

CUSTOMER TROUBLE REPORT ANALYSIS PLAN
 MECHANIZATION
 GENERAL DESCRIPTION, PROCEDURES, AND FORMS

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1. GENERAL

1.01 This Section 660-100-017SW, of the Customer Trouble Report Analysis Plan (CTRAP) gives a general description of mechanization, the procedures to be used when implementing a mechanized program, and the various forms that are used to supply information from the field to Data Processing and Data Processing to the field.

1.02 This Section will explain the details of the Plan relating to the Plant Department. In general, the Planning-Operations Department will be responsible for the selection of computer equipment to be used.

- (5) Recurring trouble reports by central office originating and terminating equipment, party lines, all customers, and DATA-PHONE users are provided.
- (6) Exception printing for recurring trouble report printouts minimizes paper output to Plant and the effort required to review these cases.
- (7) Data is made available for higher management review of repeated trouble report cases.
- (8) The frequency of recurring trouble report printouts is determined by the Area Plant or General Plant Staff and can vary from daily to once a month. The clerical time needed for the preparation of the monthly Customer Trouble Report Summary, Form E-2700, for each PSC, District, Division, Area, and Company is eliminated. Summaries will be mailed to each of them at the end of the report month.
- (9) Provisions have been included for transmittal to AT&T Company of monthly Area and Company, Form E-2700 data.
- (10) A Customer Trouble Report Summary, Form E-2700, for as many as 99 entities can be compiled in any one month for an Area.
- (11) A Customer Trouble Report Summary, Form E-2700, for a class of service and/or a specific type of central office, can be compiled for an Area, Division, or for the entire Company.
- (12) Local calling area analysis printouts can be obtained which represent call failures reported to Repair Service and to Traffic. These analysis printouts are arranged by calling and called central office prefixes.

2. PRELIMINARY ARRANGEMENTS

2.01 Certain preliminary arrangements have to be made before the actual procedures of forwarding trouble ticket information to Data Processing can take place. Every Plant Service Center must have a ten digit number identification. Data Processing needs to know which PSC, District, Division, and Area to include on combined summaries. The 10 digit number for each PSC is developed as follows:

- (1) 1st digit - one digit area code
- (2) 2nd digit - one digit division code
- (3) 3rd, 4th, 5th and 6th digits - four digit District code (use the Accounting Department location code)
- (4) 7th, 8th, 9th and 10th digits - four digit PSC code (use the Accounting Department location code)

Refer to V27.603, Accounting Handbook Telephone Plant, for the proper District and PSC location codes. Exhibit 1 lists the numeric one digit area and division codes for use in Southwestern Bell Telephone Company.

2.02 Due to program limitation within the CTRAP computer system the maximum number of Plant Service Centers per Area will be 250 and the maximum number of daily E-4737A CTRAP reports which can be transmitted over the teletype network is 50. All remaining PSCs not receiving daily reports over the teletype network will have the E-4737A mailed to them daily from Accounting. The General Plant Manager in each area will have the responsibility of designating the Plant Service Centers for his area.

2.03 Each PSC serves a certain group of telephone number prefixes (NNXs). When Data Processing processes data, it must be able to identify a prefix with a specific PSC. Therefore, each PSC will provide Data

Processing with a list of prefixes served within each Plant Service Center. The form used to detail this information for Data Processing will be discussed later in this Section.

2.04 Plant Service Centers may send trouble report information to Data Processing daily except Saturdays and Sundays. If the end of the report month falls on either Saturday, Sunday, or a holiday then Data Processing will operate and reports will be sent. The trouble reports will be transmitted over the Saber Card Reader/Mini-Computer System. A description of this system will be discussed later in this Section. Data Processing will process the data daily and transmit a cumulative summary of trouble reports and a invalid trouble report listing.

2.05 Each PSC will receive a Customer Trouble Report Summary, Form E-2700, at the end of the report month by mail. Certain other analysis printouts will be received by mail in the PSC. The intervals are determined by Data Processing and Plant, but must be the same for all PSCs within an Area. These printouts are not requested and are cumulative for the current and previous report months. Two analysis printouts that do not have to be requested are received by mail at the end of the report month in a PSC. The details of these printouts will be covered later in this Section.

2.06 Plant Service Centers will receive other analysis printouts and summaries when they are requested. This information will be mailed to the respective PSC. A Calling-Called Summary printout is received when the specified data is transmitted to Data Processing. Special E-2700 forms can be requested for one Class of Service; or one subgroup Class of Service; or all Classes of Service with the same subgroup; or Classes of Service in various combinations. These Special Study analysis printouts can be

requested by a PSC. These printouts are sent by mail to the PSC.

2.07 The Districts, Divisions, Areas and/or Company will receive certain analysis data. A District with two or more PSC's will receive a daily cumulative summary of totals and key percentage information only. A Customer Trouble Report Summary, Form E-2700, combined for a District will be received by mail at the end of the report month. The Division, Area, or Company will receive a cumulative summary of combined totals and key percentage information about the 10th and 20th day of the report month. A Customer Trouble Report Summary, Form E-2700, combined for a Division, Area or Company, and any Special E-2700 forms that have been requested, will be mailed to the Division, Area, and Company by Data Processing.

2.08 Data Processing requires certain information to compile analysis data. The forms required to transmit the information to Data Processing and the procedures to be followed in preparing the forms will be covered later in this Section.

3. EQUIPMENT CONSIDERATIONS

3.01 The Planning-Operations Department will be responsible for the selection of the computer equipment to be used at Data Processing.

3.02 In order to transmit data to Data Processing, a PSC will be equipped with a Saber Card Reader (See BSP 660-100-900 SW) and an associated data set. In order to receive daily CTRAP reports a PSC must be equipped with a data set and TTY unit.

3.03 The successful daily operation of this Plan requires a close working

relationship between Data Processing and Plant personnel. It would be desirable for each Area Plant Staff to designate one individual to act as liaison between the two departments.

4. DEFINITION OF TERMS

4.01 For this Plan new terms will be used throughout the related sections. These are terms used frequently by the Data Processing personnel as well as Plant. They are as follows:

ALPHA - A term used to indicate alphabetical characters as differentiated from numerical characters.

ALPHA-NUMERIC - Contraction of alphabetical-numerical. A collection of letters, numbers and symbols.

BATCH - An accumulation of cards ready for transmission.

BATCH HEADER CARD - A card used to identify a PSC, date of transmission and total number of cards contained in the batch. Form SW-6923 is used as the Batch Header Card in SWBT Company.

BATCH PROCESSING - Collection of data over a period of time to be sorted and processed as a group during a particular machine run.

BAUD - A unit of signaling speed. In a equal length code, one baud corresponds to a rate of one signal element per second.

CARD COLUMN - One of the single digit columns on a tabulating card. When marked, a column contains only one digit, one letter, and/or one special code.

CENTRAL OFFICE DESIGNATION - A 3-digit code used to identify the central office prefix (NNX).

CENTRAL OFFICE ENTITY CODE - A 3-digit code used to identify central office prefix(es) using the same central office originating equipment.

CUSTOMER COLUMN - The designated field on the analysis printout form that contains the customer telephone or circuit number (prefix and line number).

CPE - Term applies to equipment owned by the customer or leased from vendors other than the Telephone Company.

DATA PROCESSING - Computer center in Area Accounting responsible for operation of all computers and computer programs in that Area.

DATA RECORD ENTRY - An entry containing all pertinent information relating to one trouble report.

HOLLERITH CODE - A standard 12 level code used on IBM cards.

INTERFACE - A common boundary between two or more items of equipment. May be mechanical or electrical.

INVALID REPORT - A data record entry that fails to satisfy certain logic requirements of a computer program.

MARK READ - Process of using pencil to mark preprinted cards with information. The card reader responds to the pencil marks as though they were punched holes in the card.

MONTH - A report month that generally runs from the 23rd of one month to the 22nd of the next month.

