

STATE OF CALIFORNIA  
ATSS/DS  
ADMINISTRATIVE PROCEDURES

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1. GENERAL

1.01 This section outlines the general responsibilities of offices involved with the installation and maintenance of the State of California's Automatic Telecommunications Switching System/Data Services (ATSS/DS). It also defines in detail the responsibilities of the Network Control Center (NCC) as it pertains to the ATSS/DS System.

1.02 (Reserved for future use)

1.03 Under the Control Office Plan, responsibility for overall installation and maintenance of a special service circuit rests with the Plant Control Office (PCO). To assist the PCO in carrying out its functions, other offices may be assigned responsibilities for specified portions of the circuit. These assignments will vary depending upon the length and complexity of the service, type of facilities involved, and the testing and communications arrangements available.

1.04 The assignment of a PCO delegates to that office the authority to supervise and direct installation and maintenance in other offices when such activities are required to furnish and maintain the overall service on the controlled circuit.

1.05 The material contained in this section provides a check list of responsibilities and duties for all offices. Detailed instructions for carrying out specific responsibilities and duties are contained in other practices. This practice is not intended to amend or supersede those instructions.

2. DEFINITIONS

*INSTALLATION* — The entire process of ordering equipment, installing, testing, accepting, and completing a Service Order (SO).

*MAINTENANCE* — The process of preventive maintenance and of trouble testing and clearance performed after a circuit is established for service.

*PADS* — Pacific Administration of Designed Services.

*SERVICE ORDER* — As used in this section, an SO is any document used to establish, change, or disconnect a terminal/station associated with the ATSS/DS. It may be in the form of a Service Order, Circuit Order, System Service Order, Universal System Service Order (USSO), or other equivalent document.

3. GENERAL RESPONSIBILITIES

3.01 Regardless of control assignment, each office is responsible for installing and maintaining special services within its area of authority. Minimum responsibilities which each office will perform are covered in Section 660-005-011.

NOTICE

Not for use or disclosure outside the  
Bell System except under written agreement

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## SECTION 314-900-901PT

### (A) Serving Test Center

3.02 An STC (Serving Test Center) is the designated office responsible for the quality of service for a special service customer at a specified station. An office assigned as an STC must be able to fulfill the requirements and responsibilities outlined in Section 660-005-011.

### (B) Plant Service Center

3.03 A PSC (Plant Service Center) is an exchange test center responsible for the installation, maintenance, and testing of exchange plant in a specific geographical area. When a special service circuit is not assigned to an STC, as in the case of local services, a PSC will be assigned and will, in addition to the general responsibilities covered in Section 660-005-011, assume the responsibilities of an STC.

3.04 When a circuit is assigned to an STC, the PSC will follow the normal responsibilities as outlined in Section 660-005-011.

### (C) Plant Control Office

3.05 The PCO is the designated office responsible for the overall installation and maintenance of the special service circuit and should be an STC or PSC on that circuit. PCO responsibilities are covered in Section 660-005-011.

### (D) Other Offices

3.06 General responsibilities for subcontrol office, noncontrol office, contact office, supervising office, Centralized Plant Special Service Center (CPSSC), Special Service Management Bureau (SSMB), facility control office, Inter-Company Services Coordination (ISC) Teams, and the Switched Service Network (SSN) office are located in Section 660-005-011.

### (E) PADS

3.07 Besides existing responsibilities and those listed for the Circuit Design Group (CDG) in Section 660-005-011, PADS Circuit Designers are responsible for the following:

- Orders for network trunks and low-speed data circuits issued on USSOs (Charts A and B) will be referred by the PADS group to Engineering for design. (Table A identifies the responsible Engineering groups.)

- (Northern Region) Refer any USSO or EDP (USO) order that ties directly into the ATTS/DS System to Engineering for design.

- (Southern Region) Refer only network trunks, low-speed data circuits, and any parcelized location to Engineering. Field orders, all catalog items, and station layouts are standardized.

- Ensure that the ACOLIs and CLRIs on EDP (USO) orders that tie directly into the ATSS/DS equipment have the distribution code of the NCC (2JC07) manually entered onto the Transmittal or Face and Sketch Card before being sent to reproduction.

### (F) Engineering

3.08 Engineering responsibilities for each Sector and Region are listed in Table A. Local Engineering groups are responsible for maintaining an up-to-date equipment folder for all switch and multiplexer locations within their area of responsibility.

3.09 Pacific Company (PAC) and Independent Company (IC) Engineers will call their chassis and slot assignments to the NCC on the WATS trouble reporting number (800) 952-5265.

### (G) Marketing

3.10 The Data Communications Representative for the State of California Accounts (in Sacramento) issues all USSOs for ATSS/DS circuits.

3.11 Local Marketing will issue EDP (USO) orders for dial tone lines behind the multiplexers and notify the Data Communications Representative for the State of California Accounts when they write an order for ATSS/DS.

