co-located.

7.06 When ISC Marketing receives the order and Form P8630, they will recall the order (by CORD order number) from CORD's pending order file to their CRT screen. CRT keyboard entries will input completion detail including changes and CKL statistics. The order will be released for completion distribution if it passes all of the CORD edits.

7.07 When the Marketing order typist enters completion detail, including station statistics, on an order in the CORD system and the total of station USOC items does not balance with the total of station statistics reported, as described in Par. 7.03, the order will reject. When this occurs, Marketing will return the order to ISC Order Control or call that position to advise them of the problem.

7.08 The above edits will not identify which CKL station USOCs and statistics do not balance. If the order contains more than one CKL it will be necessary to review each to identify the problem.

7.09 When the location responsible for the imbalance has been identified, call the responsible CSC force manager who will take immediate action and report back with the problem resolution. ISC Marketing will be notified and the order corrected, completed, and distributed via CORD. Par. 7.03 details procedures to be followed if the cause of imbalance is an incomplete or incorrect USOC edit table.

7.10 After Marketing has entered all CORD completion detail and the order has passed the CORD edits, completion copies of the order will be distributed via the CORD network. Completed copies will be routed to:

(a) Accounting

(b) Network ISC

(c) ISC Marketing

(d) Network Administration ISC

(e) CSCs that received copies when originally distributed

7.11 STCs will not receive completed ISC/CORD orders as their records will already be established from the CLR cards and other records. However, the STCs and all other locations will receive cancellations which are distributed on the CORD completion network. These cancelled orders will only be one page and will contain as much of the original order Identification, Control and Billing sections as can be printed on one page.

7.12 Other than changes or corrections that may have occurred after issuance, the principle difference in a completed order will be the addition of a "STATS" section. The reported statistics for

each CKL will be detailed on separate lines of the "STATS" section. The first entry on each line will be the FID "LSO" followed by the CKL numbers and the reported statistics for that location. The LSO number will be used by Accounting to allocate work unit credit and station statistics to the proper CSC and wire center area.

7.13 The CSCs completed order copy line card will become their permanent record for that service. ISC retention of copies of completed orders and related material will be determined by area and local instructions.

7.14 If, for any reason, replacement of a completed copy is needed, it must be requested within four days of the completion date. Refer to Par. 3.10 (b) and (e).

7.15 An Appendix attached to this section will list the LSO-CDC guides for all PNB and Independent Tel. Co. Exchanges and tables showing CSC force managers in the two Areas.

8. ORIGINATION AND COMPLETION REPORTING VARIATIONS

8.01 Orders for "occasional" interexchange program services may specify central office interconnections to existing local loops (TLCs). In other cases they may also include installation of the local loops at one or both ends.

    (a) When local loop installation is required, the installer will report completion to the STC as described in Par. 5.14. The local portion of these services will remain until a separate order for their disconnection is received.

    (b) The first day of service for interconnections will be *completed* on the "IN" order. The PCO will show the actual time the circuit was in use and report the order completed. *Even though an interexchange program service may route entirely via exchange type facilities, a toll STC will be assigned PCO and will be responsible for completion reporting.*

    (c) If the interexchange portion of the service is to be progressively established over a period of several days, a *separate* order will be issued to the involved STCs for each days service. The

first order will describe the expected overall dates and times involved. The PCO will report completion of the order each day including the time of each days usage.

    (d) The local loops (CKLs) at each end of the service will remain installed until a disconnect order is issued at the end of the required usage period.

    (e) Interconnection orders between STCs that do not require the establishment of local loops will be shown as completed by the PCO, as described in 8.01 (b).

8.02 Requests to change, add, or disconnect CORD teletypewriters in toll locations, including Network ISC, Layout Design Bureau, etc., will be initiated by letter. The letter detailing the service and reason for request will be forwarded through lines of organization to the Division level supervisor for approval.

8.03 The Division level supervisor will forward the approved letter to the office of the District Staff Manager-Trunk Maintenance. This office will prepare a formal letter of request, secure necessary approvals and forward it to the Assistant Vice President-Data Systems for preparation of an Official Company Communications Service Request (Form M149).

8.04 The letter of request should be issued no less than 60 days prior to the requested due date.

9. CORD MANUAL AND TELETYPE MACHINES

Copies of CORD Manual No. 1 have been issued to all toll offices that have been provided with CORD teletype machines. Arrangements have also been made to include these offices in future revisions. Most questions concerning the operation of the CORD system may be answered by reference to the manual. CORD Manual No. 1 is issued and maintained by the District Data Systems Manager-CORD.

IDENTIFICATON

(ID)

SECTION

	SEQUENCE NUMBER		CDC	**PR** TIME	ORIG.	COMP.	R T	?			A P T	A C C			I I
P083	T081	SP ACT. 450-750		1056	SAM		OO			MA			PG #		
4 KP2689-04	U	271	SEA	3-8/03-09/7		6-17-77						1	1
N871271 ORD			CD	CFPSVE 7421111111			EAD		2

CDC	3	807-877			3
CKL	4	1 246		SD	4
	5	2 666			5
RO	6	VAN-C714354			6
	7	PTLD-C388636			7
	8	N1940-0946 thru 0948 & 0950			8
	9				9
LN	10	SEARS			10
LA	11	VAN, WN.			11
	12				12

CONTROL

SECTION

---CTL			13
ISC	14	N 1949-50	14
NCD	15	LM/SID 3-10	15
EIRD	16	3-23/ED 5-2	16
PTD	17	6-13/PRD 6-8	17
PCO	18	VANCWA01T10/RRO PTLDOR62A33	18
SLSN	19	GRANT ROSS	19
CTN	20	206-345-3325	20
	21		21

BILLING

SECTION

---BILL			22
BN	23	SEARS	23
BA	24	4911 NE THURSTON WY	24
PO	25	VANC,WN.	25
	26		26

SERVICE AND
EQUIPMENT
(S&E)
SECTION-CKL 1

---S&E			27
CS	28	FPSVE	28
CKT	29	4 KP2689-04	29
	30		30
CKL	31	1 VANCOUVER	31
SN	32	SEARS	32

			PRO		INCPT		LST	
--- ASGM/LID			YES	NO	MACH	OPR		33
DOP/ CT / PRW / BD / RZ / RT								34
OE / RNG			--- STAT					35
								36
BRG / PTY / SUB / BL			NI			RI		37
			RC			DPN		38
SCO			TSR			LI		39
F1 / B-TERMS			LIR			NFW		40
			CPR			SWO		41
			REGR			VER		42
			TXD					43
			PS					44
			AWU					45
								46
			HRS			CODE		47
OAB	NOTES		OCB					48

Fig. 1A — ISC/CORD Order Format
(Illustrative Only)