NUMERIC - A term referring to data consisting of numbers only.

OFF-LINE - Pertaining to equipment not under direct control of the central Data Processing unit.

ON-LINE - Pertaining to equipment in direct control (communication) with the central Data Processing unit.

SERVICE COLUMN - The designated field on the analysis printout form that contains the auxiliary line, trunk, or station numbers being reported. (This number does not have to be the same as the number in the Customer column.)

5. HOW THE PLAN OPERATES

5.01 When a customer or employee experiences trouble with his communications services, he reports the trouble to the PSC. Certain information is obtained concerning each trouble report. The procedures to be used when recording trouble report information are covered in Section 660-100-018SW.

5.02 Trouble report information is sent to Data Processing, Monday through Friday, (excluding holidays), using the Saber Card Reader/Mini-Computer system from PSCs equipped with the Card Reader.

5.03 Data Processing will accumulate and arrange the trouble report information in a meaningful form. After the trouble report information is processed, accumulative summarized information is transmitted back to PSC, District, Division, Area or Company in the manner described later in this section.

System Description

5.04 Exhibit 2 is a block diagram description of the Saber Card Reader/Mini-Computer

System as developed for use in Southwestern Bell Telephone Company.

5.05 The system consists of individual Plant Service Centers equipped with a Saber Card Reader, teletype unit, Card Reader/teletype switch interface device, and 103A and 202C data sets or their equivalent. Certain PSCs will be equipped with just a data set and teletype unit. These PSCs will receive daily CTRAP reports from Data Processing, but will be required to forward their Form SW-6911, trouble tickets, to a PSC with a Card Reader for transmittal of their trouble tickets to Data Processing. Other PSCs will not have a Card Reader, data sets or teletype and will have to forward their trouble tickets to a PSC equipped with a Card Reader for transmittal of their trouble ticket data to Data Processing. These PSCs will receive their CTRAP reports (E-4737A) by mail daily or on a frequency determined by Data Processing and Area Plant. Data Processing will have the responsibility of mailing these reports. The Data Processing Center will have a Saber Mini-Computer, a batch computer programmed for CTRAP, a communication interface, and associated computer equipment required to generate all the CTRAP reports for distribution to PSC, District, Division, Area or Company.

5.06 The Plant Service Center equipped with a Card Reader prepares a "batch" of trouble tickets and other miscellaneous card types for transmittal to the Mini-Computer. The cards are placed in the Card Reader and the reader controls are conditioned (see 660-100-900SW) for transmittal of trouble ticket data. The Mini-Computer through the communication interface will automatically poll, i.e., ring the telephone number assigned to the 202C data set connected to the Card Reader in the Plant Service Center. Upon establishment of the connection between the reader and the Mini-Computer the "batch" will be transmitted. If error

conditions exist in the transmission the Mini-Computer will send error codes back to the PSC through the data set and the error messages will be printed on the local teletype unit. These error messages are sent while the Card Reader is ON-LINE with the Mini-Computer. Data correctly received will be stored on magnetic tape and then placed into a computer programmed for CTRAP. The computer will store the data, analyze the data, and control the printout of the various CTRAP reports.

5.07 CTRAP reports (E-4737A) can be transmitted from the Data Processing Center to any PSC having the appropriate data set and teletype unit. To receive reports the Plant Service Center must have a valid 10 digit control number on file at the Data Processing Center. Plant Service Centers without data sets and teletypes will receive the CTRAP reports (E-4737A) by mail from Data Processing.

5.08 Trouble ticket data and transmission error messages are transmitted at a baud rate of 1200. E-4737A reports and CTRAP logic error messages are transmitted from the Data Processing center to each PSC at a baud rate of 110. At those PSC's with a Card Reader the interface device is provided to allow for use of one teletype unit for transmission of data and receipt of reports. The teletype unit may also be used for the TOK-FOK and ANALIT programs. The interface device will have a two position switch, one position for use of the local teletype with the Card Reader, and one position for use when CTRAP reports are transmitted from Data Processing to the field.

NOTE: The Baud Rate Selection Switch on the Card Reader will be set on the 1200 baud rate position at all times.

Preparation and use of the Edit Control Card

5.09 Refer to 660-100-900SW, Saber Card Reader, for a general description of the Edit mode of operation. Refer to Section 660-100-018SW for a general description of the trouble ticket, Form SW-6911.

5.10 A Form SW-6819 when properly marked is used as a Edit Control Card.

5.11 The Edit mode of operation allows a PSC to check for marking errors prior to transmittal of the trouble tickets to Data Processing. The criteria for accept, no marking errors, is on a column by column basis, and is determined by preparing a blank Form SW-6819 as an Edit Control Card with each column of the card marked in one of four possible formats. These four formats allow for a column not to be edited, an edit for numeric mark only, an edit for alpha mark only, or an edit for a legal mark, i.e., column contains alpha, numeric, or alpha-numeric character. Each column of the card will be marked as follows:

	Row 1	Row 2	Row 3
(1) column not edited	blank	blank	blank
(2) numeric only edited	mark	blank	blank
(3) Alpha only edited	blank	mark	blank
(4) Legal mark edited	blank	blank	mark

5.12 Each column of the following fields on trouble tickets should be edited on every trouble ticket, except for RAC and excluded reports.

- (1) Field 1 - Customer Telephone or Circuit Number
- (2) Field 3 - Month and Day Received
- (3) Field 5 - Time Received
- (4) Field 7 - Category of Report
- (5) Field 9 - Class of Service (CPE or TELCO)

- (6) Field 10 - Type of Report
- (7) Field 12 - Disposition Code
- (8) Field 13 - Cause Code
- (9) Field 11C - Day and Time Cleared

top (front) of the card, the error message would appear as the following:

00011 T 05 T 09

Edit of any field not listed above will be at the option of the Plant Service Center transmitting the trouble ticket.

Only 16 columns of errors per card will be printed.

5.13 Exhibit 3 shows how a Form SW-6819 is prepared as an Edit Control Card. Exhibit 4 shows a Form SW-6819 prepared as an Edit Control Card editing the fields described in 5.12.

Preparation and Use of the Compare Control Card

5.14 After the Edit Control Card is prepared, the Edit Control Card along with the trouble tickets to be edited are loaded into the Saber Card Reader hopper and the Card Reader controls are conditioned as described in 660-100-900SW. In order to have Edit error messages printed on the local teletype the interface device must be set in the reader position. When the Edit button is activated the TTY PORT on the Card Reader is activated and error messages can be transmitted from the Card Reader to the local teletype at a baud rate of 110. During this mode it is not necessary to change the Baud Rate Selection Switch on the Card Reader from its setting at a 1200 baud rate.

5.16 Refer to 660-100-900SW, Saber Card Reader for the general description of the Compare mode of operation.

5.17 A Form SW-6911 when properly coded will be used as the Compare Control Card. The criteria for acceptance is on a column by column basis. Each column of a trouble ticket is compared with the corresponding marked column on the control card. If the control card column is blank, the trouble ticket column may be blank or have a mark. In order to sort out any card the compare control card must be marked identically to the corresponding column of the trouble ticket. Exhibit 5, 6, and 7 show examples of how to prepare a Compare Control Card.

5.15 Error messages are typed on the local teletype in the following format:

nnnnn T/Bxx T/Bxx T/Bxx

- Where:(1) nnnnn is the nnnnnth card rejected by the Card Reader
- (2) T/B is either the top (front) or bottom (back) of the card
 - (3) xx is the card column in which the error is located

For example, suppose that the 11th card in a stack of trouble tickets has a marking error on the 5th column and also on the 9th column with both columns being on the

Transmission of Trouble Tickets to Data Processing

5.18 Exhibit 8 is a block diagram which outlines the steps to be taken in the PSC in order to transmit trouble ticket data to the Data Processing Center. The steps are:

- (1) The trouble tickets will be edited as described in paragraphs 5.09 through 5.14 and all marking errors will be corrected.
- (2) Now using the Compare mode of operation a count will be made of the

trouble tickets (the batch count). A blank trouble ticket, Form SW-6911, is placed in the Card Reader hopper. Next place all the trouble tickets ready for transmission on top of the blank trouble ticket. Set the Card Reader counter to 00000 and set the counter selection switch to count the cards dropping into the accept pocket. Push the Compare control button. The blank trouble ticket will be read and dropped into the accept pocket of the Card Reader. Next push the Operate button. All the trouble tickets will be dropped into the accept pocket of the sorter, and the counter will indicate the total number of trouble tickets. This batch count will be used later in preparing the header control card, Form SW-6923.