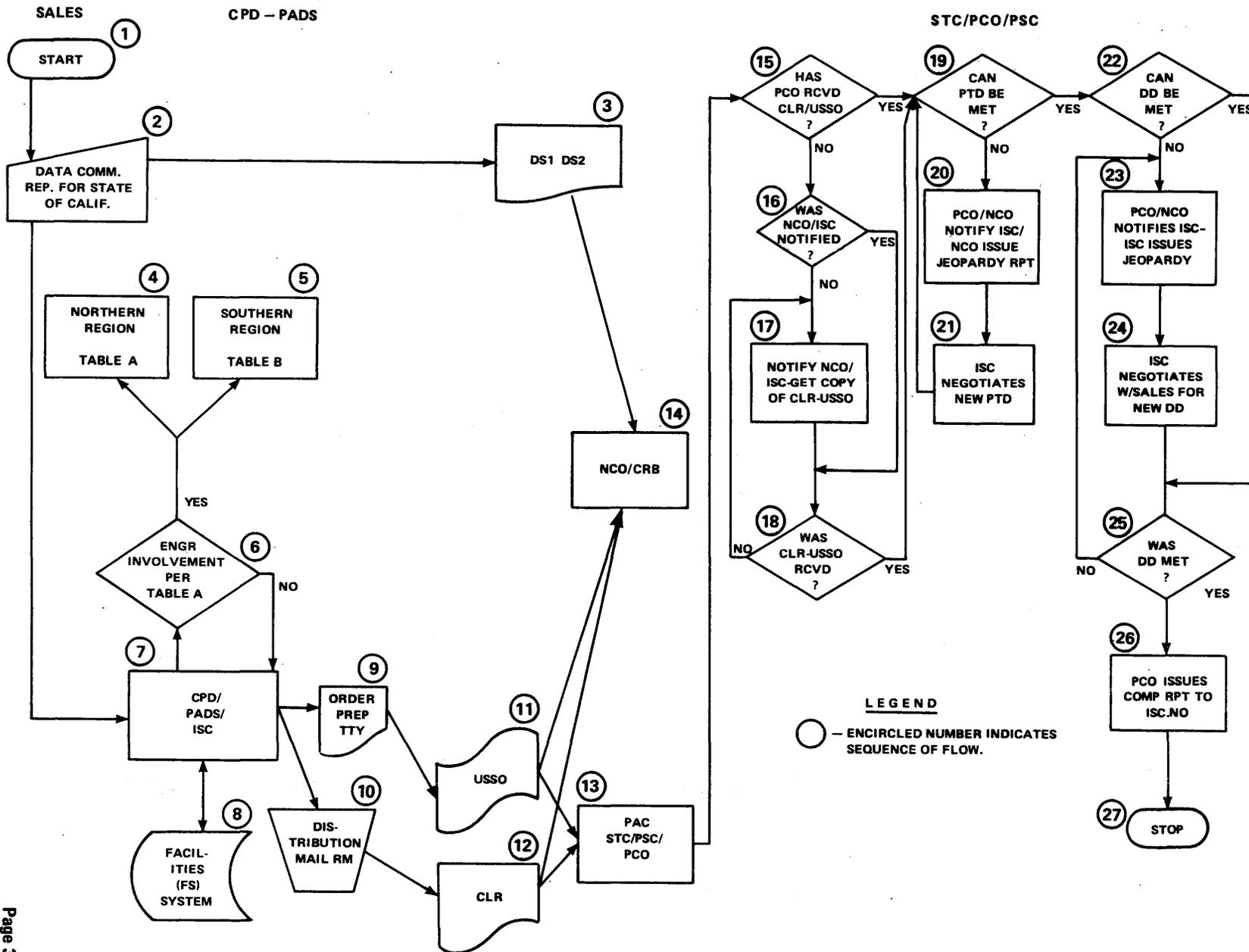
*Note:* This notification will be per existing procedures that are used for other State of California circuits, usually via a Service Order Advise (SOA).

3.12 The Data Communications Representative and local Marketing will show the USSO and EDP (USO) referencing each other as related orders. The USSO will also show (in Remarks) the PCO of the related EDP (USO) order.

### (H) Field I & R Forces

3.13 Existing field methods and practices will be used except where special test gear and re-

**CHART A**  
**ATSS/DS USSO-CLR FLOW CHART**

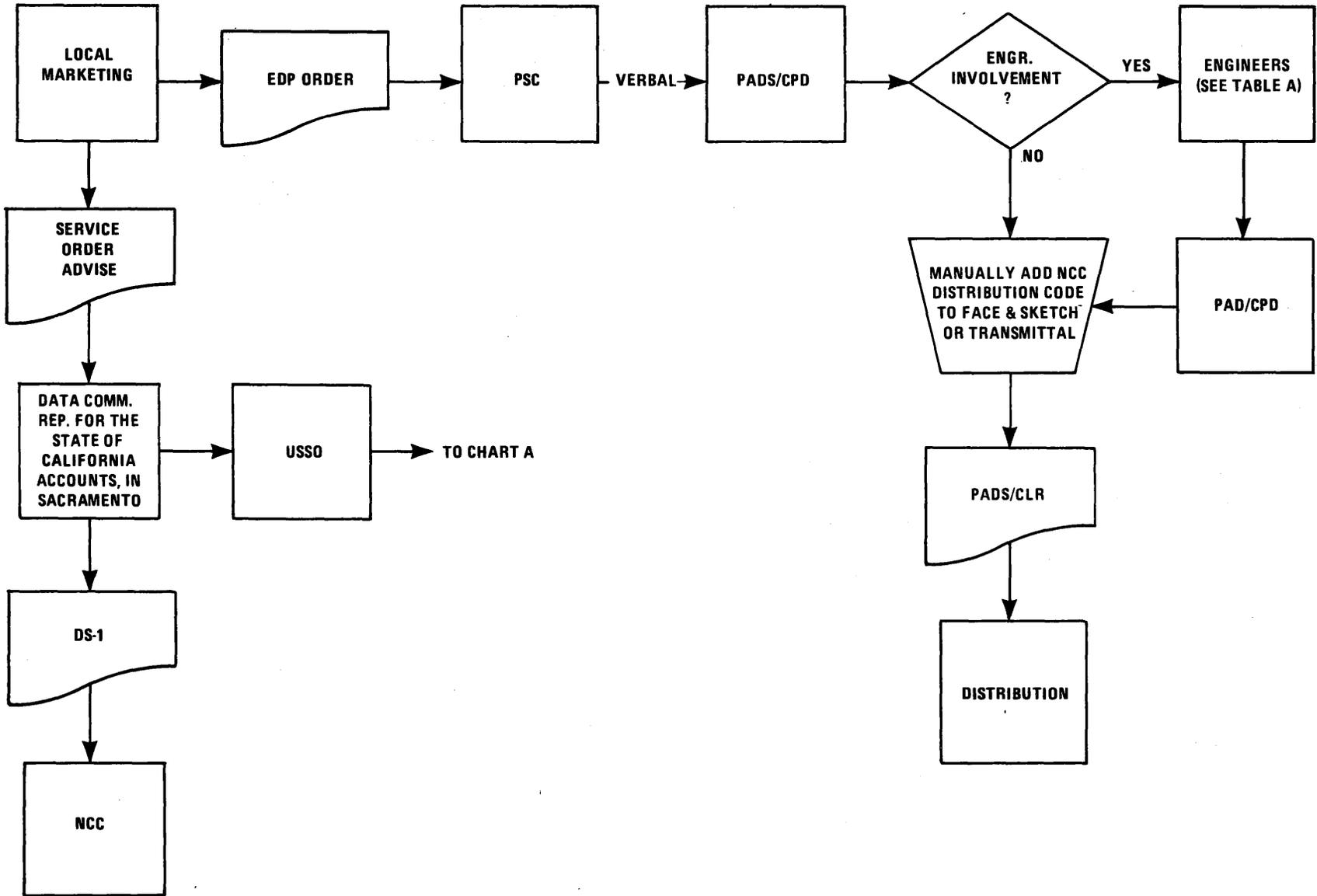


**LEGEND**  
○ - ENCIRCLED NUMBER INDICATES SEQUENCE OF FLOW.

3.14 All out-of-hours "callouts" for outside re-pair forces will be the responsibility of the requirements are needed to establish or maintain an ATSS/DS service.

servicing office. Standard area callout procedures will be used.