S&E
SECTION
CKL 2

REMARKS
SECTION

```
SEQUENCE NUMBER        CDC    PR TIME    ORIG.   COMP.    RT □
P083 T081       SP
                ACT.          CUS    EX          APPL/ID        DD        MA        PG #
4 KP2689-04                                                               2L
N871271              ORD                  CD           CS    7421111111
SA    3  4911 NE Thurston Wy                                SD
         /LSO 206-892
CON   5  HUGH COOK/CTN 256-8323
Il    7  S7VSP/DES STN TERM DIM PBX
         256-8333
Il    8  27EBE/DES DIAL SIG ARGT

CKL  10  2 PORTLAND
SN   11  SEARS
SA   12  524 NE GRAND/LSO 503-232
CON  13  ART YOUNG/CTN 503-238-2311
Il   14  S7VS2/DES STN TERM ON CO CTX
     15  238-2311
Il   16  27ECF/DES DIAL SIG ARGT
SEI  17  THE ABOVE LCTN SERVED BY CTX
     18  C.O. AT 1724 SE MORRISON.
     19  M1065 BEING ISS'D TO RESERVE
     20  TERM AND FAX IN PTLD.

---RMKS
RMK  23  ESTAB 2-WAY DIAL REPEATING TIE
     24  LINE VAN-PTLD.  THIS ORD TO
     25  COMPL IN CONJUNCTION WITH THE
     26  INSTALLATION OF NEW DIMENSION
     27  PBX AT VAN
     28  USO D JOHNSON 345-6793
```

```
--- ASGM/LID                                          PRO    INCPT    LST
                                                    YES  NO  MACH  OPR
  DOP/    CT  /  PRW  /  BD  /  RZ      /  RT

  OE                              / RNG          --- STAT

  BRG            / PTY   / BUB     / BL        NI_____  RI_____
                                              RC_____  DPN_____
  SCO                                          TSR_____  LI_____
  F1                          / B-TERM        LIR_____  NFW_____
                                S
                                              CPR_____  SWO_____
                                              REGR_____  VER_____
                                              TXD_____
                                              PS_____
                                              AWU_____

                                              HRS_____  CODE_____
  OAB                  NOTES                  OCB
```

Fig. 1B - ISC/CORD Order Format
(Illustrative Only)

I.S.C. ORDER – COMPLETION REPORT							P8630

CIRCUIT NO. 5 KP 2147   CUST. PAGE Co.   PAGE 1 OF 1

ORDER NO. CORD N869991   ORDER NO. I.S.C. N 1920-4074-00

COMP. DATE 7-17-77   TAKEN BY J DEAL   DATE 7-7-77

LSO 503-243	CKL 1	NI	RI	RC	TSR	LI	LIR	NFW	SWO
AWU 1 L41J									
TXD —	OCB D. B. COOPER					OK DATE 7-11-77			
LSO 206-693	CKL 2	NI	RI	RC	TSR	LI	LIR	NFW	SWO 1
AWU 1 L41J									
TXD 32A	OCB HUGHES					OK DATE 7-17-77			
LSO	CKL	NI	RI	RC	TSR	LI	LIR	NFW	SWO
AWU									
TXD	OCB					OK DATE			
LSO	CKL	NI	RI	RC	TSR	LI	LIR	NFW	SWO
AWU									
TXD	OCB					OK DATE			
LSO	CKL	NI	RI	RC	TSR	LI	LIR	NFW	SWO
AWU									
TXD	OCB					OK DATE			
LSO	CKL	NI	RI	RC	TSR	LI	LIR	NFW	SWO
AWU									
TXD	OCB					OK DATE			
LSO	CKL	NI	RI	RC	TSR	LI	LIR	NFW	SWO
AWU									
TXD	OCB					OK DATE			
REPORTED BY		RRO				TEL #			

Fig. 2 — Form P8630
(Illustrative Only)

```
DEXTER HORTON    I N S T A L L A T I O N    P.O.F.        ZAB20-01

    TEL   GRD   ORDER          ISSUE   DUE   PAST
    NUMBER STAT NUMBER         DATE    DATE  DUE


    345-7633 O N089011/0       06-23
    345-7633 G N089012/0       06-23
    345-7633 O N089013/0       06-23
    345-2900 O N090021/0               DT
    260-1234 O N089777/0               W-ND
    260-1234 O N090111/0               W-ND
    345-7633 O D089124/0               W-ND
    345-7633 O N089999/0               W-ND
    345-8996 G N089050/0               W-ND
    260-1234 O N115599/0       10-26   W-76
    260-3212 O N880036/0       11-01   W-76
    260-3212 O N880040/0       11-01   W-76
    260-3212 G N880048/0       11-01   W-76
    260-3212 O N880054/0       11-01   W-76
    260-3212 O N880062/0       11-01   W-76
    260-1234 O C089544/0       12-23   W-76
    260-2645 O C089585/0       01-28   W-77
    345-7633 O N090002/0       02-28   W-77
    345-7633 O N090005/0       03-02   W-77
    345-7633 O N090006/0       03-02   W-77
    345-7633 O N089002/0       06-01   W-77
    345-7633 O N089003/0       06-01   W-77
    345-7633 O N089004/0       06-01   W-77
    345-7633 O N089005/0       06-01   W-77
    345-7633 O N089006/0       06-01   W-77
    345-7633 O N089007/0       06-01   W-77
    345-7633 O N089008/0       06-01   W-77
    345-7633 O N089009/0       06-01   W-77
    345-7633 O C089113/0       06-16   W-77
    345-7633 O N089321/0       06-21   W-77
    345-7633 O N089010/0       06-23   W-77
    345-7633 O N089123/0       07-07   W-77
    345-7633 O N090004/0       10-08   W-77
    260-5555 O N090000/0       10-15   W-77
    491-4444 O T999997/0       07-05   X-77
    684-0035 O N488035/6       12-16   12-21-73
    323-0140 O N488152/0       12-19   12-21-73
    323-0150 O N501173/0       12-19   12-21-73
    684-0080 O N501080/6       12-19   12-21-73
```

(Smaller Than Actual Size)

Fig. 3 — Printout of Pending Order File
ZAB20-01 (Illustrative Only)

WASH.	I.S.C.	PAST DUE	ORDER P.O.F.			05-09-77	FORM ZAB20-03
ISC NUMBER	ORDER NUMBER	CIRCUIT NUMBER	ISSUE DATE	DUE DATE	PCO	RRO	
N3626-2855-00C	N880031/0C-SL	FTNT6163	04-01	05-06-77	STTLWA06T63		
N3626-2856-00C	N880032/0C-SL	FTNT6163	04-01	05-06-77	STTLWA06T63		
C3626-2859-00A	C880029/0A	FX 92505	04-01	05-06-77	STTLWA06T63		
C3626-2860-00A	C880030/0A	FX 92506	04-01	05-06-77	STTLWA06T63		
D3625-9174-00A	D876568/0A	FXDT4095	04-14	05-06-77	AUBNWA01T10		
N3933-4664-00	N916161/0A	GP85455-	04-14	05-06-77	YAKMWA02T20		
N3933-4665-00	N916162/0A	GP85455-	04-14	05-06-77	YAKMWA02T20		
N3635-2029-00	N880103/0A	TAAT6501	04-14	05-06-77	AUBNWA01T10		
N3646-6691-00	N881315/0	TLC 526	05-06	05-06-77	LOSANGCA	STTLWA01T12	
N1940-5972-00	N880594/0	4KB 5482	04-11	05-06-77	BLHMWA01T10		
D1940-5021-00	D881305/0	4KB 5509	05-02	05-06-77	EPHRWA01T10		
N1940-5036-00	N880635/0	4KB0305	05-06	05-06-77	BLHMWA01T10		
D1940-2670-00	D876606/0	4KD 1030	04-26	05-06-77	AUBNWA01T10		
C1940-2729-00B	C871345/0B	4KX0062	04-21	05-06-77	TACMWA02T10		
C1945-0339-00	C881111/0	4WF 1039	04-18	05-06-77	STTLWA06T61		
N1940-8354-00A	N877122/0A	503-228-	04-08	05-06-77	VANCWA01T10	PTLDOR62A33	
D1940-5025-00	D880634/0	4KB 5511	05-03	05-07-77	STTLWA01T12		
D1940-5023-00A	D880632/0A	4KB5510	05-03	05-07-77	STTLWA01T12		
D3646-6705-00	D881323/0	PNNT 600	05-09	05-08-77	LOSANGCA		
N3646-6705-00	N881322/0	PNNT 600	05-09	05-08-77	LOSANGCA		
N3646-6705-00	N881332/0	PNNT 600		05-08-77	LOSANGCA		
C3646-6698-00	C881325/0	TLC 513	05-09	05-08-77	STTLWA01T12		
D1940-5973-00	D880595/0	4KB 5482	04-11	05-08-77	BLHMWA01T10		
N1940-5026-00	N881306/0	4KB 5512	05-03	05-08-77	LSTNIDSHT10		
N1940-5037-00	N881318/0	4KB5518	05-06	05-08-77	SPKNWA01T10		

(Smaller Than Actual Size)

Fig. 4 — Computer Printout ZAB 20-03,
ISC Past Due Order P.O.F.

