CUSTOMER TROUBLE REPORT ANALYSIS PLAN
CATEGORIES OF TROUBLE REPORTS AND CLASSES OF SERVICE MEASURED

1.001   This addendum supplements Section
         660-100-011.

1.002   This addendum is reissued to redefine
         Classes of Service to be used by
Southwestern Bell Telephone Company.

1.003   This addendum clarifies preparation
         of Form SW-6911 relating to 2.02 of
the main section.

1.004   This addendum provides additional in-
         formation for handling of some
"customer relayed" reports received by the
Commercial Department and for designation of
the Serving Plant Service Center (SPSC)
under certain conditions.

2. TROUBLE REPORTS

2.02   (Add after this paragraph the fol-
         lowing NOTE:)

NOTE: When several reports are received
      at the same time from a PBX customer
      and the trouble was due to a common
      cause, show only one trouble ticket
      dispatched. Refer all other tickets
      to the dispatched ticket with a note
      in the "Trouble Found-Work Done -
      Cause" space referring to the date
      and serial number of the original
      trouble ticket. (Reference 660-100-018
      SW)

3. RECEIVING TROUBLE REPORTS

3.01   (Add after this paragraph the fol-
         lowing NOTE:)

NOTE: Customers often report trouble to a
      Commercial Department employee on a

business office contact. If an instal-
lation visit is required as a result
of the contact, a note is placed in
the "remarks" space of the service
order for the installer to repair a
station trouble or appearance item.
Upon completion of the service order,
all details necessary for preparation
of a trouble ticket, including the
trouble found, work done and cause,
initials of employee, the time and date
of completion, etc., shall be fur-
nished or forwarded to the service
center.

4. SERVING PLANT SERVICE CENTER

(After paragraph 4.01(1) add the
following NOTE:)

NOTE: In larger metropolitan areas, a
      specialized force may handle mainte-
      nance of TWX, Private Line Telegraph,
      Video, etc., and a centralized PSC
      receives the customer reports directly
      on these services. In such cases,
      the centralized PSC may be designated
      as the SPSC to cover the entire area
      in which the customer station equip-
      ment maintained by the specialized
      force is located. As such, the
      centralized SPSC shall assume full
      responsibility for the customer's
      services involved and count the
      customer's trouble reports.

(After paragraph 4.01(3) add the
following NOTE:)

NOTE: On off-premise extensions and PBX tie
      lines, the open end or dial tone pro-
      ducing PSC shall be designated as the

SPSC. On foreign exchange services the PSC where the station set is physically located shall be designated as the SPSC. (Having two SPSC's for these services is optional and should only be used in special cases.)

5. CATEGORIES OF TROUBLE REPORTS - ANALYSIS AND MEASUREMENT

Change paragraph 5.01 to read as follows:)

5.01 Seven categories of trouble reports have been established in this Plan to:

(1) Provide a count of trouble reports for one component of the EMSR Plan for each PSC; and

(2) Provide data for analyzing the volume of trouble reports handled by a PSC, the sources from which these reports originate, and the pertinent data associated with these trouble reports.

The seven categories of trouble reports are:

CODE 1 - Customer-Direct (Cust-Dir)
CODE 2 - Customer-Relayed (Cust-Rel)
CODE 3 - Customer-Received for Another Center (Cust-RAC)
CODE 4 - Employee (Emp)
CODE 5 - Referred In (Ref In)
CODE 6 - Customer-Excluded (Cust-Excl)
CODE 7 - L.I.T. (Line Insulation Test)

The first two categories, Customer-Direct and Customer-Relayed, when totaled, represent the number of customer trouble reports for a PSC and provide the basic data for computing one component of the EMSR Plan.

The next five categories are not counted for the EMSR Plan, but are counted and summarized for analysis purposes.

6. CLASSES OF SERVICE - CODES AND DEFINITIONS

6.01 This Plan provides for the measurement and analysis of trouble reports for all classes of service. These classes of service are specifically identified by numerical codes for transmission of data to the Data Processing Center.

6.02 Each trouble report must receive both a Customer Provided Equipment or Telephone Company Equipment categorization and a natural class of service identification.

6.03 The definition of reports to be included as either CPE or Telco classes of service are as follows:

(1) Customer Provided Equipment (CPE) - Any report for a line or station which is associated with a protective connecting arrangement (PCA) or a private line terminating in customer owned equipment but without a PCA.

(2) Telephone Company Equipment (Telco) - All reports not defined as above, including those received for customer owned equipment which is not line associated.

6.04 The trouble ticket prepared on each report must reflect whether or not the service is CPE or Telco. See Section 660-100-018SW for the correct method of marking a trouble ticket to indicate CPE or TELCO.