CHART B  
EDP ORDER



**TABLE A  
ENGINEERING RESPONSIBILITIES**

JOB FUNCTION	RESPONSIBLE GROUP								GENERAL TELEPHONE TRANSMISSION ENGINEERING
	NORTHERN REGION			SOUTHERN REGION					
	CUST. OPS NORTHERN SECTOR SPL SVC DIV CUSTOM DESIGN SPECIAL SERVICE	CUST OPS BAY SECTOR SPL SVC DIV GOLDEN GATE EAST BAY SPECIAL SERVICE CUSTOM DESIGN	CUST OPS BAY SECTOR SPL SVC DIV PENINSULA SOUTH BAY SPECIAL SERVICE CUSTOM DESIGN	NETWORK OPS TRUNK OPS/ NORTH TRUNK DESIGN DISTRICT SPL SVC TRANS	NETWORK OSP TRUNK OPS & ENG SOUTH DESIGN ENGR DIST SPL SVC TRANS	CUST OPS LA SECTOR SPL SVC DIV SPL SVC COOR DATA SYS-EQPT	CUST OPS SOCO SECT ORANGE BUS CUST. SVC & ENGR COST-TTY & DATA EQPT ENGR	CUST OPS SOCO SECT SAN DIEGO CUST SYS ENGR P L & DATA SVC	
1. TRANSMISSION DESIGNS FOR NETWORK TRUNKS AND LOW SPEED DATA CIRCUITS ISSUED ON USSOs	NORTHERN REGION			LA SECTOR	SOCO SECTOR				GENERAL TELEPHONE AREA
2. PARCELIZED STATION EQUIPMENT A) ORDERING B) INSTALLATION SPEC C) ROUTINE ORDERS & ESTIMATES D) CHASSIS & SLOT ASSIGNMENTS	NORTHERN SECTOR	BAY SECTOR GOLDEN GATE & EAST BAY DIVISIONS	BAY SECTOR PENINSULA & SOUTH BAY DIVISIONS			LA SECTOR	SOCO SECT ORANGE DIV	SOCO SECT SAN DIEGO DIV	
3. NON-PARCELIZED STATION EQPT FOR CIRCUITS ISSUED ON USSOs A) ORDER B) INSTALLATION SPEC C) STATION LAYOUT	NORTHERN REGION					FIELD ORDERS ALL CATALOG ITEMS. STATION LAYOUT IS STANDARDIZED. ENGINEERING NOT INVOLVED.			
4. NON-PARCELIZED STATION EQPT FOR CIRCUITS ISSUED ON EDP ORDERS A) ORDER B) INSTALLATION SPEC C) STATION LAYOUT	NORTHERN SECTOR	BAY SECTOR GOLDEN GATE & EAST BAY DIVISIONS	BAY SECTOR PENINSULA & SOUTH BAY DIVISIONS						
5. DESIGN CONTROL OFFICE A) TECHNICAL ADVISE B) DESIGN STANDARDS	PACIFIC COMPANY								
6. MAINTENANCE ENGINEERING	NORTHERN REGION	BAY SECTOR GG & EB DIV	BAY SECTOR PEN & SB DIV						

#### 4. NETWORK CONTROL CENTER

##### (A) General

4.01 The NCC is the administrative organization that is responsible for quality of service on the ATSS/DS network. (See Fig. 1.)

*Note:* The NCC is the customer's and telephone company (TELCo) point-of-contact for all trouble reports and maintenance problems on the network.

4.02 The NCC is under the guidance of the Network Management System (NMS). Its primary function is to provide real-time network monitoring, on-line network diagnostics, billing data collection, and data switch down-line loading. The System provides complete centralized network management.



*For the purpose of this practice, the Special Service Manager assigned the NCC responsibility will be known as the System Manager.*

4.03 The System Manager directs NCC activities to provide system surveillance, receive and record trouble reports, sectionalize and assist in clearing troubles, rearrange, expand, or reduce the system, maintain equipment and system capacity records, and prepare management records.

4.04 The key to system management is described in "System Operation Instruction Manual" provided by Computer Transmission Corporation (TRAN\*). (See Section 314-900-919PT.) This manual provides procedures for each of the test and table changes for assignment purposes.

##### (B) NMS Management Reports

4.05 The NMS functions in two modes of operation, Management and Control. In the Management mode, the NMS System uses existing pre-assigned network management bandwidth to communicate between itself and all network data switches. Management bandwidth linking tandem switches together is shared between each data switch for status, command, and traffic data.

4.06 Status function supports monitoring activities, such as: sync, error, and local loop parity. Command function supports centralized network reconfiguration and some on-line diagnostics. Traffic data function supports traffic data collection and file construction.

##### Status Reports

4.07 A periodic status report of previous period network activity will be delivered to the NCC. The System Manager selects the period of status reporting. Routine status reports will be printed in one format and diagnostic reports will be printed in a different type format so as to distinguish it from the status reports.

4.08 The status report consists in part of the following:

- Diagnostic Information
- Port Loading
- Queue Loading
- Trunk Utilization

*Note:* This information may also be requested on demand. Conditions requiring immediate action by the System Manager will result in an audible alarm that must be turned off after the action is taken.

##### Traffic Information

4.09 The NMS will collect the following information for all calls on an industry compatible 9-track NRZ magnetic tape (Section 314-900-991PT) at the NCC. Any of these items can be deleted by the System Manager.

##### On All Calls

- Date
- Attempt Time
- Called Station
- Calling Station
- Connect Time

\* Registered trademark of Computer Transmission Corporation

- Holding Time
- Circuit Routing (on demand only)

#### On All Trunks

- Trunk usage is measured against a present threshold established by TELCo. Time and threshold level is recorded when a threshold is crossed.
- Out of synchronization by times every 15 minutes.
- Retransmission by times every 15 minutes.
- Size of queue by sample every 15 minutes.

#### On Calls to a Hunt Group (Common Address Group) (See Note.)

- Size of queue by sample every 15 minutes.

*Note:* This information is stored on disc for the current and previous hour, and can be read out on demand.

#### (C) Coordination Contacts

4.10 In order to maintain an efficient running system, one that meets both the customer needs and Company service objectives, the NCC will need to be in close contact with various groups. Major groups involved and an explanation of how they fit in the overall network is provided in 4.11 through 4.14.

#### Engineering

4.11 The NCC will work with local Engineers in each Sector on matters concerning a specific switch or multiplexer location.

#### Marketing

4.12 The NCC contact for normal service order problems (eg, missed due dates, testing, etc) is the PCO on the circuit. All matters concerning customer service will be dealt with through the Data Communications Representative for the State of California Major Accounts in Sacramento.

#### TRAN (Vendor)

4.13 Much of the equipment for ATSS/DS (although Company-owned and maintained) is provided by TRAN under contract 75-07. (TRAN is located at 2352 Utah Avenue, El Segundo, CA.