ISC/CORD PLAN
RESPONSIBILITY AND DISTRIBUTION OF LISTS

1. GENERAL

1.01 This appendix provides information to be used with the Intercompany Services Coordination/Customer Order Retrieval and Display (ISC/CORD) plan. It includes the lists and methods of updating for the following areas of operation:

(a) Call Directing Code - CDC

(b) Serving Test Center - STC

(c) Customer Service Center - CSC

(d) Local Serving Office - LSO (Not to be confused with FID LSO - *Local Switching Office* used with WATS orders. LSO in ISC/CORD is always preceded by the Area Code.)

(e) Common Language Location Identification - CLLI codes (selected list)

1.02 It also includes a list of current telephone numbers for Customer Service Force Managers for both Areas.

1.03 All these items are described in detail in 010-520-900PN, but are included in this appendix for more convenient updating procedures. The lists are all current as of the date of this appendix, but updates will show the date of revision on each individual page, as well as flagging each updated item.

1.04 The lists are divided into three sub-sections with a basic description and the procedures to be employed in updating them.

1.05 Job titles used throughout this practice are not intended to imply that jobs are sex-restricted. No jobs at Pacific Northwest Bell are restricted to either males or females.

2. LSO-CDC GUIDES

2.01 The first list (Attachment 1) is entitled "LSO-CDC Guide" and consists of four sections:

(a) PNB Exchanges - Washington-Idaho (Page 1 - 4).

(b) Independent Tel Co Exchanges - Washington-Idaho (Page 5 - 11)

(c) PNB Exchanges - Oregon (Page 13 - 16).

(d) Independent Tel Co. Exchanges - Oregon (Page 17 - 22).

2.02 The exchanges (and/or prefixes) are listed in alphabetical order and describe the CDCs to be used with both the toll and exchange (or prefix) offices responsible for receiving the ISC/CORD service order in that location, (STC for toll and CSC for exchange). The LSOs are also listed and define the individual location of each particular Circuit Location (CKL). It is possible for an exchange (city location) to have several prefixes working out of a single customer service center. In MOST instances the prefixes will appear in alphabetical sequence rather that being listed under the CSC location.

Example; Astoria CSC serves Cannon Beach, Jewell, Seaside, Warrenton, and Westport, but each are listed in alphabetical order even though the CDC is the same for all of them.

2.03 The lists of CDCs and LSO numbers are furnished by Network to Marketing, and to Customer Records and Billing (CRB). They are used for the issuance of ISC/CORD orders and crediting statistical information on service order activity. When these items require updating or revision the following procedures will apply:

(a) *LSO Numbers:* - When LSO numbers are changed the Area Results Supervisor will send a letter to the District Staff Manager - Service Measurements, Results and BSPs advising of the LSO changes. They will also send copies of the change letter to the District Marketing Supervisor, and to the District Data Systems Manager, CRB Methods.

(b) *CDC Numbers:* - Any changes in CDC routing, consolidations, additions, etc., affecting toll offices will be the responsibility of the District Staff Manager - Trunk Maintenance, and changes affecting customer service centers will be the responsibility of the District Staff Manager - Installation. Changes made by either of the above will be forwarded in letter form to the District Marketing Supervisor, 2913 Bell Plaza, Seattle, with a copy to the District Staff Manager - Service Measurements, Results and BSPs for updating of instructions. A copy of changes affecting CSCs will also be forwarded to the District Staff Manager - Trunk Maintenance.

3. CDC AND COMMON LANGUAGE IDENTIFICATION (CLLI) GUIDE

3.01 Common Language Location Identification codes are in standard Bell System Practices for the entire Bell System and are updated yearly by AT&T. The three sections for PNB are:

(a) 795-113-100 - Idaho

(b) 795-138-100 - Oregon

(c) 795-148-100 - Washington

3.02 The CLLI entries are used in the ISC/CORD plan to identify the Plant Control Office and/or the Responsible Reporting Office on each order. A limited usage of these codes is required for this order procedure and the codes are listed in Attachment Two.

3.03 Each Area has a Common Language Coordinator in the Engineering Department who is responsible for updating or changing the list to AT&T for their respective Bell System Practices. When the CLLI codes in Attachment 2 require changing, it will probably be due to additions of a new wire center, change or consolidation of STCs or CSCs, and the various work forces should be notified immediately. The coordinators will inform the District Staff Manager - Installation, who will send a letter to Marketing, CRB, and District Staff Manager - Service Measurements, Results and BSPs, for correction of the respective records and effective dates.

3.04 The CLLI codes are listed by the numerical sequence of the CDCs involved. Refer to the CDC-LSO alphabetical list and note the number of the STC-CDC or CSC-CDC involved to get the proper number desired. Then, refer to that number on the CLLI code list to get the full common language listing.

4. CUSTOMER SERVICE FORCE MANAGERS

4.01 Attachment 3 contains a listing of the telephone numbers of the Force Managers in both Areas. If any telephone number is changed, Area Results people will be responsible for notifying the District Staff Manager - Installation, who will in turn notify the District Staff Manager - Service Measurements, Results and BSPs, and other groups that may be involved.

LSO-CDC GUIDE
PNB EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO		EXCHANGE	STC-CDC	CSC-CDC	LSO
ABERDEEN-HOQUIAM	507+327	016	206-532		CLARKSTON	467	086	509-758
ALMIRA	377	106	509-639		CLE ELUM	837	266	509-674
ASHFORD	797	226	206-569		COLFAX	787	216	509-397
AUBURN	337	026	206-833		COLVILLE	787	316	509-684
BOEING	337	026	206-931					
BAINBRIDGE ISLAND	777	056	206-842		COPALIS	507+327	016	206-289
BATTLEGROUND	807	246	206-687		COTTON WOOD	467	086	208-962
BELFAIR	357	056	206-275		COULEE CITY	377	106	509-632
BELLEVUE-GLENCOURT	777	036	206-453		COULEE DAM	377	106	509-633
SHERWOOD	777	036	206-746					
BELLINGHAM	347	046	206-733		CRAIGMONT	467	086	208-924
BENGE	377+487	106	509-887		CRYSTAL MOUNTAIN	337	026	206-663
BLACK DIAMOND	337	026	206-886		CURTIS	507+367	126	206-245
BREMERTON	357	056	206-373		DAYTON	817	256	509-382
BUCKLEY	337	026	206-829		DEER PARK	787	216	509-276
CASTLE ROCK	477	096	206-274		DES MOINES-VERNON	777	026	206-839
					TAYLOR	777	026	206-824
CATHLAMET	477	096	206-795		EASTON	837	266	509-656
CENTRALIA	507+367	126	206-736		EDWALL-TYLER	787	216	509-236
CHEHALIS	507+367	126	206-748		ELK	787	216	509-292