(3) Prepare Form SW-6923 for each PSC for which data is to be transmitted. See paragraph 5.20 for preparation of the Form SW-6923.

(4) Next place the completed Form SW-6923 in the Card Reader hopper with all trouble tickets associated with it. This may be done for as many PSC's as necessary.

(5) Set the Card Reader for the transmit mode as follows:

- (a) Card Reader power on.
- (b) Card Reader Drive Motor on.
- (c) Baud Rate Selection Switch to 1200 baud.
- (d) Invert switch to the invert position.
- (e) Set Card Reader and local TTY interface so that the TTY is connected to the reader.
- (f) Push the XMIT button.
- (g) Push Operate button.
- (h) Set 202 Data Set on "Auto Answer".

(6) The Card Reader is now ready to transmit data to Data Processing. The Mini-

Computer will poll each PSC from a prescribed calling list. If a PSC does not have its Card Reader ON-LINE the connection can not be made and the Mini-Computer will poll the next PSC on the list. The period of time that the Mini-Computer will ON-LINE poll PSCs will be determined on an Area basis, however, it should poll PSCs a minimum of 3 times daily.

Preparation of Form SW-6923

5.19 Form SW-6923, Trouble Ticket Transmission Header Card, must be prepared each time trouble tickets are transmitted to Data Processing from a PSC. The form SW-6923 must be prepared for each separate PSC's transmission. Normally the Form SW-6923 will be prepared by the PSC transmitting data, however, if desired locally the form may be prepared by the PSC which takes the trouble report even if it forwards the trouble ticket to another PSC for transmittal.

5.20 Exhibit 9 shows a Form SW-6923. A description of each column on the form is as follows:

- (1) The first column indicates the area - a one digit code.
- (2) The second column indicates the division - a one digit code.
- (3) The next four columns indicate the district - a four digit code.
- (4) The next four columns indicate the PSC - a four digit code.
- (5) The next two columns indicate the year - a two digit code.
- (6) The next four columns indicate the month and day - a four digit code. For example, January 31st is coded 0131.
- (7) The next three columns indicate the daily stations. These three columns must contain "001" for all transmissions.

(8) The last four columns indicates the batch count - a four digit code. Paragraph 5.18(2) describes how the batch count is determined.

Exhibits 10 shows a Form SW-6923 prepared for a PSC with identification code 2150005023 transmitting 39 tickets on July 17, 1974.

Description of Error Messages from Mini-Computer to PSC During Transmission of Trouble Ticket Data

5.21 The following error messages can be transmitted from the Mini-Computer through the Card Reader to the local teletype at the PSC while ON-LINE and transmitting data:

- (1) If Form SW-6923 has invalid PSC number
PSC XXXXXXXXXXX NOT A VALID PSC -
CORRECT AND RETRANSMIT
- (2) If there is an invalid card type
LAST CARD IN HOPPER - ILLEGAL
 - (a) Not a card type 2
 - (b) Card type 2 with non-numeric data
 - (c) No card number
 - (d) Card number not (0-9) or (A-Z).
- (3) The number of trouble tickets transmitted does not equal the number shown on Form SW-6923.

PSC XXXXXXXXXXX CARDS PROCESSED XXXX HEADER
COUNT XXXX ERROR CONDITION RETRANSMIT
REMAINING CARDS

5.22 Trouble Tickets once transmitted will not be retransmitted except upon receipt of a CTRAP logic error the next day. If one of the transmission errors listed in 5.21 is received, all trouble tickets sent prior to receipt of the error messages will not be retransmitted. Only those trouble tickets remaining in the hopper will be transmitted.

5.23 After the CTRAP reports are transmitted from Data Processing the Mini-Computer will transmit error messages relating to errors in logic. See paragraph 8.05 for a description of the trouble ticket logic error codes.

5.24 Area Plant and Data Processing will decide what time during the day that polling of PSCs will be started and also what time the daily reports will be transmitted. Normally trouble tickets will be transmitted between 0930 and 1800 hours, and the E-4737A and logic error messages will be transmitted between 2000 and 0930 hours.

6. DESCRIPTION OF FORMS - FIELD TO DATA PROCESSING

6.01 The following forms will be used to transfer information from Plant to Data Processing.

FORM E-5294 - A standard form used to request a Special Form E-2700 Class(es) of Service and/or a type of Central Office by Division, Area and/or Company. (Exhibit 15)

FORM E-5295 - A standard form used to furnish Central Office Entity Code Table data to Data Processing. (Exhibit 11)

FORM E-5297 - A standard form used to request a Special Form E-2700 for Class(es) of Service in a PSC. (Exhibit 16)

FORM E-5299 - A standard form used to furnish data to Data Processing for Calling-Called Summary. (Exhibit 13)

FORM E-5401 - A standard form used to furnish line data for all

monthly E-2700 forms to Data Processing. (Exhibit 14)

FORM SW-6923 - A standard form used to furnish PSC number, date of transmission, and batch count to Data Processing. This form is called the header card. (Exhibit 9)

FORM SW-6928 - A form used by the PSC to request a printout number seven from Data Processing. (Exhibit 19)

FORM SW-6926 - A standard form used to furnish an update to the Company title file. Submitted by Area to Data Processing. (Exhibit 17)

FORM SW-6939 - A Standard form used to furnish the telephone number of a Plant Service Center's printer to Data Processing. Submitted by Area to Data Processing. (Exhibit 18)

7. PREPARATION OF FORMS - FIELD TO DATA PROCESSING, FORM E-5295, CENTRAL OFFICE ENTITY CODE TABLE (EXHIBIT 11)

7.01 An integral part of the preliminary arrangement is the preparation of the Central Office Entity Code Table. The Table contains all of the Central Office designations (NNXs) and Central Office Entity Codes for each PSC on mechanized procedures. NNXs within a PSC using the same Central Office originating equipment will have the same entity number.

7.02 A group of numbers is assigned for each type of Central Office (Exhibit 12). This serves two purposes: (1) it simplifies the listing procedure on certain analysis printouts by listing all prefix(es) served by common Central Office originating equipment by one entity code, and (2) Data Processing can accumulate information for a

large area by screening information for one entity code versus looking for each individual prefix(es) served by one type of Central Office. The first number in each group of numbers shall not be assigned as a Central Office number. It is reserved for requesting information from Data Processing on that type of Central Office only.

7.03 Form E-5295 must be prepared for each PSC using the mechanized procedures. It will contain all prefixes served by that PSC, as well as a Central Office entity code.

7.04 Form E-5295 is prepared by the District Plant Manager for each PSC in his District in cooperation with Data Processing. Any subsequent changes will be the responsibility of the District Plant Manager. After Form E-5295 is initially prepared no further submittals will be necessary unless a change is involved. In Southwestern Bell Telephone Company the portion of the form relating to DTWX numbers of receiving machines need not be noted on the Form E-5295. Area Plant will furnish these numbers to Data Processing.

7.05 This form should be in Data Processing by the 10th of the calendar month preceding the report month to be covered. This allows Data Processing time to make additions, changes or deletions in their procedures.

Form E-5299 - For Calling-Called Summary - Printout 10B (Exhibit 13)

7.06 Form E-5299 shall be prepared by the appropriate personnel in Area Plant. Data Processing will produce a special printout only if this form has been completed by Area Plant Staff and the designated PSCs are submitting calling-called failures as part of the daily trouble report transmission.