#### All Other Groups

4.14 The PCO is the NCC contact on any problems regarding administration or maintenance escalation involving PSCs, STCs, Field I&R, etc.

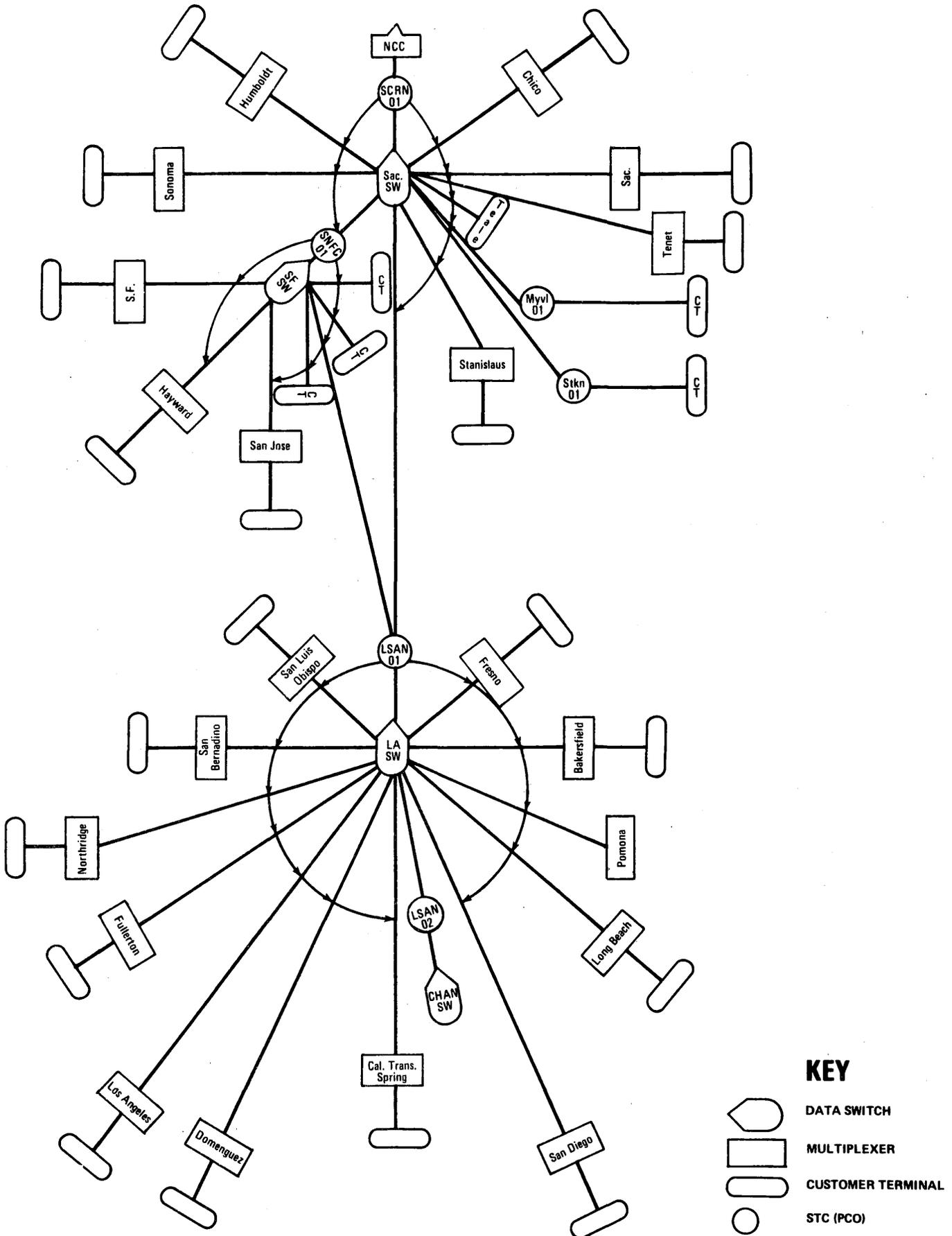
#### (D) Maintenance

#### Trouble Handling Procedures

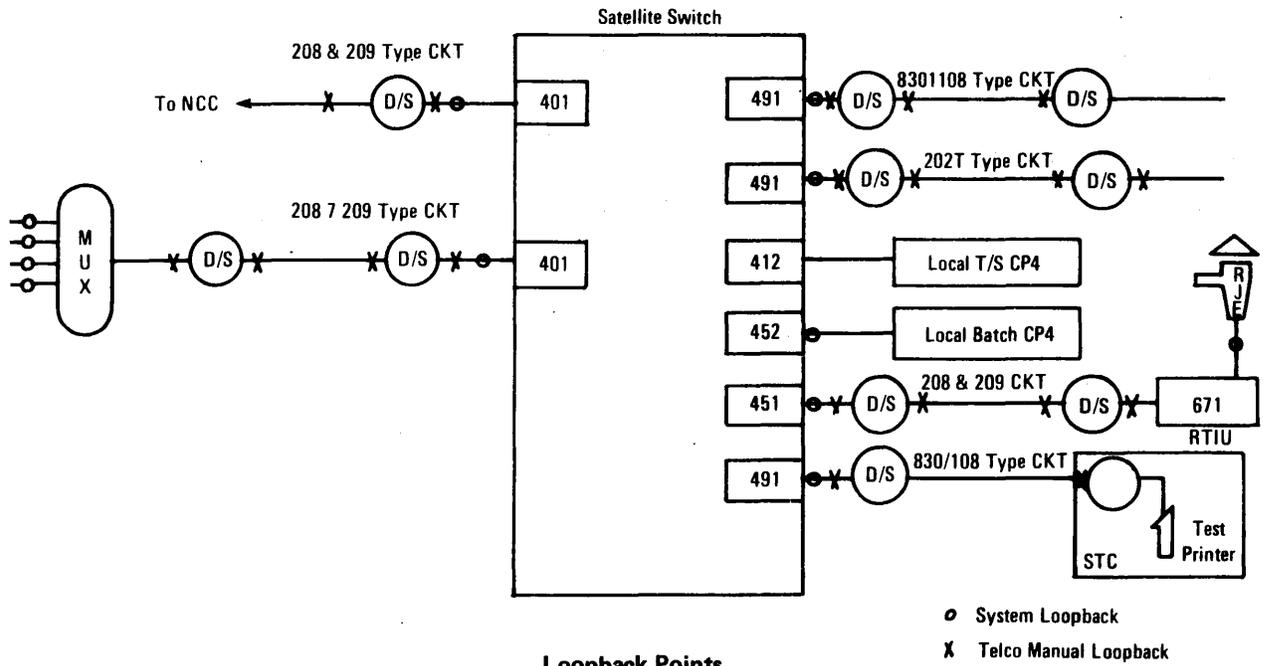
4.15 The NCC accepts trouble reports from the customer and relays the report to the STC serving the circuit. The trouble report at the NCC is coded "INFO". The STC serving the circuit accepts the report as an original customer report (C1) and must count outage time from the start of the original report until the circuit is restored to the customer. (See Section 660-005-011.)