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PNB EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO
ENUMCLAW	337	026	206-825
EPHRATA	377	106	509-754
EUREKA	817	256	509-749
GRAHAM	797	226	206-846
GRANGEVILLE	467	086	208-983
GREEN BLUFF	787	216	509-238
HARRINGTON	787	216	509-253
HOODSPORT	507	126	206-877
HUMPTULIPS	507+327	016	206-987
ISSAQUAH	777	036	206-392
KAMIAH	467	086	208-935
KENT-KENT MERIDIAN	337	026	206-631
S. STATE	337	026	206-852
O'BRIEN	337	026	206-872
O'BRIEN	337	156	206-575
O'BRIEN (BOEING)	337	276	206-773
KOOSKIA	467	086	208-926
KELSO	477	096	206-636
LAKE QUINALT	507+327	016	206-288
LAPWAI	467	086	208-843

EXCHANGE	STC-CDC	CSC-CDC	LSO
LEBAM	507+327	016	206-934
LESTER	337	026	206-657
LEWISTON	467	086	208-743
LIBERTY LAKE	787	216	509-255
LIND	377+487	106	509-677
LONGVIEW-KELSO	477	096	206-423
LOON LAKE	787	316	509-233
LUMMI ISLAND	347	046	206-758
MAPLE VALLEY	777	156	206-432
MOSES LAKE	377+487	106	509-762
MOSES LAKE	377+487	106	509-765
NESPELEM	377	106	509-634
NEZ PERCE	467	086	208-937
NORTH PORT	787	316	509-732
NEWMAN LAKE	787	216	509-226
OCASTA	507+327	016	206-648
ODESSA	377	106	509-982
OLYMPIA-EVERGREEN	507	126	206-866
WHITEHALL	507	126	206-943
LACEY	507	126	206-491

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PNB EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO
OKANOGAN	377	106	509-422
OMAK	377	106	509-826
OROVILLE	377	106	509-476
OTHELLO	377+487	106	509-488
ROYAL CITY	377+487	106	509-346
PACIFIC BEACH	507+327	016	206-276
PASCO	767	256	509-545
PATEROS	377	106	509-923
PE ELL	507+367	126	206-291
POMEROY	467	086	509-843
PORT ANGELES	777+956	146	206-452
JOYCE	777+956	146	206-928
PORT LUDLOW	777	146	206-437
PORT ORCHARD	357	056	206-871
PORT TOWNSEND	777	146	206-385
PUYALLUP	797	226	206-845
RAYMOND	507+327	016	206-942
RENTON-BALDWIN	777	156	206-226
BOEING	777	276	206-237

EXCHANGE	STC-CDC	CSC-CDC	LSO
RIDGEFIELD	807	246	206-887
RITZVILLE	377+487	106	509-659
ROCHESTER	507+367	126	206-273
ROY	797	226	206-843
SEATTLE-MERCER IS.	777	176+296	206-232
EAST	777	176+296	206-322
PARKWAY	777	176+296	206-722
CHERRY	777	166+296	206-242
ATWATER	777	186+296	206-282
MAIN	777	196+296	206-622
EMERSON	777	186+296	206-362
LAKEVIEW	777	186+296	206-522
SUNSET	777	186+296	206-782
MELROSE	777	186+296	206-632
MELROSE (1)	777	186+296	206-543
ROCKWELL	777	206+296	206-762
ROCKWELL (2)	777	206+296	206-655
WEST	777	206+296	206-932
O'BRIEN	777	156	206-575
BALDWIN	777	156	206-772

(1) SERVES UNIV. OF WASH.
(2) SERVES BOEING #2

EXCHANGE	STC-CDC	CSC-CDC	LSO
SEQUIM	777	146	206-683
SHELTON	507	126	206-426
SILVERDALE	357	056	206-692
SOUTH BEND	507+327	016	206-875
SPOKANE-CHESTNUT	787	216	509-244
(1)	787	216	509-247
RIVERSIDE	787	216	509-747
KEYSTONE	787	216	509-534
WALNUT	787	216	509-926
FAIRFAX	787	216	509-325
HUDSON	787	216	509-483
MORAN	787	216	509-448
WHITWORTH	787	216	509-466

(1) SERVES FAIRCHILD A.F.B.

EXCHANGE	STC-CDC	CSC-CDC	LSO
SPRAGUE	787	216	509-257

LSO-CDC GUIDE
PNB EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO
SPRINGDALE----------787--------216----509-258			
STARBUCK-----------817--------256----509-399			
SUMNER-------------797--------226----206-863			
TACOMA-LOGAN--------797--------236----206-564			
WAVERLY--------797--------236----206-927			
WAVERLY--------797--------236----206-922			
MARKET---------797--------236----206-627			
SKYLINE--------797--------236----206-752			
(2)--797--------236----206-924			
GREENFIELD-----797--------226----206-472			
LENOX----------797--------226----206-531			
JUNIPER--------797--------226----206-582			
FORT LEWIS-----797----226+287----206-964			
McCHORD--------287----226+287----206-984			

(2) SERVES WEYERHAEUSER

EXCHANGE	STC-CDC	CSC-CDC	LSO
TOUCHET------------817--------256----509-394			
TYLER-EDWALL--------787--------216----509-239			
VADER--------------477--------096----206-295			
VANCOUVER----------807--------246----206-693			
ORCHARD-----------807--------246----206-892			
SALMON CR.--------807--------246----206-573			
WARDEN-----------377+487----106----509-349			
WAITSBURG----------817--------256----509-337			
WALLA WALLA--------817--------256----509-525			
WILBUR-------------377--------106----509-647			
WILSON CR.---------377--------106----509-345			
WINLOCK------------507--------126----206-785			

EXCHANGE	STC-CDC	CSC-CDC	LSO
WISHRAM------------726--------726----509-748			
YAKIMA-GLENCOURT----837--------266----509-452			
WEST---------837--------266----509-965			
YACOLT-------------807--------246----206-686			

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IND. TEL. CO. EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
ACME	347	046	206-733-I	BONNERS FERRY, IDAHO	787	-	208 - IND
ALGER	347	046	206-733-I	BOTHELL	777	-	206 - IND
AMBOY	807	246	206-693-I	BOVILL, IDAHO	787	-	208 - IND
ANACORTES	347	-	206 - IND	BREWSTER	377	-	509 - IND
ANATONE	467	086	208-743-I	BRINNON	777	146	206-452-I
ARLETTA	797	226	206-472-I	BRIDGEPORT	377	-	509 - IND
ARLINGTON	387	-	206 - IND	BUCODA	507+367	126	206-943-I
ASOTIN	467	086	208-743-I	BURLINGTON	347	046	206-733-I
BASIN CITY	767	256	509-525-I	CAMAS-WASHOUGAL	807	246	206-693-I
BAYVIEW, IDAHO	787	-	208 - IND	CARNATION	777+497	036	206-453-I
BEAVER	777	146	206-452-I	CASHMERE	377	-	509 - IND
BENTON CITY	767	-	509 - IND	CENTER	777	146	206-452-I
BEVERLY	377	106	509-765-I	CHELAN	377	-	509 - IND
BICKLETON	837	266	509-452-I	CHENEY	787	216	509-747-I
BIG LAKE	347	046	206-733-I	CHEWELAH	787	316	509-325-I
BLAINE	347	046	206-733-I	CHINOOK	477	096	206-423-I
BLAKELY ISLAND	347	046	206-733-I	CLALLAM BAY	777	146	206-452-I

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EXCHANGE	STC-CDC	CSC-CDC	LSO
CLARK FORK, IDAHO	787	-	208 - IND
CLEARWATER	507+327	016	206-532-I
COEUR D'ALENE, IDAHO	787	-	208 - IND
COLUMBIA	837	266	509-452-I
CONCRETE	347	046	206-733-I
CONNELL	767	256	509-525-I
CONWAY	347	046	206-733-I
COUGAR	807	246	206-693-I
COUPEVILLE	387	-	206 - IND
COWICHE	837	266	509-452-I
CRESTON	377	106	509-765-I
CURLEW	377	106	509-765-I
CUSICK	787	-	509 - IND
CUSTER	347	046	206-733-I
DARRINGTON	387	-	206 - IND
DAVENPORT	787	216	509-747-I
DEARY, IDAHO	787	-	208 - IND