7.07 This data form allows Staff personnel to select local calling patterns that

are meaningful to them. They can be arranged to evaluate trunking facilities.

7.08 After the form has been prepared initially by the Area Plant Staff personnel, it will remain in effect until superseded or cancelled. The form must be in Data Processing by the 10th of the calendar month preceding the report month to be covered.

Form E-5401 - Line Data - Form E-2700
(Exhibit 14)

7.09 Form E-5401 must be prepared for each PSC. This enables Data Processing to make the computations necessary for a complete Form E-2700. It will not be necessary to prepare this form for each District, Division, etc. Data Processing will perform that operation. Form E-5401 is also required for each Form E-2700 that is requested by a Special Study Code(s), a request for a Form E-2700 for a class of service, or a request for a type of Central Office.

7.10 This form is prepared by the District Plant Manager, or Area Plant Staff depending on analysis requested. The form contains line information for each class of service that appears on Form E-2700. When the form is prepared to cover just one class of service, submit only the figures for that class of service in Column G. When the form is prepared to cover just one type of central office, submit only the figures for the stations served by the central office in Column G. When a special study code has been assigned for a customer, the line data submitted would include only the stations for that customer in Column G.

7.11 One form must be completed for each report month and each Form E-2700. The form must be in Data Processing by the 10th of the report month. The District

Plant Manager will be responsible for preparing the form for each of the PSCs in his District each month.

Form E-5294 - Request for Special Form E-2700 for Class of Service and/or Type of Central Office by Division, or Area (Exhibit 15)

7.12 Form E-5294 can be used to request a Special Form E-2700 for a class of service, a subgroup class of service, all classes of service with the same subgroup or various combinations of classes of service. Only one of the items listed above can be requested in a report month. For example:

- (a) All residence service - the request is for 04 class of service.
- (b) All rural line customers - the request is for 10 class of service.
- (c) Coin-Public and Semi-Public - the request is for 08 and 09, Coin-Public and Coin-Semi-Public, respectively.

7.13 Form E-5294 can be used to request a Form E-2700 for a particular type of central office. One type of central office can be requested in a month. For example:

- (a) All step-by-step central offices - the request is for 050, the central office entity code reserved for that type of central office.

7.14 This form is prepared by the Area Plant Staff and can be requested by either Division or Area only. One request per month is allowed. Area requests

take precedence over Division requests. The Form E-2700 generated by this request covers one report month. If additional studies are needed, they must be requested the following months. The form must be in Data Processing by the 10th of the calendar month preceding the report month to be covered.

NOTE: Form E-5401 along with Form E-5294 must be sent to Data Processing.

Form E-5297 - Request for Special Form E-2700 for Class of Service by Plant Service Center (Exhibit 16)

7.15 Form E-5297 can be used to request a Special Form E-2700 for a class of service, a subgroup class of service, all classes of service with the same subgroup, or various combinations of classes of service. Only one of the items listed above can be requested in a report month. For example:

- (a) All residence service - the request is for 04 class of service.
- (b) All rural line customers - the request is for 10 class of service.
- (c) Coin-Public and Semi-Public - the request is for 08 and 09, Coin-Public and Semi-Public, respectively.

7.16 Completion of this form is the responsibility of the District Plant Manager. One one request can be on record in Data Processing for a PSC. It is suggested that Area Plant Staff supervise this to prevent duplicate requests being made in a report month.

NOTE: Form E-5401 must be prepared for each Form E-5297 sent to Data Processing.

7.17 The form must be in Data Processing by the 10th of the calendar month preceding the report month to be covered.

Form SW-6926 Company Title File (Exhibit 17)

7.18 Form SW-6926 shall be prepared by Area Plant and is a listing of all PSCs in the Area. One submittal will be required by Area to Data Processing at the time of program introduction. After the Plan is established this form will be submitted only to add or delete a PSC from the Company Title file.

7.19 This form will be required in Data Processing by the 10th of the calendar month preceding the report month to be covered.

Form SW-6939 PSC Printer Telephone Number (Exhibit 18)

7.20 Form SW-6939 shall be prepared by Area Plant and is a listing of all PSCs with teletype printers in the Area. The telephone number of the printer is also given to Data Processing on this form. After the Plan is established this form will be submitted only to add, delete, or change a PSC's Printer Telephone Number.

7.21 This form must be in Data Processing by the 10th of the calendar month preceding the report month to be covered.

Form SW-6928, Request by PSC of Printout Number Seven (Exhibit 19)

7.22 Form SW-6928 is prepared by the PSC to request printout number 7. This printout can be requested on any day of the month. The printout contains information from the request date to the end of the month and will be received by mail in the PSC every 10 days, cumulative from one 10 day period to the next. Only one Form SW-6928 per PSC

per month is allowed.

7.23 This printout lists selected trouble reports based upon a preference of listing. Six listing sequences are provided and are identified by the following codes:

- (1) Type-Cause-Disposition
- (2) Type-Disposition-Cause
- (3) Cause-Type-Disposition
- (4) Cause-Disposition-Type
- (5) Disposition-Type-Cause
- (6) Disposition-Cause-Type

Categories of report are included in the printout.

7.24 Form SW-6928 is sent to Data Processing using the Saber Card Reader/Mini - Computer system. The PSC prepares the form as shown in Exhibit 19 and the card is transmitted to Data Processing. The card is placed immediately after Form SW-6923 in the transmission sequence. The batch count indicated on Form SW-6923 must include this card. For example, if a PSC was transmitting 127 trouble tickets and the Form SW-6923 for that month, the batch count would be 128.

8. DESCRIPTION OF PRINTOUT INFORMATION -
DATA PROCESSING TO PSC, DISTRICT, DIVISION,
AREA, AND/OR COMPANY

8.01 Data Processing will furnish each PSC District, Division and Area with a number of printouts that are used for analysis purposes. Some printouts accumulate information for one report month and do not have to be requested. Other printouts accumulate information from one print period to the next and do not have to be requested. Certain printouts accumulate information for one report month only and must be requested.

8.02 A standard, Form E-5165 - Trouble

Report Analysis Data (Exhibit 20), will be used in Data Processing when preparing Printouts 1 through 10B.

8.03 The printouts that are received in the field will be in several different formats. The description of all printout information that does not appear on Form E-5165 will be listed below with a description of each. The printouts that do appear on Form E-5165 will be listed below with a brief description of each. What each printout (Printouts 1 through 10B) contains will be found in the appropriate exhibit.

Data Processing to Plant Service Centers -
Daily - Not Requested

8.04 A daily cumulative summary of trouble report data will be sent to each PSC, Monday through Friday, except on holidays. The totals and percentages of each line corresponds to the data found on Form E-2700. An overlay, Form E-4737A - Daily Cumulative Customer Trouble Report Summary, is used to interpret the contents. The trouble reports are listed by each Central Office Entity Code served by a PSC, plus an "Other" column for those services that do not use central office originating equipment such as Private Line, WATS, VIDEO, or Mobile, and totaled for a PSC. A daily cumulative summary used with the overlay is shown in Exhibit 21.

8.05 Each PSC will receive an invalid report listing from Data Processing regarding the status of the trouble report data submitted daily. This will be a positive indication following the Form E-4737A. The entries that failed the logic test will not appear on the printout until corrected and retransmitted. Each error transmission will consist of the data on the trouble ticket exactly as transmitted and an error code used to identify the error message. Appendix 1 lists and defines all CTRAP Error Messages.

8.06 A daily cumulative summary of trouble report data will be sent by Form E-4737A, (Exhibit 22), to each District, Monday through Friday, except on holidays. The summary will be received by each District if it has two or more PSCs. It will contain totals only of all line numbers, percentages for certain key information (MC SIRBAN, TOK, FOK, and Dispatched), customer trouble reports and combined number of invalid reports for a report period.