6.05 The natural class of service categorizations are defined as follows.

Code 02 - Outward WATS (Exhibit 1)

Wide Area Telephone Service used on outward basis only. (Outwats lines that have a data set or data access arrangement associated will be included in the data category).

2-Way WATS circuits will be included in this category. Count 1 line for each 2-Way WATS circuit.

Code 03 - <u>Inward WATS (Exhibit 2)</u>

Wide Area Telephone Service (800 Area Codes) used on an inward basis only (INWATS Lines that have a data set or data access arrangement associated will be counted in the data category). Count 1 line for each inward WATS circuit.

Code 04 - <u>Residence</u>: Flat rate and measured individual, two and multi-party services.

Code 05 - <u>Business</u>: Flat rate and measured individual, two and multi-party services.

Code 06 - <u>Private Branch Exchange</u>: All types of PBX systems, including the station equipment, mileage terminals and auxiliary equipment connected to these systems. This also includes C.O. PBX.

Code 07 - <u>CENTREX</u> - ALL CENTREX Systems located in the central office or on the customer's premises, includes the station equipment, mileage terminals and auxiliary equipment connected to these systems.

Code 08 - <u>Coin - Public</u> - All public coin telephone services and related equipment, such as extension stations, booths, lights, switches, fans, glass, doors, signs, directory fixtures, etc.

Code 09 - <u>Coin - Semi-Public</u>: All semi-public coin telephone services and related equipment, such as extension stations, booths, lights,

switches, fans, glass, doors, signs, directory fixtures, etc.

Code 10 - <u>Rural</u>: A class of multiparty services furnished outside the exchange base rate area. Suburban 4-party service will be classed as Rural.

Code 11 - <u>Joint Service</u>: All exchange lines, stations, or types of service where part, but not all, of the circuit is maintained by a Bell Telephone Company (Excluding Private Line Telegraph and Telephone Services and any circuit included in any other classes of service).

Code 12 - <u>Mobile</u>: All mobile telephone service furnished to the general public, including systems dedicated for Telephone Company use. These services are Urban, Highway, Maritime, Private, Maintenance, BELL BOY Personal Signaling Service, and customer-owned mobile units working with the Telephone Company base stations and land line facilities.
Count 1 line for each mobile unit, no matter how many channels appear on that unit. This class will always be considered as TELCO. Example: a four channel customer-owned mobile radio working with a Telephone Company base station will count as 1 TELCO line.

Code 13 - <u>Unclassified</u>: Trouble reports involving any class of service defined in this section that cannot be associated with a specific line or station or account.

Code 14 - <u>Special Services Telegraph</u>:
(1) All services which terminate in Bell Telephone Company maintained teletypewriter apparatus

regardless of the type of facilities to which the services are assigned.

(2) All services with or without Bell Telephone Company maintained teletypewriter apparatus which use facilities equipped with a telegraph repeater (or telegraph regenerative repeater); or assigned to a telegraph carrier channel.

Code 15 - Special Services Telephone:

(1) All services which are equipped with an amplifier (all types); or assigned to a voice or broadband carrier channel.

(2) All other services equipped with wire facilities only, which do not terminate in Bell Telephone maintained teletypewriter apparatus.
Typical services are:

Tie Lines
Outside extensions (through a main frame)
Music Distribution Services
Bell and Light (Civil defense)
Siren control (Civil defense)
Alarm Circuits
Leased Lines
TWX
Control circuits
Dispatch
Program
Radio land lines
Etc.

Code 16 - Video: Channels furnished for wideband video transmission. Typical services are Community Antenna Television (CATV), Educational Television (ETV), Studio Transmitter Links, Studio Network Links, etc. Count 1 line for each customer

address served.

Code 17 - Data - Private Line (Exhibit 4): All non-switched data services which terminate in a Bell System or Customer Provided data set. Services with a Bell System Teletypewriter associated with the data set are included in the Special Service Telegraph category. Count 1 line for each leg of a Data Private Line (C.O. main frame to station termination or customer location to customer location.)

Code 18 - Data - Switched (Exhibit 3): All switched data services terminating in a Data Access Arrangement or Bell data set that are connected to the Message Network (excluding Teletype). FX and WATS services equipped with data sets are included in this category. Count 1 line for each Data - Switched Circuit, data set or data access arrangement.

NOTE: 1. Circuits which connect to a Data access arrangement and then terminate in CPE equipment should be classified CPE.