4.16 The NCC, through the NMS, will continuously monitor the system and receive fault condition printouts. The NCC will notify the user of any fault condition detected on the system.

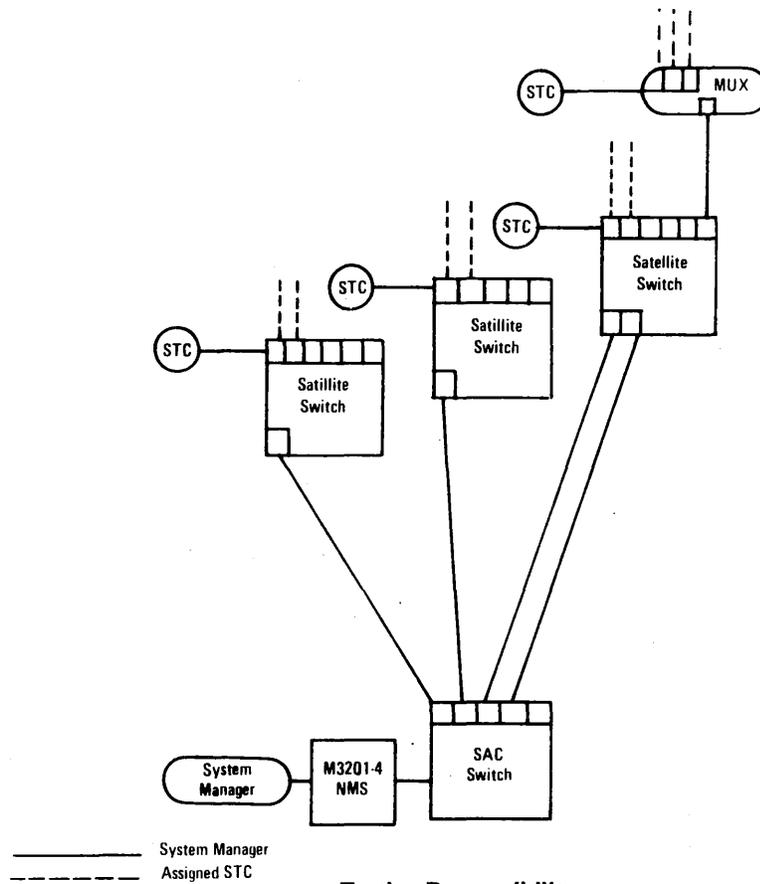
4.17 The NCC will initiate a trouble ticket on any system detected trouble or customer report and will isolate the trouble to a trunk, satellite switch, or the last loopback point (Fig. 2) through diagnostic test.



ATSS/DS Network Map  
Fig. 1



Loopback Points  
Fig. 2

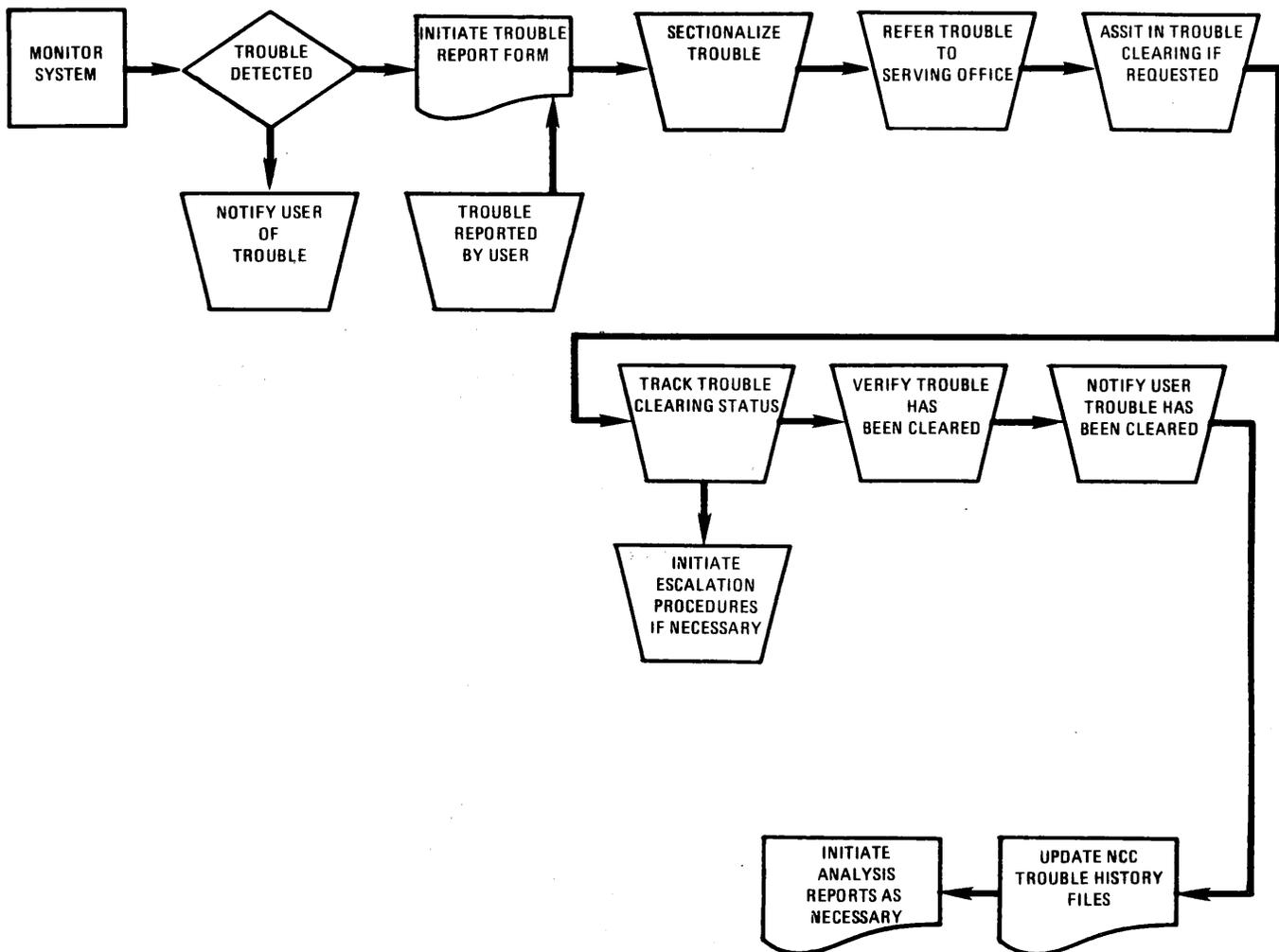


Testing Responsibility  
Fig. 3

4.18 When the trouble has been sectionalized beyond the last loopback point and out of

the NCC testing responsibility (Fig. 3), it will be referred to the assigned serving office for clearing.