Data Processing to Divisions and Area
About Every 10 Days - Not Requested

8.07 A daily cumulative summary of trouble report data, Form E-4737A, (Exhibit 22), will be made available to each Division and Area about every ten days. The means of transmittal is via U.S. Mail. It will contain totals only of all line numbers, percentages for certain key information (MC SIRBAN, TOK, FOK, and Dispatched), and combined number of invalid reports for a report period.

Data Processing to Plant Service Centers -
Monthly - Not Requested

8.08 A Form E-2700 - Customer Trouble Report Summary (Exhibit 23) is printed in Data Processing at the end of each report month and mailed to each PSC. All computations are completed by Data Processing if they have received the line data discussed in Paragraph 7.09 of this section.

8.09 A Percent Distribution of Clearing Time by Classes of Service, (Exhibit 24), will be received by each PSC. This will be received at the end of the report month. The clearing time for each Class of Service will be shown by time intervals. The clearing time for all classes of Service will be shown by time intervals also.

Data Processing to Districts, Divisions,
Areas, and/or Company - Monthly - Not
Requested

8.10 A Form E-2700 - Customer Trouble Report Summary, (Exhibit 23), is printed in Data Processing at the end of each report month and mailed to each District, Division, Area and/or Company. The information will cover the PSCs for the appropriate District, Divisions and Area. The computations are completed by Data Processing for each level of management unless the line data discussed in Paragraph 7.09 of this Section for a PSC(s) has not been received. Should this happen, the information for all levels, i.e., PSC, District, Division, Area and/or Company, would be incomplete.

Data Processing to PSCs - Monthly - Requested

8.11 A Special Form, E-2700, Customer Trouble Report Summary (Exhibit 23) is printed in Data Processing at the end of a report month and mailed to a PSC, if requested as discussed in 7.15, 7.16 and 7.17. All computations are completed by Data Processing if they have received the line data discussed in Paragraph 7.09 of this section.

Data Processing to Area and/or Company -
Monthly - Requested

8.12 A Special Form, E-2700, Customer Trouble Report Summary (Exhibit 23), is printed in Data Processing at the end of a report month and mailed to an Area and/or Company, for each item if requested as discussed in 7.12 or when a 2-digit Special Study Code has been assigned to trouble reports and transmitted to Data Processing. All computations are completed by Data Processing if they have received the line data discussed in 7.09.

Data Processing to PSCs - Daily to Once a Month - Not Requested

8.13 Five printouts may be available to each PSC from Data Processing. The printouts are mailed to the PSCs. The frequency with which these printouts are received can vary from daily to once a month. Each Area or Company will decide the frequency in cooperation with Data Processing. It is not necessary to request these printouts.

8.14 The five printouts listed below have detailed explanations of what each printout contains regarding the trouble report information on the respective exhibits. The printouts by number and title are as follows:

PRINTOUT

- Number 1 - "CO, ROH, TOK, & FOK - Reports - By Originating Equipment" (Exhibit 25)
 - Number 2 - "CO, TOK, & FOK - Repeated Reports - Terminating Type Troubles" (Exhibit 26)
 - Number 3 - "Repeated Reports - Party Lines - by Originating Equipment" (Exhibit 27)
- NOTE: To receive printout Number 3, PSC must use Subcode 1 in Field 9 of Trouble Ticket.
- Number 4 - "All Repeated Trouble Reports" (Exhibit 28)
 - Number 5 - "Repeated Reports for Classes of Service with DATA-PHONE" (Exhibit 29)

NOTE: To receive printout Number 5 PSC must use Subcode 2 in Field 9 of Trouble Ticket

8.15 Two printouts are available to PSCs from Data Processing. The printouts are mailed to each PSC at the end of each report month. Detailed explanations of what each printout contains regarding the trouble report information are shown on the respective exhibits. The printouts by number and title are as follows:

PRINTOUT

- Number 6 - "All Excluded Reports" (Exhibit 30)
- Number 10A - "Calling-Called Number Summary A" (Exhibit 31)

Data Processing to Area Plant Staffs - Monthly - Not Requested

8.16 The Area Plant Staff personnel will receive a printout once a month from Data Processing. This printout will be printed by Data Processing if the information it will contain has been submitted by the PSCs and the form discussed in 7.06, 7.07 and 7.08 has been forwarded by Staff personnel. A detailed explanation of what the printout contains is shown on the respective exhibit. The printout by number and title is as follows:

PRINTOUT

- Number 10B - "Calling-Called Number Summary B" (Exhibit 32)

Data Processing to PSC - About Every 10 Days - Requested

8.17 A PSC has the opportunity to obtain trouble report data arranged to suit a particular need. Three printouts are available upon request. The printouts are mailed to the PSC. A detailed explanation of what each printout contains is shown on

the respective exhibit. The printouts by number and title are as follows:

PRINTOUT

Number 7 - "Trouble Reports by Selection" (Exhibit 33)

NOTE: Form SW-6928, Exhibit 19, is used by PSC to request Printout Number 7 from Data Processing.

Number 8 - "Special Study #1" (Exhibit 34)

Number 9 - "Special Study #2" (Exhibit 35)

9. SUMMARY

9.01 The Mechanized Customer Trouble Report Analysis Plan is designed to perform many functions. However, these are considered the minimum. The information generated by Data Processing will be in sufficient quantity to do an effective analysis job, if it is used. Any additions to the program should be evaluated carefully.

10. ORDERING INFORMATION

10.01 Forms E-5294, E-5295, E-5297 and E-5401 are provided in pads of 50 sheets per pad, packed two pads per package.

These forms should be ordered in multiples of the package unit, as follows:

(Quantity) Pkgs. Form E-()

10.02 Form E-5299 is provided in pads of 25 sheets per pad, packed two pads per package. This form should be ordered in multiples of the package unit, as follows:

(Quantity) Pkgs. Form E-()

10.03 Forms SW-6923 and SW-6819 are provided on a per each basis with a minimum order of 100 forms being accepted. These forms should be ordered by the Areas as follows:

(Quantity) ea. Form SW-()

10.04 Forms SW-6926 and SW-6939 are provided in pads of 25 sheets per pad. These forms should be ordered on "Hard Copy" requisitions as follows:

(25 ea.) Form SW-()