2. Circuits which terminate in a TELCO Data Set with CPE equipment behind should be classified TELCO.

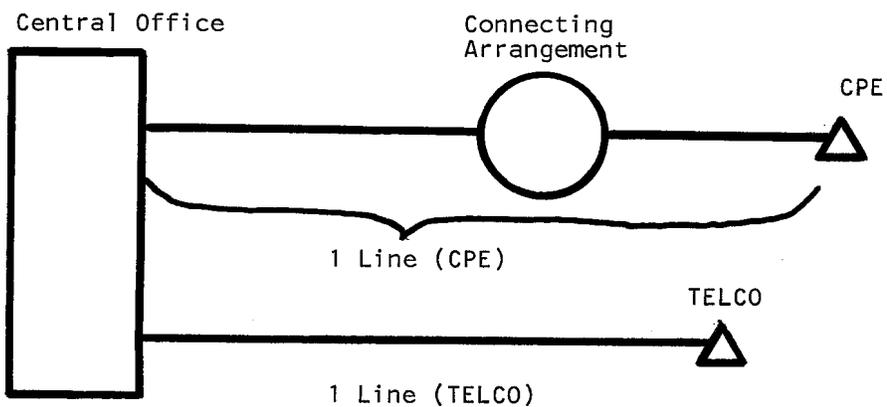EXHIBITS 1 & 2

OUTWARD WATS

Central Office

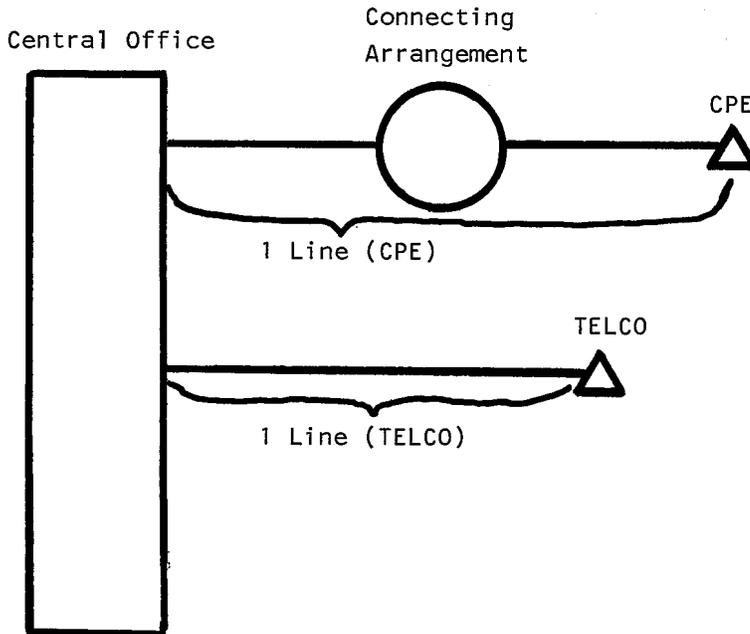Connecting
Arrangement

CPE

1 Line (CPE)

TELCO

1 Line (TELCO)

EXHIBIT 1

INWARD WATS

Central Office

Connecting
Arrangement

CPE

1 Line (CPE)

TELCO

1 Line (TELCO)

EXHIBIT 2

EXHIBIT 3

DATA – SWITCHED

Central Office   Data Access
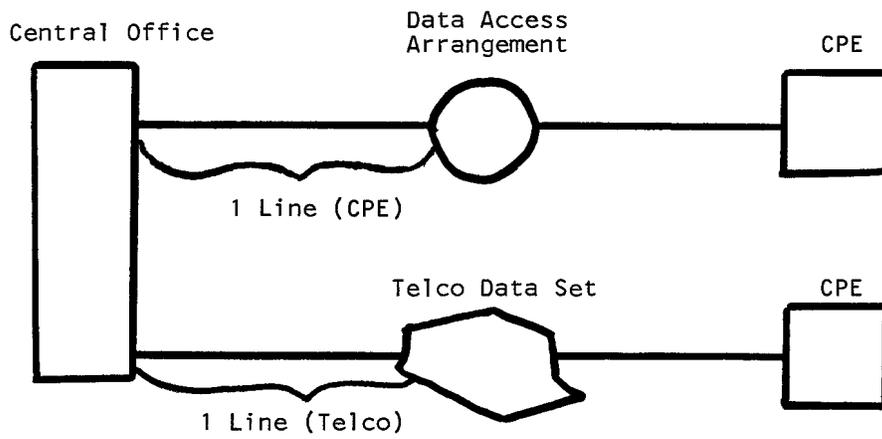Arrangement   CPE

1 Line (CPE)

Telco Data Set   CPE

1 Line (Telco)

EXHIBIT 4

DATA - PRIVATE LINE

Central Office

CPE
Data Set

1 Line (CPE)

Telco
Data Set

CPE

1 Line (Telco)