EXCHANGE	STC-CDC	CSC-CDC	LSO
DEMING	347	046	206-733-I
EASTSOUND	347	046	206-733-I
EATONVILLE	797	226	206-472-I
EDISON	347	046	206-733-I
ELK CITY, IDAHO	467	086	208-743-I
ELLENSBURG	837	266	509-452-I
ELMA	507+327	016	206-532-I
ELTOPIA	767	256	509-525-I
ENDICOTT	787	216	509-747-I
ENTIAT	377	-	509 - IND
EVERETT	387	-	206 - IND
EVERSON	347	046	206-733-I
FAIRFIELD	787	-	509 - IND
FALL CITY	777+497	036	206-453-I
FARMINGTON	787	-	509 - IND
FERNDALE	347	046	206-733-I
FORKS	777	146	206-452-I

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EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
FOX ISLAND	797	226	206-472-I	HARRISON, IDAHO	787	-	208 - IND
FRIDAY HARBOR	347	046	206-733-I	HAYDEN LAKE, IDAHO	787	-	208 - IND
GARDINER	777	146	206-452-I	HAT ISLAND	347	046	206-733-I
GARFIELD	787	-	509 - IND	HOPE, IDAHO	787	-	208 - IND
GENESEE, IDAHO	467	-	208 - IND	HUNTERS	787	316	509-325-I
GEORGE	377	-	509 - IND	IONE	787	-	509 - IND
GIG HARBOR	797	226	206-472-I	JULIAETTA, IDAHO	467	086	208-743-I
GLENOMA (MORTON EXCHANGE)	797	226	206-472-I	KAHLOTUS	767	256	509-525-I
GLENWOOD	837	266	509-452-I	KALAMA	477	096	206-423-I
GOLDENDALE	837	266	509-452-I	KELLOGG, IDAHO	787	-	208 - IND
GRANDVIEW	837	266	509-452-I	KENDRICK, IDAHO	467	086	208-743-I
GRANGER	837	266	509-452-I	KENNEWICK	767	-	509 - IND
GRANITE FALLS	387	-	206 - IND	KETTLE FALLS	787	316	509-325-I
GRAYLAND	507+327	016	206-532-I	KINGSTON	357	056	206-373-I
GRAYS RIVER	477	096	206-423-I	KIRKLAND	777	-	206 - IND
HALLS LAKE	777	-	206 - IND	KITTITAS	837	266	509-452-I
HARRAH	837	266	509-452-I	KLICKITAT	837	266	509-452-I

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IND. TEL. CO. EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
LaCENTER	807	246	206-693-I	MAPLE FALLS	347	046	206-733-I
LaCONNER	347	046	206-733-I	MARBLEMOUNT	347	046	206-733-I
LACROSSE	787	216	509-747-I	MARYSVILLE	387	-	206 - IND
LAKEBAY	797	226	206-472-I	MATTAWA	837	266	509-452-I
LATAH	787	-	509 - IND	MATHEWS CORNER	767	256	509-525-I
LAUDERDALE	837	266	509-452-I	McCLEARY	507	126	206-943-I
LAUREL	347	046	206-733-I	MEDICAL LAKE	787	216	509-747-I
LEAVENWORTH/ PESHASTIN	377	-	509 - IND	MESA	767	256	509-525-I
LENORE, IDAHO	467	086	208-743-I	METALINE FALLS	787	-	509 - IND
LONG BEACH	477	096	206-423-I	MINERAL	797	226	206-472-I
LOOMIS	377	106	509-765-I	MOLSON-CHESAW	377	106	509-765-I
LOPEZ	347	046	206-733-I	MONROE	387	-	206 - IND
LYLE	837	266	509-452-I	MONTESANO	507+327	016	206-532-I
LYMAN-HAMILTON	347	046	206-733-I	MORTON	797	226	206-472-I
LYNDEN	347	046	206-733-I	MOSCOW, IDAHO	787	-	208 - IND
MABTON	837	266	509-452-I	MOSSYROCK	507	126	206-943-I
MANSFIELD	377	-	509 - IND				

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IND. TEL. CO. EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
MOUNT VERNON	387	046	206-733-I	PECK, IDAHO	467	-	208 - IND
MULLAN, IDAHO	787	-	208 - IND	PESHASTIN/ LEAVENWORTH	377	-	509 - IND
NACHES	837	266	509-452-I	PIERCE, IDAHO	467	-	208 - IND
NASELLE	477	096	206-423-I	PLUMMER, IDAHO	787	-	208 - IND
NEAH BAY	777	146	206-452-I	POST FALLS, (IDAHO)	787	-	208 - IND
NEWHALEM (SEA. CITY LIGHT)	347	046	206-733-I	POTLATCH, IDAHO	787	-	208 - IND
NEWPORT	787	-	509 - IND	POULSBO	357	056	206-373-I
NILE	837	266	509-452-I	PRESCOTT	817	256	509-525-I
NORTH BEND	777+497	036	206-453-I	PRESTON	777+497	036	206-453-I
OAK HARBOR	387	-	206 - IND	PRIEST LAKE, IDAHO	787	-	208 - IND
OAKESDALE	787	-	509 - IND	PRIEST RIVER, IDAHO	787	-	208 - IND
OCEAN PARK	477	096	206-423-I	PROSSER	837	266	509-452-I
OLALLA	357	056	206-373-I	PUGET ISLAND	477	096	206-423-I
OROFINO, IDAHO	467	-	208 - IND	PULLMAN	787	-	509 - IND
ORTING	797	226	206-472-I	PURDY	357	056	206-373-I
PACKWOOD	797	226	206-472-I	QUILCENE	777	146	206-452-I
PALOUSE	787	-	509 - IND	QUINCY	377	-	509 - IND
PATERSON	837	266	509-452-I	RAINIER	507	126	206-943-I

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IND. TEL. CO. EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
RANDLE	797	226	206-472-I	SNOHOMISH	387	-	206 - IND
RATHDRUM, IDAHO	787	-	208 - IND	SNOQUALMIE PASS	777+497	036	206-453-I
REARDAN	787	216	509-747-I	SOAP LAKE	377	-	509 - IND
REPUBLIC	377	106	509-765-I	SOUTH PRAIRIE	797	226	206-472-I
RICHLAND	767	-	509 - IND	SOUTH WHIDBEY	387	-	206 - IND
RICHMOND BEACH	777	-	206 - IND	SPANGLE	787	216	509-747-I
ROCKFORD	787	-	509 - IND	SPIRIT LAKE, IDAHO	787	-	208 - IND
ROOSEVELT	837	266	509-452-I	STANWOOD	387	-	206 - IND
ROSALIA	787	-	509 - IND	STEVENS PASS	387	-	206 - IND
ROSLYN	837	266	509-452-I	STEVENSON	807	246	206-693-I
ST. JOHN	787	216	509-747-I	SULTAN	387	-	206 - IND
ST. MARIES, IDAHO	787	-	208 - IND	SUMAS	347	046	206-733-I
SALKUM	507	126	206-943-I	SUNNYSIDE	837	266	509-452-I
SANDPOINT, IDAHO	787	-	208 - IND	TEKOA	787	-	509 - IND
SEDRO WOOLLEY	347	046	206-733-I	TENINO	507+367	126	206-943-I
SELAH	837	266	509-452-I	THORP	837	266	509-452-I
SKYKOMISH	387	-	206 - IND	TIETON	837	266	509-452-I