**CHART C  
TROUBLE REPORT HANDLING (NCC)**



**4.19** The NCC will assist an STC with trouble clearing if requested, and will follow-up on all active trouble reports and initiate escalation if necessary. (See Chart C.)

**4.20** When notified by the serving office that the trouble is cleared, the NCC will run verification tests as needed and notify the customer that the trouble is cleared.

**4.21** A trouble ticket will be initiated on switch and multiplexer alarms that exceed the trouble threshold as negotiated with the customer.

**4.22** The NCC will maintain a "Trouble History Card File" for all circuits on the system (Form E 4475, Fig. 4) and the trouble ticket used will be the standard E 4220-M (Fig. 5).

**4.23** The NCC collects and analyzes data necessary to determine if service results are satisfactory and takes corrective action as needed. Examples of data that could be used for analysis of services measured under the Special Service Results Measurement Plan would be such printouts as Forms E-5517, E-5518, E-5519, and E-4223. (Refer to Section 660-225-017.)

*Note:* Refer to Sections 660-225-010 through 660-225-017 for the explanation of forms and procedures regarding the Special Services Mechanized Results Measurement Plan.

**4.24** Procedures for processing Form K-2294 (Report of Service Furnished, Overtime, and Interruptions) are located in Sections 002-300-906PT and 907PT.



660-225-015		SPECIAL SERVICE REPORT		E-4820-M-PT (12-70)	
C NC		3642		SERIAL	
CIRCUIT IDENTIFICATION					
STANDARD					
REC. TYPE	NUMBER PREFIX	CIRCUIT TYPE	BASE NUMBER	SUFFIX	
1					
REC. TYPE	AREA CODE	TELEPHONE NUMBER	EXTENSION NUMBER		
CUSTOMER			STATION	REPORT CLASS	
REPORTED BY				C1	AN INF
TROUBLE REPORTED				1	2
				3	4
				5	6
				7	8
				9	10
RECEIVED BY			MO.	DAY	CLOCK TIME
PICK UP CLOCK TIME			REFERRED TO	CLOCK TIME	
RESTORED TO CUSTOMER OR C1 OFFICE			DAY	CLOCK TIME	
TURNED UP TO CONTROL OFFICE			TROUBLE CODE		
			T	CA	
			NC	CPE	
			IS	K	
			CC	CC	
			STC	LF	
			TP		
			SS		
			ST		
			ICD		
			RTIF	RELEASE	
SUPPLEMENTAL INFORMATION			DIST. WITH TROUBLE	ANALYSIS CODE	
			FAC CONT		
LOST SERVICE			VARIABLE FIELD ENTRY KEYS		
STATIONS AFFECTED			FROM	TO	
			FROM	TO	
			FROM	TO	
SUMMARIES POSTED BY			/ TSTMAN (2)		
			# PICK UP TIME (2)		
			% REPAIRMAN (2)		
			+ NO ACCESS (4)		
			@ STUDY CODE (5)		
			= HISTORY		
			* SUB STC		
			§ STATION		
			? BILLING INFO		
HIST. OR LINE			LOST SERVICE OR OT.		
PRINTED IN U.S.A.					

REFER TO 660-225-015 FOR PREPARATION AND USE OF THE SPECIAL SERVICE REPORT TICKET.

Special Service Report  
Fig. 5

Repair or Replacement Services

4.25 Defective modules removed from service are to be returned immediately to the NCC, 1423 "J" Street, Room 795, Sacramento, CA 95814. A memo SN 65-M (Exhibit 1) must be prepared (by the maintenance location) for each shipment.

4.26 Distribution of the memo SN 65-M copies is as follows:

- Retain "yellow" copy for local records.
- Forward "blue" copy to the NCC via Company or US Mail.

Note: The "blue" copy will key the NCC that a defective module is being sent in by the field and should be received in a few days.

- Enclose the "white" and "pink" copies with the module being sent to the NCC.

4.27 When the NCC receives a suspected defective module, it will be retested using the spare switch and multiplexer. This will prevent unnecessary expenses incurred by sending good modules back for repair. If the module is found defective, it will be sent to the vendor for repair. If no trouble is found, it will be returned to the originator.

4.28 At the time a module is removed from service due to a trouble report or as a result of trouble investigation, a determination will be made (between the NCC and the field location) as to whether an immediate replacement is required.

4.29 If an immediate replacement is required, and the module is available at the NCC, a spare will be sent to the originating location. The defective unit, when repaired, will be returned to the NCC to replace the module sent to the originating location.

4.30 If it was determined that an immediate replacement was not necessary, the NCC will forward the defective unit to the vendor with instructions to repair and return it to the originating location.

4.31 All vendor charges incurred in connection with the repair and return of modules will be sent to the originating location for processing and payment.

4.32 Transportation charges for modules sent from the originating location to the NCC will be paid by the originator.

4.33 Transportation charges for modules sent to the vendor or returned to the originating location by the NCC, will be paid by the NCC.

4.34 Determining the method for transporting defective modules varies by location. Actual or possible service impairment and the urgency for servicing replacement units may influence the method chosen. Normally, the most economical method providing acceptable response time will be

selected. Options to consider (where available) may include:

- Company Mail
- Messenger Service
- Bus Transportation
- Parcel Delivery Service
- Air Freight
- Priority Air Delivery Service

**4.35** When a memo SN 65-M is prepared to move modules between locations for repair purposes, the following information is to be included as an aid in identification and repair of the defective module. Part of the information will also be used by the NCC for analysis and history record purposes.

- Provide the TRAN part number for each module.
- List the serial number for each module.
- Briefly describe the trouble symptoms that necessitate the return of the module.
- Destination address.
- Originators address and telephone number.

**4.36** When a defective module is returned to the vendor for repairs the NCC will prepare a GTP-A-109 SR (Exhibits 2A and 2B). Exhibit 6A will be used when the repaired module is to be returned to the NCC. Exhibit 2B will be used when the repaired module is to be returned to the field location. Copies of this form will accompany any defective module returned to the vendor regardless of warranty considerations.