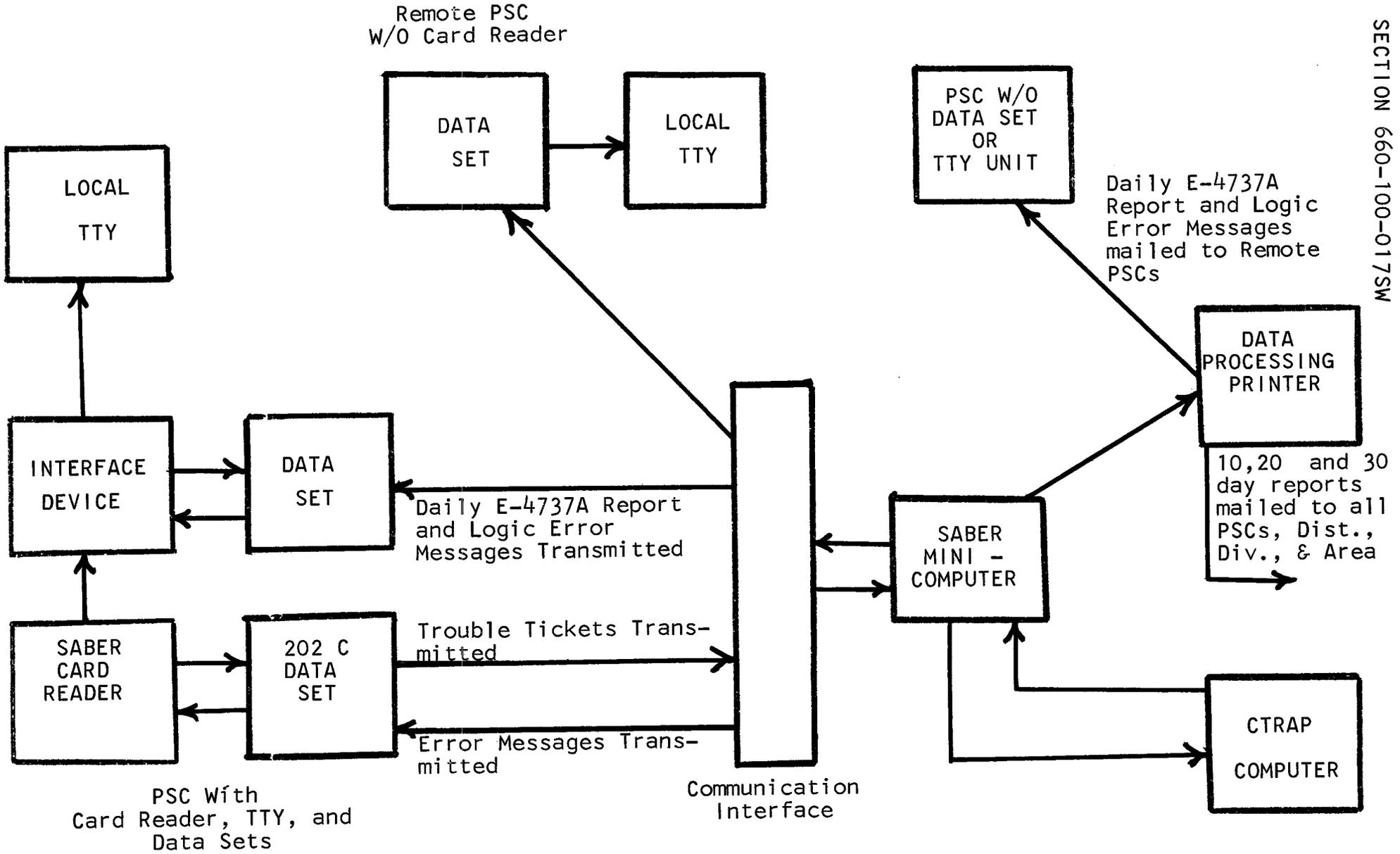
10.05 Form SW-6928 is provided in pads of 25 sheets per pad. These forms should be ordered as follows:

(25 ea.) Form SW-6928

AREA AND DIVISION NUMERIC CODE

EXHIBIT 1

Kansas City Area	1
Kansas City Division	1
Springfield Division	2
St. Louis Area	2
North Division	2
South Division	1
Kansas Area	3
Northern Kansas Division	3
Southern Kansas Division	2
Arkansas Area	4
(For Division show 1)	1
Oklahoma Area	5
Eastern Division	4
Western Division	2
Dallas Area	6
North Dallas Division	1
South Dallas Division	2
Fort Worth Division	3
Houston Area	7
East Houston Division	3
West Houston Division	2
Beaumont Division	1
San Antonio Area	8
Lubbock Division	2
San Antonio Division	3
Austin Division	1



SABER CARD READER/MINI-COMPUTER SYSTEM
EXHIBIT 2

EXHIBIT 3
 SW-6819
 EDIT CONTROL CARD
 DEFINITION OF TERMS AND MARKS

DO NOT WRITE IN THIS SPACE

REPAIR CLERK

EDIT CONTROL CARD

TYPE RPT

MONTH/DAY RECEIVED

TIME RECEIVED

CATEGORY 7

TELEPHONE NO. OR TICKET NO.

CLASS SER

SW-6819 SEC. 600-100-017 SW REV. 3-74

Top (front) of Card

EDIT CONTROL CARD

DSKM NO.

CABLE/PR

DAY TESTED

TIME TESTED

DAY DISPATCHED

TIME DISPATCHED

REPAIRMAN NO.

EDIT CONTROL CARD

DAY CLEARED

TIME CLEARED

DISPOSITION CODE

CAUSE CODE

SS1

SS2

SS3

CLASS SER

SW-6819 SEC. 600-100-017 SW REV. 3-74

Bottom (back) of Card

- 1 Row 1
- 2 Row 2
- 3 Row 3
- 4 Card column number 2
- 5 Card column 15 marked as shown would be edited for alpha only.
- 6 Card column 17 marked as shown would be edited for a legal mark.
- 7 Card column 5; Row 1, Row 2 and Row 3 are blank. This column would not be edited.
- 8 Card column 10 marked as shown would be edited for numeric only.

EXHIBIT 5
COMPARE CONTROL CARD

COMPARE CONTROL CARD PREPARED IN ORDER TO SORT OUT ALL TROUBLE TICKETS
WITH OOS CREDIT BLOCK MARKED

DO NOT WRITE IN THIS SPACE

CARD TYPE 9

REPAIR CLERK [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

1 TEL. NO. /CKT NO. 2 AUX LN/TRUNK/STATION

4 CALLED NO. APPOINTMENT TIME

NAME & ADDRESS

ACCESS AND CALL BACK

SER. NO.

LSV CODE

TROUBLE REPORTED AND CUSTOMER'S COMMENT [LC]

TYPE RPT [1] [2] [3] [4] [5] [6] [7] [8] [9]

MONTH/DAY RECEIVED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

TIME RECEIVED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

CATEGORY 7 [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

A-I J-R S-T U-V W-X Y-Z

TELEPHONE OR CCKT NO.

CLASS SER

SW 6911 ADD. 600-100-018 SW REV. 01-74

Top (front) of Card

DESKMAN'S ANALYSIS

DSKM NO. [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

CABLE/PR [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

DAY TESTED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

TIME TESTED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

DAY DISPATCHED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

TIME DISPATCHED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

REPAIRMAN NO. [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

TROUBLE FOUND

WORK DONE

CAUSE

DAY CLEARED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

TIME CLEARED [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

DISPOSITION CODE [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

CAUSE CODE [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

SS1 [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

SS2 [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

SS3 [00] [11] [22] [33] [44] [55] [66] [77] [88] [99]

LOCAL USE

W30000 SW 6911 ADD. 600-100-018 SW REV. 01-74

Bottom (back) of Card

EXHIBIT 7
COMPARE CONTROL CARD

COMPARE CONTROL CARD PREPARED SO THAT ALL TROUBLE TICKETS WITH DISPOSITION CODE 04 IN THE 37X-XXXX OFFICE AND THE 3003 AERIAL CABLE ARE SORTED

DO NOT WRITE IN THIS SPACE

CARD TYPE 9

REPAIR CLERK [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

1 TEL. NO. /CKT NO. 2 AUX LN/TRUNK/STATION

4 CALLED NO. APPOINTMENT TIME

NAME & ADDRESS

ACCESS AND CALL BACK SER. NO.

LSV CODE

TROUBLE REPORTED AND CUSTOMER'S COMMENT [C]

