

TEST LINE OUTAGE REFERRAL DESCRIPTION AND PROCEDURES

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1. GENERAL

- 1.01** This section outlines a plan for the referral and administration of test line outages.
- 1.02** The plan is to be administered by the OTC Centralized Automatic Reporting On Trunks (CAROT) Centers or by a designated Long Lines (LL) contact on a Numbering Plan Area (NPA) basis.
- 1.03** For the test lines maintained by the associated company, the referral point will be the CAROT Center serving that NPA. The designated contact for the referral of test lines maintained by LL within that NPA will perform similar functions to the CAROT Centers in administering the outages.
- 1.04** All test line troubles encountered while testing within a certain NPA should be referred to the appropriate contact identified in Section 302-100-201.
- 1.05** For NPAs served by more than one CAROT Center, Section 302-100-201 will list the toll centers served by each of the CAROT Centers for that NPA. In order to find out the end offices under each toll center, refer to Section 302-(NPA)-100 (Test Line Directory for the NPA).

1.06 Test line troubles should be referred as soon as practically possible after their detection in order to minimize the length of the outage.

1.07 The CAROT Center or LL contact acting as the referral point for the respective outages within a certain NPA will be designated as the Test Line Outages Reporting Center. The abbreviation TLORC will be used through this section.

2. PLAN DESCRIPTION

2.01 This referral plan for test line outages is based on the establishment of a centralized point(s) within a NPA for the referral of all test line outages. In this way, one responsible organization or contact will be held accountable for the repair of a test line, and procedures for expediting and verifying the repairs are formalized.

2.02 Everytime a defective test line is detected, the CAROT Center or LL contact (TLORC) for the NPA of the faulty test line must be notified, and the following information provided:

- Reporting office Common Language Location Identification (CLLI)
- Initials and telephone number of the person reporting the trouble
- Defective test line number
- Defective test line type
- Test line home office's CLLI code
- Description of trouble.

2.03 In addition, the reporting office should keep a record of the test line number, trouble, and date reported so other personnel within that office can avoid testing to that line and reporting the same trouble several times. These outstanding

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entries should be cancelled when the TLORC notifies the office of the repair and verification of the reported test line. Figure 1 shows a flowchart outlining the reporting office's sequence.

2.04 TLORCs, whether responsible for telephone company or LL test lines, will perform the same functions as outlined in this section.

2.05 When being notified of a defective test line, the TLORC will verify the administrative control of the test line's home office being reported. If the TLORC does not have responsibility for the office being referred, it should inform the caller so the appropriate TLORC can be contacted.

2.06 After TLORC has established responsibility for the office being referred, the Test Line Outage Log (Form E-6974, Fig. 2) should be filled with the appropriate information under the following columns: date, time, trouble referred by, and trouble data.

2.07 Before proceeding to refer the trouble to the office responsible for the test line repair, the TLORC should quickly verify the trouble by attempting to test to the referred line. This procedure will ensure that the trouble is at the test line, and will also help in identifying intermittent type troubles. If the referred trouble does not show up when attempting to verify it, the referring office should be notified so the near end office equipment may be checked for a trouble condition. No further action is required by the TLORC unless this particular test line has been previously reported by a different office with the same result. If this is the case, the trouble should be reported to the far end office as a suspected trouble condition.

2.08 If the referred trouble was verified by the TLORC, the office responsible for its repair should be contacted and provided with the trouble data information. The following information should be recorded in the Test Line Outage Log by the TLORC at this time:

- Initials of the person receiving the trouble report
- Date and time of referral.

2.09 When the test line trouble has been reported as corrected by the office responsible for the test line maintenance, the TLORC should close

the Test Line Outage Log entry for the trouble by entering the date and time under the corrected column. The correct operation of the test line should be verified after reported as repaired and the initials of the craftsperson entered on the log.

2.10 Upon verification of the repair, the referring office should be notified, so the testing to the repaired line can resume. The "office notified" columns in the log should be filled at this time. Figure 3 shows a chart outlining the TLORC functions.