**4.37** When a defective module is returned to the vendor on which the warranty period has expired, the NCC will prepare in addition to the GTP-A-109-SR form (Exhibit 2A or 2B as applicable) a GTP-2 form (Exhibit 3). The GTP-2 form is the vendors authorization to bill Pacific Telephone for repair services as authorized by Contract 75-07. Distribution of these forms is as follows:

#### GTP-A-109-SR (Exhibits 2A and 2B)

- Credit/Billing copy (white) and Packing Slip copy (pink) is sent to the vendor with the defective module.
- Receiving Company copy (yellow) is retained by the NCC for their records.
- Shipping Receipt copy (blue) is forwarded to the Field (by Company or US Mail) for their records.
- All other copies are not needed and should be discarded.

#### GTP-2 (Exhibit 3)

- The NCC will forward the white copy along with the defective module to the vendor.
- The yellow and blue copies will be sent to the District office of the maintenance location involved.
- The green copy will be forwarded to the field location where the repaired module is to be returned.
- The NCC will make a copy of the GTP-2 for their records.

*Note:* The NCC will obtain approval (for incurred charges) from the District office of the Maintenance location involved before preparing the GTP-2.

**4.38** When the vendor returns the repaired module, they will retain the pink copy of the GTP-A-109-SR for their records. The white copy of the GTP-A-SR and the yellow copy (customer copy) of the vendors shipping list will accompany the returned modules.

**4.39** In those cases where the module is sent directly from the vendor to the originating location, the acknowledgement copy of the vendors shipping list will be sent to the NCC.

**4.40** If it is determined by the vendor that a module returned for repair cannot be fixed and must be replaced, the vendor will notify the NCC.

## SECTION 314-900-901PT

4.41 When notified by the vendor of an unreparable module, the NCC will advise the vendor to cancel the GTP-2 for repair. The NCC will also notify the District office, for the maintenance location, that the module is unreparable and the GTP-2 for repair has been canceled.

4.42 The NCC will also contact the appropriate Engineering group to inform them that the module is unreparable and provide them with the following information:

- The TRAN part number.
- The serial number of the defective unit.
- Address and telephone number of the originator.

4.43 The responsible Engineering group will follow existing procedures (as outlined in SI 60, Section 8) for retiring a defective module and purchasing a new one. The Engineers will be responsible for ensuring proper credit for the retired module (if applicable) and the vendor will be responsible for disposing of the defective module.

4.44 Observance of the guidelines described will provide an audit trail for all repair and return activities associated with the ATSS/DS project. In addition, inventory, accounting, and identification of modules in transit or lost in shipment will be easier to track.

4.45 Service trends and trouble patterns will be studied in the NCC by analyzing the data from the repair and return forms, thus providing improvements in both module reliability and service levels to the customer.

### Vendor Consulting and Maintenance Services

4.46 Services provided under Contract 75-07 with TRAN include consulting services, on-site maintenance support services, and repair and return services.

4.47 Consulting services are provided to ensure the timely availability of professional assistance and support required in the establishment of any network or modification of any network.

4.48 Due to Contract wording and possible changes, it is necessary for the field to deal through the NCC for vendor-provided services. The NCC will obtain concurrence from the Maintenance District Manager involved before approving the use of these services.

4.49 All consulting service support will include those activities that are normally conducted at the vendors Plant Field Engineering office and may include any of the following:

- Assistance in developing preventive maintenance and repair service routines and procedures.
- Consultation on equipment maintenance situations.
- Consultation on emergency software diagnostics.
- Assistance in developing network management procedures.
- Direct network management assistance.
- Delivery and installation coordination for the initial as well as follow-up on equipment configurations.
- Remote on-line loading and testing of software program packages.
- Terminal/CPU interface requirement review.
- Application feasibility review and reports.
- Support and coordination or Request of Quotation (RFQ).
- Spare parts return and repair coordination.

### (E) Installation

4.50 NCO responsibilities are outlined in the Inter-Company Services Coordination Plan, Section 010-520-137.

4.51 Service Order and CLR Card flow are illustrated in Charts A and B.



Pacific Telephone  
Nevada Bell

**"MEMO: FOR RECORD PURPOSES ONLY"**

SN 65-M (6-72)

SN 65 No.  
31-34

**TRANSFER REPORT**

Error In Shipment Shall Be Corrected  
Before Release Of This Report

~~ORIGINAL COPY FOR DIV. ACCTG. MGR.~~

# Locally assigned for tracking purposes

TRANSFERRED TO					TRANSFERRED FROM				
1423 "J" Street			795		2901 Hubbard Lane				
Address (No. and Street)					Address (No. and Street)				
Sacramento, California			95814		Eureka, California			95501	
City and State					City and State				
Attention: Dick Patterson					U. P. S.			Bob Sikes	
Marked For					Shipped Via			Packed By	
					1 carton				
					No. and Type of Container			Tel. No. - Originator	
								707 443-8385	
								\$ Amount	
								443-8385	

Dept		Sub-Dept		ACCOUNTING CLASSIFICATION										Dept		Sub-Dept			
(DEBIT)				(CREDIT)															
Source Code	SUB	ARC	Function Code	Geo. Code	Estimate R.O./K.C.	Reporting Code	Major Acct.	Parcel	CWO	Source Code	SUB	ARC	Function Code	Geo. Code	Estimate R.O./K.C.	Reporting Code	Major Acct.	Parcel	CWO
35-37	38	39-44	45-47	48-49	50-56	57-63	64-65	66-68	69-70	71-73	74	75-80	81-83	84-85	86-92	93-99	100-101	102-104	105-106

Item Description	Property Record ID	Yr. Pl.	Price Code	Material Code	Quantity	Unit Price	Amount
	107 - 118	119-120	121	122-125	126-130		131-139
Test and forward for repair:							
1 ea Asynchronous Interface Module							
Part # 110258 (M491)	Ser # 0297						
Symptoms: Intermittent Garbled							
Data on 300 Baud							
Terminals							

R E F E R	Form(s)	Date	Approved By <u>R. D. Sikes</u>	10-26-76	Shipped By <u>Bob Sikes</u>
			Inst. Supv. Complex Title	Date	Date <u>10-26-76</u> Title <u>Inst. Supvr. Complex</u>
					Received By _____ Date _____ Title _____

♦ Property Record ID = furniture tag no., tool equipment no. (special tools), etc.  
▲ Material Code = furniture tab code, capital tools T.C.N., O.S.P. Material Code

REFERENCE: S.J. 60, Sec. 4 Rec'd. in Acctg. \_\_\_\_\_ Date \_\_\_\_\_

DATE PREPARED \_\_\_\_\_ 19\_\_\_\_ PAGE \_\_\_\_\_ OF \_\_\_\_\_

1 or best available transportation  
for each individual location

**PACIFIC TELEPHONE AND NEVADA BELL - SERVICE AND RETURN REQUEST**

GTP-A109-SR (11-75)

GTP-2 J0973  
TEL. CO. NO.