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LSO-CDC GUIDE
IND. TEL. CO. EXCHANGES — WASHINGTON-IDAHO

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
TOLEDO	507	126	206-943-I	WESTPORT	507+327	016	206-532-I
TONASKET	377	106	509-765-I	WHITE BIRD, IDAHO	467	086	208-743-I
TOPPENISH	837	266	509-452-I	WHITE SALMON	837	266	509-452-I
TROUT LAKE	837	266	509-452-I	WHITE SWAN	837	266	509-452-I
TROY, IDAHO	467	086	208-743-I	WHITSTRAN	837	266	509-452-I
TWISP	377	106	509-765-I	WILLARD	837	266	509-452-I
UNION	357	056	206-373-I	WINTHROP	377	106	509-765-I
UNIONTOWN	467	086	208-743-I	WOODLAND	807	-	206 - IND
VANTAGE	837	266	509-452-I	WORLEY, IDAHO	787	-	208 - IND
VASHON	777	276	206-472-I	YALE	807	246	206-693-I
VIEW	807	246	206-693-I	YELM	797	226	206-472-I
WALLACE, IDAHO	787	-	208 - IND	ZILLAH	837	266	509-452-I
WAPATO	837	266	509-452-I				
WASHTUCNA	767	256	509-525-I				
WATERVILLE	377	-	509 - IND				
WEIPPE, IDAHO	467	-	208 - IND				
WENATCHEE	377	-	509 - IND				

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PNB EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO
ALBANY	887	516	503-926
ARLINGTON	726	726	503-454
ASHLAND	867	606	503-482
ASTORIA	536	536	503-325
ATHENA-WESTON	937	636	503-566
BAKER	937	636	503-523
BAY CITY	736	736	503-377
BEND	847	556	503-382
BLUE RIVER	857	576	503-822
BLY	596	596	503-353
BURLINGTON	877	656	503-621
CAMAS VALLEY	706	706	503-445
CANNON BEACH	536	536	503-436
CARLTON	877	826	503-852
CASCADE LOCKS	877	646	503-374
CENTRAL POINT	867	606	503-664
CORVALLIS	887	566	503-752
ADAIR	887	566	503-745

EXCHANGE	STC-CDC	CSC-CDC	LSO
COTTAGE GROVE	857	576	503-942
CULP CREEK	857	576	503-946
DALLESPORT	726	726	206-767
DALLAS	887	716	503-623
DRAIN	857	576	503-836
DURKEE	937	636	503-877
DILLARD	706	706	503-679
ECHO	937	636	503-376
EUGENE-SPRINGFIELD			
EUGENE	857	576	503-342
RIVERROAD	857	576	503-688
SPRINGFIELD	857	576	503-746
FALLS CITY	887	716	503-787
FLORENCE	857	576	503-997
GARIBALDI	736	736	503-322
GILCHRIST	847	556	503-433
GLIDE	706	706	503-496
GOLD HILL	867	606	503-855
GOVERNMENT CAMP	877	696	503-272

LSO-CDC GUIDE
PNB EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
GRANTS PASS	867	586	503-476	LEABURG	857	576	503-896
GRASS VALLEY	726	726	503-333	LEXINGTON	937	636	503-989
HARRISBURG	857	576	503-995	LOWELL	857	576	503-937
HAYMAKER	596	596	503-338	MADRAS	847	556	503-475
HEPPNER	937	636	503-676	MAPLETON	857	576	503-268
HERMISTON	937	636	503-567	MARCOLA	857	576	503-933
HUNTINGTON	937	636	503-869	McDERMIT			
INDEPENDENCE MONMOUTH	887	716	503-838	MEDFORD	867	606	503-772
IONE	937	636	503-422	MILTON-FREEWATER	937	636	503-938
JACKSONVILLE	867	606	503-899	MORO	726	726	503-565
JEFFERSON	887	516	503-327	NEWPORT	887	616	503-265
JEWELL	536	536	503-755	NORTH HARNEY	847+937	556	503-493
JOHN DAY	847+937	556	503-575	NORTH PLAINS	877	826	503-647
JUNCTION CITY	857	576	503-998	NORTH POWDER	937	636	503-898
KLAMATH FALLS	596	596	503-882	NORTH UMPQUA	706	706	503-498
LAKE OSWEGO	877	826	503-635	OAK GROVE MILWAUKIE	877	686	503-653
LAPINE	847	556	503-536	OAKLAND SUTHERLIN	706	706	503-459

LSO-CDC GUIDE
PNB EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO
OREGON CITY	877	686	503-655
PENDLETON	937	636	503-276
PHOENIX-TALENT	867	606	503-535
PORTLAND			
ALPINE	877	646	503-252
ATLANTIC	877	656	503-281
PORTLAND AIRPORT	877	656	503-249
AVENUE	877	656	503-286
BUTLER	877	656	503-283
BELMONT	877	666	503-232
CAPITOL	877	676	503-221
CHERRY	877	826	503-244
CYPRESS	877	826	503-292
PROSPECT	877	696	503-771
HAROLD ST.	877	696	503-760
PRINEVILLE	847	556	503-447
RAINIER	877	826	503-556
ROCKAWAY	736	736	503-355
ROGUE RIVER	867	586	503-582
ROSEBURG	706	706	503-672
RUFUS	726	726	503-739
SALEM	887	716	503-362
KAISER AREA	887	716	503-393
SEASIDE	536	536	503-738
SHEDD	887	516	503-491
SILETZ	887	616	503-444

EXCHANGE	STC-CDC	CSC-CDC	LSO
SILVER LAKE	847	556	503-576
SOUTH HARNEY	847+937	556	503-495
SPRING RIVER	847	556	503-593
STANFIELD	937	636	503-449
ST. HELENS	877	826	503-397
SUMPTER	937	636	503-894
THE DALLES	726	726	503-296
TILLAMOOK	736	736	503-842
TOLEDO	887	616	503-336
UMATILLA	937	636	503-922
VALSETZ	887	716	503-744
VENETA	857	576	503-935
WARM SPRINGS	847	556	503-553
WARRENTON	536	536	503-861
WASCO	726	726	503-442
WESTPORT	536	536	503-455
WOODBURN-HUBBARD	887	716	503-981

LSO-CDC GUIDE
PNB EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
WESTON-ATHENA	937	636	503-566				
WISHRAM	726	726	509-748				

LSO-CDC GUIDE
IND. TEL. CO. EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO
AIMS (CORBETT)	877	876	503-252-I
ALGOMA	596	596	503-882-I
ALOHA (BEAVERTON)	877	-	503 - IND
ALSEA	887	566	503-752-I
AMITY	887	-	503 - IND
ANTELOPE	847	556	503-382-I
AUMSVILLE-TURNER	887	716	503-362-I
AURORA	877	686	503-653-I
AZALEA	706	706	503-672-I
BANDON	857	-	503 - IND
BANKS (FORREST GROVE)	877	-	503 - IND
BATES	937	636	503-276-I
BEAVER	736	736	503-842-I
BEAVER CREEK	877	686	503-653-I
BEAVERTON	877	-	503 - IND
BELL FOUNTAIN	887	566	503-752-I
BLODGETT	887	566	503-752-I

EXCHANGE	STC-CDC	CSC-CDC	LSO
BOARDMAN	937	636	503-276-I
BONANZA	596	596	503-882-I
BROOKINGS	867	-	503 - IND
BROWNSVILLE	887	516	503-926-I
BURNS	847	556	503-382-I
BUTTE FALLS	867	606	503-772-I
CAMP SHERMAN	847	556	503-382-I
CANBY	877	686	503-653-I
CANYONVILLE	706	706	503-672-I
CAVE JUNCTION	867	606	503-772-I
CHEMULT	596	596	503-882-I
CHILOQUIN	596	596	503-882-I
CHITWOOD	887	616	503-265-I
CLATSKANIE	536	-	503 - IND
CLOVERDALE	736	736	503-842-I
COLTON	877	686	503-653-I
CONDON	726	726	503-296-I