2.11 The defective test line home office is responsible for:

- Receiving and recording outage referrals from the TLORC
- Expediting repairs of test line troubles referred
- Notifying the TLORC when repairs are completed, so testing can resume
- Canceling the trouble referral.

Figure 4 shows a chart outlining these functions.

3. REPORTS

3.01 On a routine basis, at regular intervals, the TLORC is to compile and distribute status reports to be sent to the District and Division organizations of the offices with test line outages for the period. In addition, a report summarizing the Division reports for each area is to be sent to the area and headquarters organizations of each company, and copies sent to AT&T.

3.02 The district reports are to be generated and distributed on a weekly basis. Figure 5 shows a copy of the district report form (E-6975). Copies of the district reports should also be sent to the test line directory coordinator for the NPA. The mailing address of each coordinator is listed in the front page of each test line directory (302-NPA-100 practices). The district reports are intended to provide the directory coordinators with information on the test lines out of service on a monthly basis since they will no longer be contacted to report defective test lines. All other interfaces between offices and test line directory coordinators

to add, delete, change, or rearrange the contents of the directories remain unchanged.

3.03 Division reports are to be compiled on a monthly basis and will contain a summary of the district reports for the month. Figure 6 shows a suggested format for these reports with the information required on them.

3.04 Area reports contain a summary of the division reports and should also be generated on a monthly basis. Figure 7 outlines a suggested format for these reports, and their information. Copies of the area reports are to be sent to the Area and Headquarters organizations of the company. An additional copy is to be sent to:

Manager—Transmission & Network Services
American Telephone & Telegraph Company
295 North Maple Avenue
Basking Ridge, New Jersey 07920

4. TLORC DIRECTORY UPDATING PROCEDURES

4.01 Section 302-100-201 contains a list of the TLORC(s) for each NPA and their telephone

numbers. Changes of the TLORC telephone numbers should be avoided and discouraged because of the great deal of confusion and lost time these changes will cause to test line users all through the system.

4.02 The TLORC directory is to be updated at 6 month intervals when required. The cutoff dates for submitting changes to be included in each reissue are the end of January and the end of July.

4.03 All the changes, additions, or deletions to the directory should be sent to:

Western Electric Company
Department 7233-4
2400 Reynolda Road
Winston-Salem, North Carolina 27106

These changes should be mailed by the tenth of the month following the closing date.