Attention: Repair Department

DATE 11-2-76 GTP-2 J0973  
TEL. CO. NO.

SHIP ITEM TO COMPANY Computer Transmission Corporation  
COMPANY ADDRESS 711 Hawaii Street  
El Segundo, California 90245

SERVICE INSTRUCTIONS: (DESCRIBE TROUBLE IN DETAIL)

Receive intermittent garbled data from 300 baud terminals

RETURN TO: YOUR NAME R. J. Patterson YOUR WORK LOCATION 1423 J St., Rm. 795

CITY Sacramento, California ZIP 95814 TEL. NO. 916 441-3730

TYPE OF RETURN:  RAPID REPAIR  REGULAR REPAIR DATE REQ'D 11-24-76

CALIBRATE  REPAIR  INTERMITTENT

**ACCOUNTING CLASSIFICATION FOR TRANSPORTATION**

GEO. CODE	PARCEL NO.	ESTIMATE NO.	REPORT. CODE
TE			58-R

**ACCOUNTING CLASSIFICATION FOR SUPPLIES**

GEO. CODE	PARCEL NO.	ESTIMATE NO.	REPORT. CODE
TE			58-R

THIS SECTION FILLED IN AT THE RETURNING LOCATION

DESCRIPTION OF EQUIPMENT RETURNED (USE ORDERING DESCRIPTION (USE CATALOG, BSP OR DRAWING NO.) SHOW DATE IF UNDER WARRANTY A	QUANTITY B
<u>Asynchronous interface module, Part # 110258</u> <u>(M491) (non-warranty)</u>	<u>1</u>
SERIAL NO. <u>0297</u>	

PARTS NOT RETURNED WITH EQUIPMENT - (LIST)

EMPLOYEE PREPARING FORM -  
CORRECT M. L. Sjolín DATE 11-2-76

FIELD SUPV. APPROVING \_\_\_\_\_ DATE \_\_\_\_\_

USE TEL. CO. SUPPLIES EQUIP. REC'D BY (COMPANY) \_\_\_\_\_ DATE \_\_\_\_\_

DISPOSITION OF UNREPAIRABLE EQUIP. \_\_\_\_\_

APPROVED BY SUPPLIES MGR. \_\_\_\_\_ DATE \_\_\_\_\_

**FOR SERVICING COMPANY USE ONLY**

Quantity C	Contr. Class D	Serv. Equip. Return to Tel. Co. Quantity E	Shop Use	
			Order No. _____	Repair Location _____
			Work Done _____	
			Date Comp. _____	
			Repairman _____	

Please Service And Return To Shipper  
The Equipment Listed  
If You Cannot Service And Return  
The Same Equipment Notify The  
Supplies Manager Promptly.

Repair Equip. Returned To Tel. Co.

Via \_\_\_\_\_

By \_\_\_\_\_ Date \_\_\_\_\_  
Equipment Received By Tel. Co.

Signed By \_\_\_\_\_ Date \_\_\_\_\_  
Unserviceable Equip. Reported To Tel. Co.

By: \_\_\_\_\_ Date \_\_\_\_\_  
Equipment Classified

By \_\_\_\_\_ Date \_\_\_\_\_

CREDIT/BILLING COPY





Pacific Telephone  
Nevada Bell

**GENERAL TRADE CATALOG PURCHASE ORDER**

GTP 2 (12-75)  
(REF. S.I. 70 & G.T.P. CATALOG)

DATE 11/2/76

SHOW THIS NUMBER ON INVOICES, BILLS,  
PACKAGES AND CORRESPONDENCE.

**J 1909**

① SUPPLIER: **Computer Transmission Corporation**  
2352 Utah Avenue  
El Segundo, CA 90245  
ATTN: Joe Kendro 213-973-2222

③ MAIL BILL TO:  
**PACIFIC TELEPHONE/NEVADA BELL**  
1818 F. Street, Room 202  
Eureka, CA 95501  
ATTN/I.D. CODE: **Dottie Taylor 707/443-6442**

② MARK PACKAGES AND DELIVER OR PROVIDE SERVICES TO:  
**PACIFIC TELEPHONE/NEVADA BELL**  
2901 Hubbard Lane  
Eureka, CA 95501  
ATTN/I.D. CODE: **Bob Sikes 707/443-8385**

④ MAIL INSTALL PAPERS, SPECS., DRAWINGS TO:

REQUIRED DELIVERY DATE:  
SHIP VIA:

CHECK HERE IF PARTIAL SHIPMENTS ARE O.K.   
CHECK HERE IF THIS IS A BLANKET PURCHASE ORDER.

THIS PURCHASE ORDER IS ISSUED SUBJECT  
TO THE TERMS AND CONDITIONS OF CONTRACT NO. 75-07

CHECK HERE, IF CONFIRMING ORDER,  
SUPPLIER: DO NOT DUPLICATE! ORDER TELEPHONED TO \_\_\_\_\_ ON     /     /    

QUANTITY      PRICE      DESCRIPTION      QUAN. X PRICE

1 ea

Repair and return module not covered by warranty:  
(module returned on GTP-A109-SR #GTP-2 J1909, Dated 11-2-76)  
Asynchronous interface module - part # 110258-ser. #0297

*SAMPLE ONLY*

Repair Supvr. Complex

Actual Total Bill  
(Including Tax And  
Transportation)

REFER QUESTIONS TO 11/2/76 ; TELEPHONE NO. 916/441-3730 \$

Adm. Resp. Code	Repl. Code	Tool Man No.		Job Est. K.C. R.O. No.	Data Category	Function Code	Matl. Code	C.W.O.	Property Record ID	Dept. Sub-Dept.	Estimated Total Bill (Including Tax And Transportation)
		Geo. Co.	Part # Mv Grp								
QPTD	58-R	TE									\$10500

REASON: \_\_\_\_\_ CE 1005 NO \_\_\_\_\_ DATE \_\_\_\_\_

APPROVED DATE 11-2-76      APPROVED DATE \_\_\_\_\_      APPROVED DATE \_\_\_\_\_  
BY: R. D. Milford      BY: \_\_\_\_\_      BY: \_\_\_\_\_  
TITLE Plant Services Manager      TITLE \_\_\_\_\_      TITLE \_\_\_\_\_

RECEIVED BY \_\_\_\_\_ FOR PACIFIC TELEPHONE OR NEVADA BELL      DATE \_\_\_\_\_

ORIGINATOR'S COPY  
GENERAL TRADE PRODUCTS INFORMATION COPY  
CONSIGNEE - SHIPPING COPY