TYPE RPT [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

MONTH/DAY RECEIVED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

TIME RECEIVED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

CATEGORY 7 [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

A-I J-R S-T U-V W-X Y-Z

TELEPHONE OR CABLE TROUBLE

42

CLASS SER

894001 SW-6911 ADD. 600-100-018 SW REV. 01-74

Top (front) of Card

DO NOT WRITE IN THIS SPACE

DESKMAN'S ANALYSIS

DSKM NO. [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

CABLE/PR [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

DAY TESTED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

TIME TESTED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

DAY DISPATCHED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

TIME DISPATCHED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

REPAIRMAN NO. [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

TROUBLE FOUND

WORK DONE

CAUSE

DAY CLEARED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

TIME CLEARED [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

DISPOSITION CODE [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

CAUSE CODE [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

SS1 [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

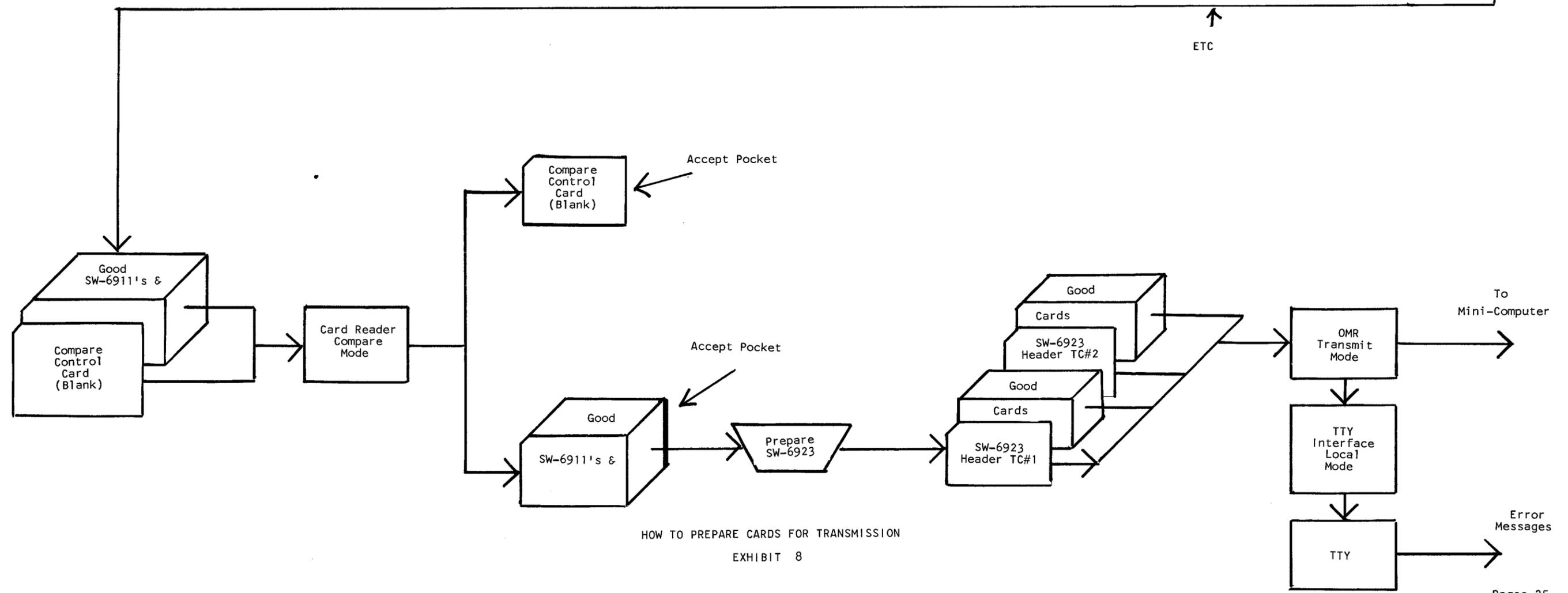
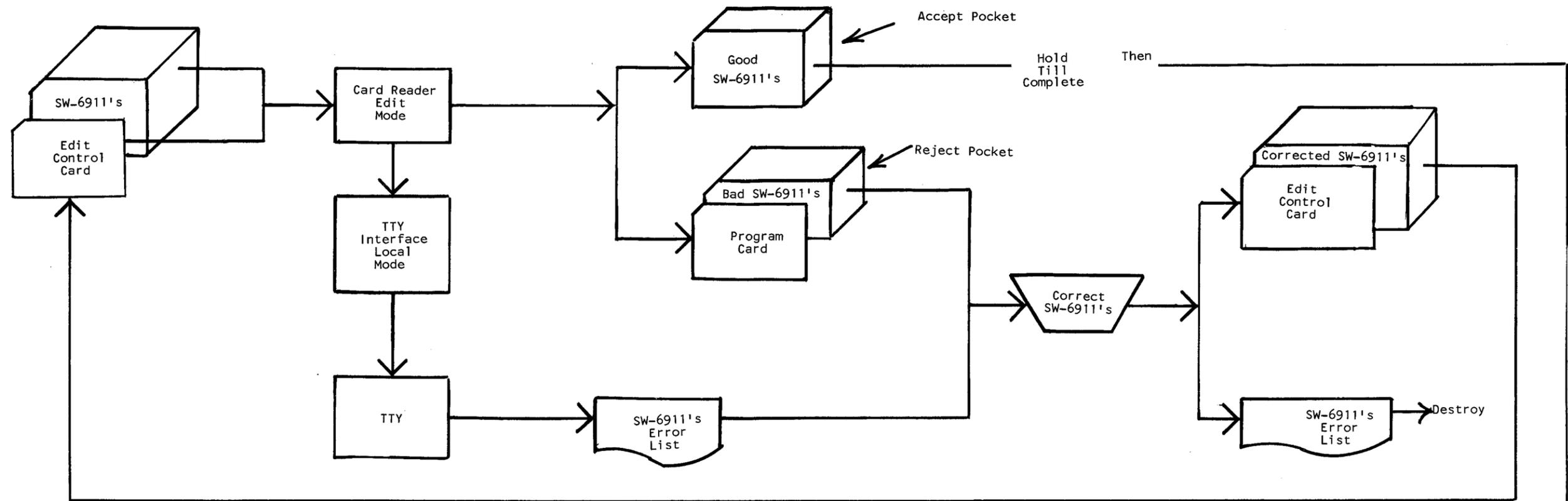
SS2 [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

SS3 [00] [10] [20] [30] [40] [50] [60] [70] [80] [90]

LOCAL USE

w30000 SW-6911 ADD. 600-100-018 SW REV. 01-74

Bottom (back) of Card



HOW TO PREPARE CARDS FOR TRANSMISSION
EXHIBIT 8

EXHIBIT 9

CARD TYPE 2

AREA	0	1	2	3	4	5	6	7	8	9
DIVISION	0	1	2	3	4	5	6	7	8	9
DISTRICT	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
PSC	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
YEAR								7	8	9
	0	1	2	3	4	5	6	7	8	9
MONTH	0	1								
	0	1	2	3	4	5	6	7	8	9
DAY	0	1	2	3						
	0	1	2	3	4	5	6	7	8	9
DAILY STATIONS	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
BATCH COUNT	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
PSC NUMBER										

DO NOT WRITE IN THIS SPACE

RB4DD7 SW 6923 ADD. 660-100-017 SW REV. 01-74

- ① Strobe mark
- ② 10 card columns for PSC number identification code
- ③ 6 card columns for year, month and day trouble tickets are transmitted to Data Processing
- ④ 3 card columns for daily stations
NOTE: must contain "001".
- ⑤ 4 card columns for Batch Count

EXHIBIT 10

Form SW-6923 marked per example in Paragraph 5.20

CARD TYPE 2

AREA	0	1	2	3	4	5	6	7	8	9
DIVISION	0	1	2	3	4	5	6	7	8	9
DISTRICT	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
PSC	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
YEAR	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
MONTH	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
DAY	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
DAILY STATIONS	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
BATCH COUNT	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9
	0	1	2	3	4	5	6	7	8	9