Referring Office

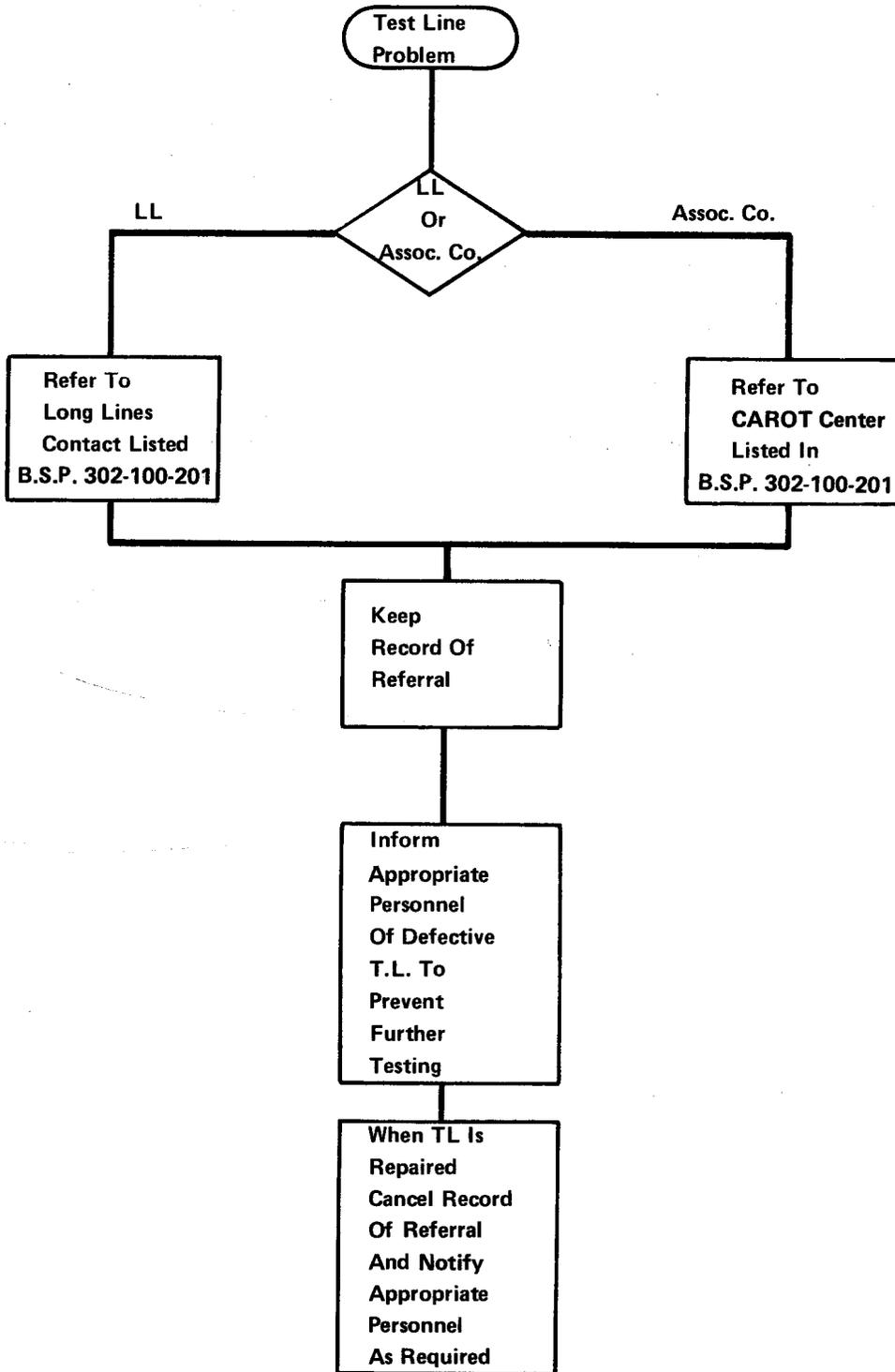


Fig. 1—Flowchart Outlining the Reporting Office's Sequence

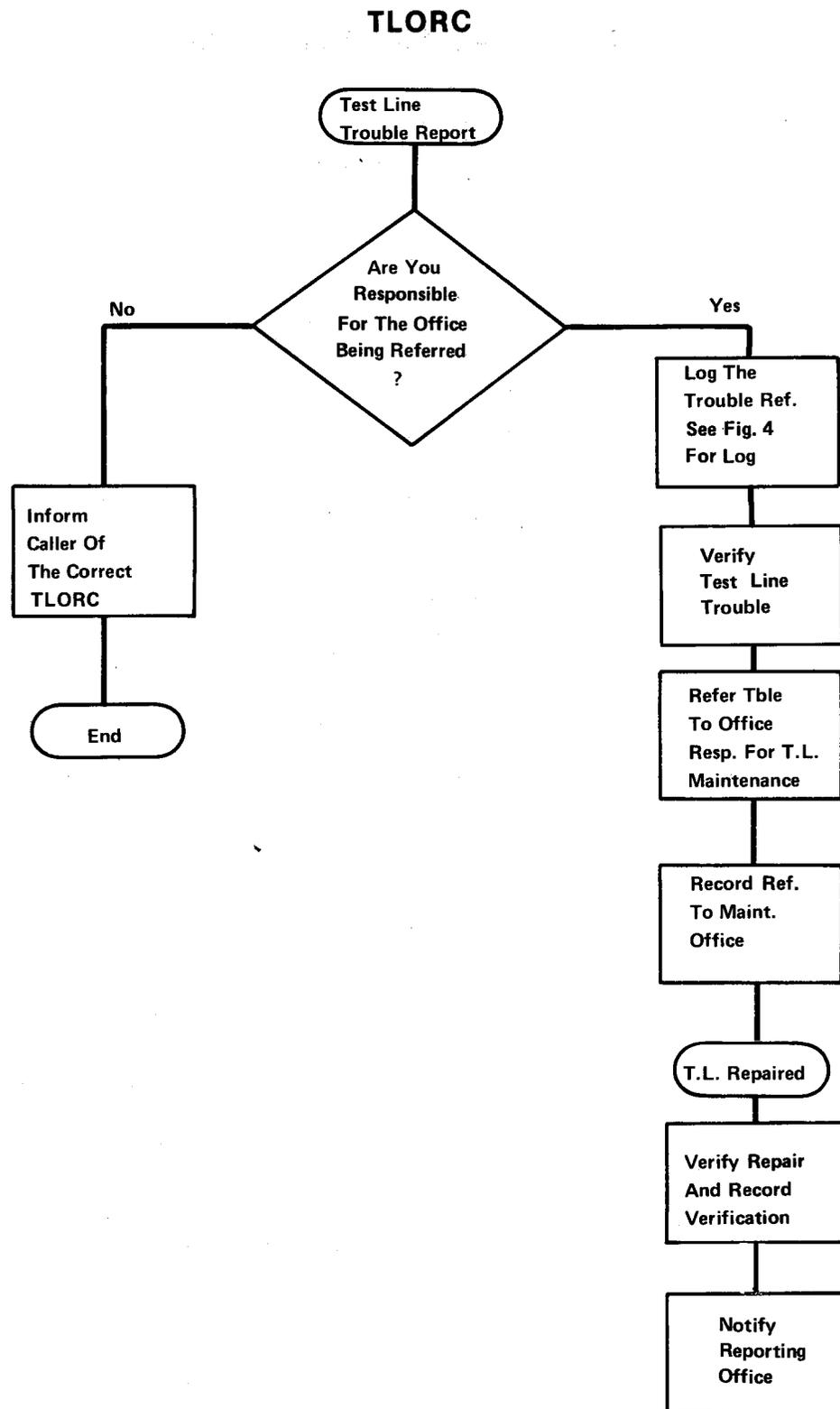


Fig. 3—Flowchart of TLORC Functions

Defective Test Line Home Office

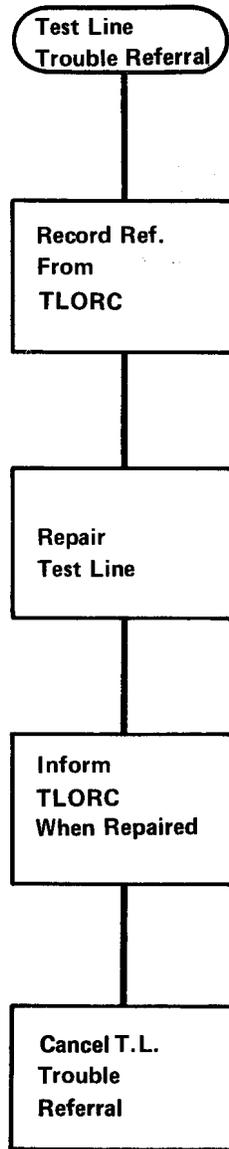


Fig. 4—Defective Test Line Home Office Functions

DIVISION TEST LINE OUTAGE SUMMARY REPORT

DIVISION _____ MONTH _____
DISTRICT _____

TYPE	TOTAL TROUBLES	OUT OVER 24 HRS	AVERAGE OUTAGE/TBLE
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

TEST LINES OUT OF SERVICE FOR ONE WEEK OR MORE

OFFICE	TYPE	OUTAGE DURATION	REASON
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Fig. 6—Division Test Line Outage Summary Report

AREA TEST LINE OUTAGE SUMMARY REPORT

AREA _____ MONTH _____

TYPE	NUMBER OUT OVER 24 HOURS	NUMBER OUT OVER A WEEK	AVERAGE OUTAGE PER TROUBLE
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Fig. 7—Area Test Line Outage Summary Report