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EXCHANGE	STC-CDC	CSC-CDC	LSO
COOS BAY	857	–	503 - IND
COQUILLE	857	–	503 - IND
CORBETT	877	646	503-252-I
COVE	937	–	503 - IND.
CRATER LAKE	867	606	503-772-I
CRESWELL	857	576	503-342-I
CULVER	847	556	503-382-I
DAYS CREEK	706	706	503-672-I
DAYTON	877	686	503-653-I
DAYVILLE	937	556	503-382-I
DEADWOOD	857	576	503-342-I
DEPOE BAY	887	616	503-265-I
DETROIT	887	716	503-362-I
DETROIT DAM	887	716	503-362-I
DIAMOND LAKE	867	556	503-382-I
DuFUR	726	726	503-296-I
EAGLE CR. (ESTACADA)	877	686	503-653-I

EXCHANGE	STC-CDC	CSC-CDC	LSO
ELGIN	937	–	503 - IND.
ELKTON	857	576	503-342-I
EMPIRE (COOS BAY)	857	576	503-342-I
ENTERPRISE	937	–	503 - IND.
ESTACADA	877	686	503-653-I
FLORA	937	636	503-276-I
FORREST GROVE	877	–	503 - IND
FORT KLAMATH	596	596	503-882-I
FOSSIL	726	726	503-296-I
GASTON (FORREST GROVE)	877	–	503 - IND
GERVAIS	887	716	503-362-I
GLENDALE	867	586	503-476-I
GLENDEN (DEPOE BAY)	887	616	503-265-I
GOLD BEACH	857	–	503 - IND
GRAND ISLAND	887	716	503-362-I
GRAND RONDE	887	716	503-362-I

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IND. TEL. CO. EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
GRESHAM	877	-	503 - IND.	KLEINSCHMIDT	937	636	503-276-I
HAINES	937	636	503-276-I	KNAPPA	536	536	503-325-I
HALFWAY	937	546	503-523-I	LA GRANDE	937	-	503 - IND
HALSEY	887	516	503-926-I	LAKE OF THE WOODS	867	606	503-772-I
HARLAN	887	566	503-752-I	LAKESIDE	857	-	503 - IND
HARPER	937	546	503-523-I	LAKEVIEW	596	596	503-882-I
HELIX	937	636	503-276-I	LANGLOIS	857	-	503 - IND
HEREFORD-UNITY	937	636	503-276-I	LEBANON	887	516	503-926-I
HILLSBORO	877	-	503 - IND	LINCOLN CITY	887	616	503-265-I
HOOD-LAND	877	646	503-252-I	LOBSTER VALLEY	887	566	503-752-I
HOOD RIVER	726	726	503-296-I	LONG CREEK	937	636	503-276-I
HORTON	857	576	503-342-I	LOSTINE	937	-	503 - IND
IMBLER	937	-	503 - IND	LYONS	887	716	503-362-I
JOSEPH-IMAHA	937	-	503 - IND	MALIN	596	596	503-882-I
JUNTURA	937	636	503-276-I	MAUPIN	726	726	503-296-I
KINGS VALLEY	887	566	503-752-I	McMINNVILLE	877	-	503 - IND
KINZUA	726	726	503-296-I	MEACHAM	937	636	503-276-I

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IND. TEL. CO. EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO
MEDICAL SPRINGS	937	636	503-276-I
MERRILL	596	596	503-882-I
MILL CITY	887	716	503-362-I
MITCHELL	847	556	503-382-I
MOLALLA	877	686	503-653-I
MONITOR	887	716	503-362-I
MONROE	857	576	503-342-I
MONUMENT	937	546	503-523-I
MOSIER	726	726	503-296-I
MT. ANGEL	887	716	503-362-I
MT. HOOD MEADOWS	877	646	503-252-I
MT. VERNON	937	546	503-523-I
MYRTLE CREEK	706	706	503-672-I
MYRTLE POINT	857	-	503 - IND
NEEDY (CANBY-NEEDY)	877	686	503-653-I
NEHALEM	736	736	503-842-I
NEWBERG	877	-	503 - IND

EXCHANGE	STC-CDC	CSC-CDC	LSO
NORTH BEND (COOS BAY)	857	576	503-342-I
OAKRIDGE	857	576	503-342-I
OBRIEN	867	606	503-772-I
ODELL	726	726	503-296-I
ORIENT (GRESHAM)	877	-	503 - IND
OX BOW	937	636	503-276-I
PACIFIC CITY	736	736	503-842-I
PAISLEY	596	596	503-882-I
PARKDALE	726	726	503-296-I
PAULINA	847	556	503-382-I
PHILOMATH	887	566	503-752-I
PILOT ROCK	937	636	503-276-I
PINE GROVE	726	726	503-296-I
PORT ORFORD	857	-	503 - IND
POWERS	857	-	503 - IND
PRAIRIE CITY	937	636	503-276-I
PROSPECT	867	606	503-772-I

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IND. TEL. CO. EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO
PROVOLT-MURPHY	867	606	503-772-I
REDLAND	877	686	503-653-I
REDMOND	847	556	503-382-I
REEDSPORT	857	-	503 - IND
RICHLAND	937	636	503-276-I
RIDDLE	706	706	503-672-I
RIPPLE BROOK	877	686	503-653-I
ROCKY POINT	596	596	503-882-I
ST. PAUL	887	716	503-362-I
SANDY	877	-	503 - IND
SCAPPOSSE	877	676	503-221-I
SCHOLLS	877	-	503 - IND
SCIO	887	516	503-926-I
SCOTTSBURG	857	576	503-342-I
SELMA	867	606	503-772-I
SENECA	847	556	503-382-I
SHADY GROVE	867	606	503-772-I

EXCHANGE	STC-CDC	CSC-CDC	LSO
SHERIDAN	887	716	503-362-I
SHERWOOD	877	-	503 - IND
SILVERTON	887	716	503-362-I
SISTERS	847	556	503-382-I
SOMERSET WEST (BEAVERTON)	877	-	503 - IND
SOUTH BEACH	887	616	503-265-I
SPRAY	847	556	503-382-I
SPRAGUE RIVER	596	596	503-882-I
STAFFORD	877	-	503 - IND
STAYTON	887	716	503-362-I
SUMMIT	887	566	503-752-I
SUNNYSIDE	877	686	503-653-I
SWEET HOME	887	516	503-926-I
TIDEWATER	857	576	503-342-I
TIGARD	877	-	503-IND
TRIANGLE LAKE	857	576	503-342-I

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LSO-CDC GUIDE
IND. TEL. CO. EXCHANGES — OREGON

EXCHANGE	STC-CDC	CSC-CDC	LSO	EXCHANGE	STC-CDC	CSC-CDC	LSO
TYGH VALLEY	726	726	503-296-I				
TURNER (AUMSVILLE)	887	716	503-362-I				
UKIAH	937	636	503-276-I				
UNION	937	-	503 - IND				
VERONIA	877	-	503 - IND				
WALDPORT	887	-	503 - IND				
WALLOWA	937	636	503-276-I				
WAMIC	726	726	503-296-I				
WANPINITIA (MEADOWS)	877	686	503-653-I				
WHITE CITY	867	606	503-772-I				
WILLAMANIA	877	686	503-653-I				
WILSONVILLE (STAFFORD)	877	-	503 - IND				
WOLF CREEK	706	706	503-672-I				
YACHATS	536	536	503-325-I				
YAMHILL	877	686	503-653-I				
YONCALLA	857	576	503-342-I				

