

DIAL CENTRAL OFFICE SERVICE INDEX PLAN

GENERAL

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1.01 This addendum supplements Section 201-102-001 and provides for the change in source data for trouble codes 5, 7 and 8 from the "T" analysis to Form SW-6395. Form SW-6395 is the equivalent to Form E-2700 as specified in the main section. This addendum also includes information on the counting of customer reports attributable to 101 ESS equipment for Dial Central Office Index - E3981A.

1.02 This addendum is reissued to delete reference to Issue 4, dated April, 1965.

3. GETTING DATA

3.06 (Change this paragraph to read as follows:)

Get central office codes, Found OK's In, and Test OK's from the Customer Trouble Report Summary Form SW-6395 (E-2700) from the local test center.

4. COMPUTING THE INDEX

4.03 (Change subparagraph b and c to read as follows:)

(b) Central Office Codes (Code 5) and Found OK IN (Code 8) from Test Center Form SW-6395 (E-2700).

Trouble reports generated by 101 ESS equipment (located in central offices) and properly chargeable to disposition code 5 will be counted on Form SW-6395. A central office trouble ticket will be completed for each such 101 ESS trouble. The information on the central office ticket will include the number of customer trouble reports chargeable to each trouble.

For the purpose of computing the code 5 and code 8 component of the dial central office index, any code 5 reports attributable to 101 ESS equipment (located in the measured central office) will be excluded. The E3981A shall be noted "____ Code 5 101 ESS Reports Excluded." The quantity of excluded reports must be documented by central office trouble tickets for audit purposes. The point of division between the 101 ESS equipment and the measured central office switching equipment shall be at the terminal strip which provides central office access for the PBX trunks. From this terminal strip, including crossconnection, towards the central office line relay, shall be considered "central office" equipment. The equipment from this terminal strip back to the 101 ESS, including crossconnections for data links and trunks to the switch units, shall be considered 101 ESS equipment.

(c) Test OK's (Code 7) from Test Center Form SW-6395 (E-2700).

5. DISTRIBUTING DATA

5.03 (Add the following paragraph.)

The following reports should be forwarded to the Supervisor of Corporate Books for observed entities only:

Monthly - One copy of each District, Division, and Area report by the 10th of the succeeding month.

Quarterly - Two copies of the Area quarterly report by the 15th of the month after close of quarter.

Annually - Two copies of yearly Area report by the first day of February of the next year.