

STEP-BY-STEP NETWORK SWITCHING
PERFORMANCE MEASUREMENT PLAN

1. GENERAL

1.001 This Addendum supplements Section 226-001-005.

1.002 This Addendum is issued to provide additional information for the preparation and forwarding of Forms E-6424A, SXS Network Switching Performance Measurement Plan - Individual Office Report, E-6424B, and SXS Network Switching Performance Measurement Plan - Summary; and provides additional source information.

1.003 This Addendum designates the responsible department for providing and summarizing data for Form E-6424A and Form E-6424B.

1.004 This plan applies to all SXS central offices which perform an end office function, including end offices which are used partially as tandem or CAMA tandem switchers.

1.005 Where performance indicator registers are currently available, and can be mechanically collected by camera/film or other means, the results shall be reported. No special provisions, such as the installation of registers or manual readings, shall be made unless an office is experiencing service problems. In offices not equipped with Dial Tone Speed (DTS) registers, the DTS measured component shall be shown as "NE".

8. PREPARATION OF FORM E-6424A

(Change the following paragraph:)

8.05 Form E-6424A shall be prepared monthly for each SXS central office. The

report month is from the 23rd of the month to the 22nd of the following month. Forwarding instructions are outlined in Part 12. The Plant Department will be responsible for final preparation of Form E-6424A. The detailed preparation of Form E-6424A follows:

Line 1: All column data will be provided by the Traffic Department. ALFB register readings can be made once monthly for total month's results. Local arrangements between Plant and Traffic shall be made for reading these registers where they are provided. (See Paragraph 1.005 for provision criteria.)

Line 2: All column data will be provided by the Traffic Department. Where "OR" busy registers are available and can be mechanically collected via camera/film or other means during the dial tone speed busy hours, this performance indicator shall be reported. No special provisions, such as the installation of registers or manual readings shall be made unless an office is experiencing dial tone speed service problems. In this case all "OR" busy data shall be collected and reported.

Line 3: All column data will be provided by the Traffic Department. The provisions of measuring capability for "Last Trunk Usage" shall be considered, on a permanent, individual office basis, only in SXS tandem or large SXS offices in multi-office exchanges where the office has a life of five years or more from the time of completion of the

arrangement. Portable "TUR" capacity shall be considered for use and the "LTU" performance indicator reported where terminating service problems are being experienced.

Line 4: All column data will be provided by the Plant Department.

Line 5: All column data will be provided by the Traffic Department. The latest monthly trunk service report data available shall be reported for this performance indicator. All criteria for reporting procedures shall be in accordance with the Monthly Trunk Service Report.

Line 6: All column data will be reported by the Traffic Department. This item shall be shown "NP" until the Southwestern Company adopts the new SXS System Load Balance Index Plan.

Line 7: All column data will be provided by the Plant Department.

Line 8: Same as Line 7.

Line 9: Same as Line 7.

Line 10: Not applicable in the Southwestern Company.

Line 11: Not applicable in the Southwestern Company.

Line 12: Column A, E, F, and G are provided by the Plant Department. Column D will be provided by the Traffic Department. The source for Column D, main plus equivalent main telephones, will be in accordance with TDI #16 using the #7 Report definition contained in Section D, Par: 8.02. Column A is provided by the serving test center.

NOTE: The following source documents will apply for Column A:

1. Use Form E-2700 (Customer Trouble Report Summary) when available.

2. For MCTRAP use Form E-4737 (Daily Cumulative Customer Trouble Report Summary) when E-2700 is not available.

3. For TREAT use Report 02.

Line 13: All column data will be provided by the Traffic Department.

Line 14: All column data will be provided by the Traffic Department. Criteria for reporting dial tone speed and reporting procedures shall be in accordance with TSOP Div. F, Sec. 28. Dial tone speed provisions shall be per T.D.I. 45, Sec. B, Page 57.

Line 15: All column data will be provided by the Traffic Department. Criteria for service observing and reporting procedures shall be in accordance with TSOP Div. B. If the office is not observed, enter "NE" in columns M and R.

Line 16: Same as Line 15.

Line 17: All data will be provided by the Plant Department.

Line 18: All data will be provided by the Plant Department.

Line 19: All Data will be provided by the Plant Department.

Line 20: Column H, M, N, D, and R, are provided by the Plant Department.

Column L will be provided by the Traffic Department. The source for Column L, in accordance with T.D.I. 16 using the #7 Report definition contained in Section D, Par: 8.02. The following source documents will apply for Column H.

1. Use Form E-2700 (Customer Trouble Report Summary) where applicable.
2. For MCTRAP use Form E-4737A (Daily Cumulative Customer Trouble Report Summary) when the E-2700 is not available.

Line 21: Same as Line 20.

Line 22: All data will be provided by the Plant Department.

Line 23: All data will be provided by the Plant Department.

Line 24: All data will be provided by the Plant Department.

Line 25: All data will be provided by the Plant Department. Area Code and office NNX Code will be shown in Column "T".

Line 26: All data will be provided by the Plant Department.

9. PREPARATION OF FORM E-6424B

- 9.01 Form E-6424B shall be prepared monthly, quarterly, and annually by the Plant Department for District, Division, and Area summaries.

(a) No entry shall be made in any space where data is not required.

(b) The Plant Department will be responsible for final preparation of Form E-6424B.

(c) Reports prepared within the Southwestern Company are as follows:

(1) Monthly - Form E-6424B shall be prepared for the District, Division, and Area. The central office NNX code shall be used in column AG of page 2 on Form E-6424B.

(2) Quarterly - Form E-6424B shall be prepared for each Area. Only the total number of central offices in Band D shall be shown in columns AJ thru AR. Do not report any data in columns AH, AS, or AT.

(3) Annually - Form E-6424B shall be prepared.

12. FORWARDING REPORTS

12.01 The individual central offices shall transmit their Form E-6424A to the District Plant office monthly.

12.02 The District office shall consolidate the individual office results into a District Summary Report (Form E-6424B) and forward monthly reports to the Division Plant office on Form E-6424B.

12.03 The Division Plant office shall consolidate the District results. The Division Plant office will forward copies

of the District and Division results for monthly reports to the Area Plant office on Form E-6424B.

12.04 The Area Plant office shall consolidate the Division results into an Area results report on Form E-6424B. Four copies of each District, Division, and Area report will be forwarded monthly to the Supervisor of Corporate Books. The Area Plant office shall also prepare quarterly and annual reports on Form E-6424B and forward to the Supervisor of Corporate Books. These reports shall be forwarded to and in the possession of the Supervisor of Corporate Books by the 20th of the month following the period under report.

12.05 It will be the responsibility of the District, Division, and Area Plant offices to transmit copies of results (Form E-6424A and Form E-6424B) to the designated Traffic Network Administrative District, Division or Area, as directed by the General Traffic Manager.

13. ORDERING INFORMATION

13.01 The SXS Network Switching Performance Measurement Plan, Form E-6424A and Form E-6424B, shall be ordered in multiples of 25 from the Western Electric Company, St. Louis, Missouri.