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CDC AND COMMON LANGUAGE IDENTIFICATION GUIDE
WASH — IDA AREA

CDC	STC LOCATION	CLI
287	McCHORD	MCAB WA 01 T10
327	ABERDEEN	ABRD WA 01 T10
337	AUBURN	AUBN WA 01 T10
347	BELLINGHAM	BLHM WA 01 T10
357	BREMERTON	BMTN WA 01 T10
377	EPHRATA	EPHR WA 01 T10
377	WENATCHEE	WNTC WA 01 T10
467	LEWISTON	LSTN ID 01 T10
477	LONGVIEW	LGVW WA 01 T10
487	MOSES LAKE	MSLK WA 01 T10
497	NORTH BEND	NBND WA 01 T10
497	NORTH BEND (AUTOVON)	NBND WA XB T20
507	OLYMPIA	OLYM WA 01 T10
767	PASCO	PASC WA 01 T10
777	SEATTLE (TGH-TTY)	STTL WA 01 T11
777	SEATTLE (PROG/VIDEO)	STTL WA 01 T12
777	SEATTLE (CCSA/SSN)	STTL WA 06 T60
777	SEATTLE (DATA)	STTL WA 06 T61
777	SEATTLE (ALL OTHER)	STTL WA 06 T63
787	SPOKANE	SPKN WA 01 T10
797	TACOMA	TACM WA 02 T10
807	VANCOUVER	VANC WA 01 T10
817	WALLA WALLA	WLWL WA 01 T10
837	YAKIMA	YAKM WA 01 T10
837	YAKIMA (CCSA/SSN)	YAKM WA 02 T20

CDC	CSC LOCATION	CLI
016	ABERDEEN	ABRD WA 01 S01
026	AUBURN	AUBN WA 01 S01
036	BELLEVUE	BLLV WA SH S01
046	BELLINGHAM	BLHM WA 01 S01
056	BREMERTON	BMTN WA 01 S01
086	LEWISTON	LSTN ID SH S01
096	LONGVIEW	LGVW WA 02 S01
106	MOSES LAKE	MSLK WA 50 S01
126	OLYMPIA	OLYM WA 01 S01
146	PORT ANGELES	PTAN WA 01 S01
156	RENTON	RNTN WA RC S01
166	SEATTLE CHERRY	STTL WA CH S04
176	SEATTLE EAST	STTL WA 03 S02
186	SEATTLE LAKEVIEW	STTL WA LA S03
196	SEATTLE MAIN	STTL WA 06 S01
206	SEATTLE ROCKWELL	STTL WA DU S05
216	SPOKANE SOUTH	SPKN WA 01 S01
226	TACOMA GREENFIELD	TACM WA GF S02
236	TACOMA MARKET	TACM WA 02 S01
246	VANCOUVER	VANC WA 01 S01
256	WALLA WALLA	WLWL WA 01 S01
266	YAKIMA	YAKM WA 02 S01
276	RENTON BOEING	RNTN WA RC S02
316	SPOKANE NORTH	SPKN WA 01 S02

CDC AND COMMON LANGUAGE IDENTIFICATION GUIDE
OREGON AREA

CDC	STC LOCATION	CLI
(1) 536	ASTORIA	ASTR OR 64 A33
(1) 596	KLAMATH FALLS	KLFL OR 54 A33
(1) 706	ROSEBURG	RSBG OR 57 A33
(1) 726	THE DALLES	THDL OR 59 A33
(1) 736	TILLAMOOK	TLMK OR 67 A33
847	BEND	BEND OR 24 A33
857	EUGENE	EUGN OR 53 A33
(4) 867	GRANTS PASS	GRPS OR 29 A33
867	MEDFORD	MDFD OR 55 A33
877	PORTLAND	PTLD OR 62 A33
(2) 887	ALBANY	ALBY OR 63 A33
(2) 887	CORVALLIS	CRVS OR 65 A33
(2) 887	NEWPORT	NWPT OR 35 A33
887	SALEM	SALM OR 58 A33
(3) 937	BAKER	BAKR OR 23 A33
937	PENDLETON	PNTN OR 56 A33

(1) ORDERS ROUTE VIA LOCAL CSC

(2) ORDERS ROUTE VIA SALEM COMS CENTER

(3) ORDERS ROUTE VIA PENDLETON COMS CENTER

(4) ORDERS ROUTE VIA MEDFORD COMS CENTER

CDC	CSC LOCATION	CLI
516	ALBANY	ALBY OR 63 A22
536	ASTORIA	ASTR OR 64 A22
556	BEND	BEND OR 24 A22
566	CORVALLIS	CRVS OR 65 A22
576	EUGENE	EUGN OR 53 A22
586	GRANTS PASS	GRPS OR 70 A22
596	KLAMATH FALLS	KLFL OR 54 A22
606	MEDFORD	MDFD OR 33 A22
616	NEWPORT	NWPT OR 35 A22
636	PENDLETON	PNTN OR 57 A22
646	PORTLAND ALPINE	PTLD OR 11 A22
656	PORTLAND ATLANTIC	PTLD OR 75 A22
666	PORTLAND BELMONT	PTLD OR 13 A22
676	PORTLAND CAPITOL	PTLD OR 62 A22
826	PORTLAND CHERRY	PTLD OR 74 A22
686	PORTLAND OLIVE	MLWK OR 17 A22
696	PORTLAND PROSPECT	PTLD OR 18 A22
706	ROSEBURG	RSBG OR 57 A22
716	SALEM	SALM OR 57 A22
726	THE DALLES	THDL OR 59 A22
736	TILLAMOOK	TLMK OR 67 A22

FORCE MANAGER DIRECTORY
WASH-IDAHO — AREA

CUSTOMER SERVICE CENTER	TEL. NO.	CUSTOMER SERVICE CENTER	TEL. NO.
ABERDEEN	206-532-9008	SEATTLE EAST	206-345-3655
AUBURN	206-833-0133	" LAKEVIEW	206-345-5635
BELLEVUE	206-747-0077	" MAIN	206-345-3292
BELLINGHAM	206-676-7934	" ROCKWELL	206-345-3486
BREMERTON	206-376-0006	SPOKANE SOUTH	RES -- 509-455-2093
LEWISTON	208-743-9595		COMPLEX -- 509-455-2114
LONGVIEW	206-577-5082	" NORTH	RES -- 509-455-2092
MOSES LAKE	509-765-9295	TACOMA GREENFIELD	206-383-0425
OLYMPIA	206-754-3258	" MARKET	206-383-0389
PORT ANGELES	206-457-9456	VANCOUVER	206-693-9151
RENTON	206-226-0067	WALLA WALLA	509-529-4610
SEATTLE CHERRY	206-345-3521	YAKIMA	509-575-7034

AS OF 6-1-77

FORCE MANAGER DIRECTORY
OREGON AREA

CUSTOMER SERVICE CENTER	TEL. NO.	CUSTOMER SERVICE CENTER	TEL. NO.
ALBANY	503-926-7662	PORTLAND BELMONT	503-233-3093
ASTORIA	503-325-5045	" CAPITOL	503-242-6920
BEND	503-382-5077	" CHERRY	503-242-6279
CORVALLIS	503-752-7701	" OLIVE	503-233-3093
EUGENE	503-484-8325	" PROSPECT	503-233-3093
GRANTS PASS	503-479-7503	ROSEBURG	503-673-6681
KLAMATH FALLS	503-882-8886	SALEM	503-399-4379
MEDFORD	503-776-8032	THE DALLES	503-298-5531
NEWPORT	503-265-2205	TILLAMOOK	503-842-2501
PENDLETON	503-276-5048		
PORTLAND ALPINE	503-238-3252		
" ATLANTIC	503-238-3252		

AS OF 6-1-77