PSC NUMBER **2150005023**

DO NOT WRITE IN THIS SPACE

994002 SW 6923 ADD. 660-100-017 SW REV. 01-74

CENTRAL OFFICE
ENTITY CODE TABLE

TO: DATA PROCESSING MANAGER

EFFECTIVE DATE _____

A	B	C	D		E	F	G	
PLANT SERVICE CTR. IDENTIFICATION	CARD NO.	CENT. OFFICE PREFIX	CENT. OFFICE ENTITY CODE		MEASURED PSC	DELETE ENTIRE PSC	DELETE PREFIX	
1-10	11	12-14	15-17		78	79	80	
	2			<p style="text-align: center;">INSTRUCTIONS</p> <p>(1) TO ADD A PREFIX(ES) FILL IN COLUMNS A, C, D, AND ENTER "1" IN COLUMN E IF MEASURED, "0" IF UNMEASURED. ENTER "0" IN COLUMNS F AND G.</p> <p>(2) TO DELETE A PREFIX(ES) FILL IN COLUMNS A, C AND D. ENTER "0" IN COLUMNS E AND F AND "1" IN COLUMN G.</p> <p>(3) TO CHANGE A PREFIX, TWO ENTRIES ARE REQUIRED, A DELETION AND AN ADDITION. FOLLOW STEPS 1 AND 2 FOR ADDITION AND DELETION.</p> <p>(4) TO ADD A PSC FILL IN COLUMNS A, C, AND D FOR EACH PREFIX. ENTER "1" IN COLUMN E IF PSC IS MEASURED AND "0" IF UNMEASURED. ENTER "0" IN COLUMNS F AND G.</p> <p>(5) TO DELETE AN ENTIRE PSC FILL IN COLUMN A, ENTER "1" IN COLUMN F AND "0" IN COLUMNS E AND G.</p> <p>(6) TO CHANGE A PSC FROM UNMEASURED TO MEASURED FILL OUT COLUMN A, ENTER "1" IN COLUMN E AND "0" IN COLUMNS F AND G.</p> <p>(7) THIS FORM MUST BE IN DATA PROCESSING BY THE 10TH OF THE MONTH PRECEDING THE MONTH OF THE EFFECTIVE DATE.</p>				
	2							
	2							
	2							
	2							
	2							
	2							
	2							
	2							
	2							
	2							
	2							
	2							
	2							
	2							

Number Guide Used to Designate **Central Offices by Type**

CDO (SXS)	001-049
Step-by-Step	050-099
Panel-Battery Cut Off	100-149
Panel-Ground Cut Off	150-199
#1 Crossbar	200-249
#5 Crossbar	250-299
#1 ESS	300-349
#2 ESS	350-399
Reserved For Future Use	400-999

LINE DATA - FORM E-2700
MECHANIZED C.T.R.A.P.

EXHIBIT 14

TO: DATA PROCESSING MANAGER

MONTH OF _____

① PLANT SERVICE CENTER IDENT. _____
(C.C. 1-10)
CARD NO. 8
(C.C.-11)

⑤ E-2700 LINE NUMBERS

CHECK (✓) TYPE OF E-2700

MONTHLY

1 _____
(C.C. 12-14)

② SPECIAL STUDY CODE

2 _____
(C.C. 12-14)

CLASS OF SERVICE

3 _____
(C.C. 12-14)

TYPE OF CENTRAL OFFICE

4 _____
(C.C. 12-14)

COLUMN G LINE 29.

_____ (15-19)

30.

_____ (20-24)

31.

_____ (25-29)

32.

_____ (30-37)

33.

_____ (38-45)

34.

_____ (46-53)

35.

_____ (54-61)

36.

_____ (62-69)

37.

_____ (70-77)

① PLANT SERVICE CENTER IDENT. _____
(C.C. 1-10)
CARD NO. 9
(C.C.-11)

CHECK (✓) TYPE OF E-2700

MONTHLY

1 _____
(C.C. 12-14)

② SPECIAL STUDY CODE

2 _____
(C.C. 12-14)

CLASS OF SERVICE

3 _____
(C.C. 12-14)

TYPE OF CENTRAL OFFICE

4 _____
(C.C. 12-14)

38.

_____ (15-20)

39.

_____ (21-26)

40.

_____ (27-32)

41.

_____ (33-38)

42.

_____ (39-44)

43.

_____ (45-50)

44.

_____ (51-56)

COLUMN O LINE 75.

_____ (57-63)

— INSTRUCTIONS —

- (1) PLANT SERVICE CENTER IDENT. MUST BE SHOWN AND TYPE OF E-2700 CHECKED ON TWO LOCATIONS ON FORM.
- (2) WHEN SPECIAL STUDY CODE 2 IS CHECKED (✓) TWO DIGITS OF CODE MUST BE PLACED AFTER 2.
- (3) IF REPORT IS COMPANY LEVEL, PLACE ALL "NINES" (9) IN PLANT SERVICE CENTER IDENT.
- (4) ONE FORM MUST BE RECEIVED FOR EACH E-2700 TO BE ISSUED
- (5) UNITS DIGIT OF LINE DATA MUST BE ENTERED IN THE EXTREME RIGHT HAND BLOCK OR SPACE.

PREPARED BY _____

TELEPHONE NO. _____

**REQUEST FOR SPECIAL E-2700 FOR CLASS OF SERVICE AND/OR
TYPE OF CENTRAL OFFICE BY DIVISION AREA AND/OR COMPANY**

EXHIBIT 15

TO: DATA PROCESSING MANAGER

EFFECTIVE DATE _____

NOTE:

COL. 1-10

COMPANY REPORT - ALL ZEROS.

AREA REPORT - COL. 1 AREA NUMBER FOLLOWED BY ALL ZEROS.

DIVISION REPORT - COL. 1 AREA NUMBER COL. 2 DIVISION NUMBER FOLLOWED BY ALL ZEROS.

A	B	C						D			
COMPANY	CARD NO.	CLASS OF SERVICE OR COMBINATION						TYPE CENT. OFFICE (C.O. ENTITY CODE)			
1-10	11	12	13	14	15	16	17	18	19	20	
_ _ _ _ _ _ _ _ _	1										

NOTE: THIS FORM MUST BE IN DATA PROCESSING BY THE 10TH OF THE MONTH

PRECEDING THE MONTH OF THE EFFECTIVE DATE.

EXAMPLES
COLUMN C

	12	13	14	15	16	17
1.	0	8		0	9	
2.	0	0	1			
3.	0	0	3			

1. Coin-Public and Coin-Semi-Public.

2. All Party Lines.

3. All Foreign Exchange

**NOTE: AN ENTRY IS MADE IN COLUMN D ONLY WHEN
A CERTAIN TYPE OF C.O. IS BEING STUDIED.**

PREPARED BY _____

TELEPHONE NO. _____

**REQUEST FOR A SPECIAL E-2700 FOR CLASS OF SERVICE
BY PLANT SERVICE CENTER**

TO: DATA PROCESSING MANAGER _____

EFFECTIVE DATE _____

A	B	C		
PLANT SERVICE CTR. IDENTIFICATION	CARD NO.	CLASS OF SERVICE OR COMBINATION		
1-10	11	12-14	15-17	
	4			

**NOTE: THIS FORM MUST BE IN DATA
PROCESSING BY THE 10TH OF
THE MONTH PRECEDING THE
MONTH OF THE EFFECTIVE
DATE.**

EXAMPLES
COLUMN C

	12-14	15-17	
1.	0 4		1. Residence
2.	1 4	1 5	2. Private Line - Telegraph & Telephone.
3.	0 0 3		3. All Foreign Exchange

EXHIBIT 16

PREPARED BY _____

TELEPHONE NO. _____

EXHIBIT 19
Form SW-6928
Request for Printout Number 7

The format of the request is comprised of six fields as follows:

- 1 - This field contains the digit 7 denoting a request for Printout #7, followed by a slash (/).
- 2, 3, 4 and 5 - These fields contain appropriate codes for the class(es) of service, type(s) of report disposition(s) and cause(s) to be studied. The code which represents all classes of service, types of reports, dispositions and causes is period (.). When more than one but not all of any of these items is desired, a comma (,) is used to separate multiple items within the same field. A slash (/) must follow each field.
- 6 - This field contains the appropriate one-digit code for the desired listing sequence.

EXAMPLE

7 / 08, 09 / 3 / 7, 8, 9 / . / 5

Field 1 / 2 / 3 / 4 / 5 / 6

Field 1 - Request for Printout #7

Field 2 - Classes of Service

Field 3 - Type of Report

Field 4 - Disposition Code

Field 5 - Cause Code

Field 6 - Listing Sequence (See Exhibit 33)

The diagram illustrates a punch card with columns numbered 1 through 8. The card contains the following data: Column 1: 7; Column 2: 08; Column 3: 3; Column 4: 7, 8, 9; Column 5: .; Column 6: 5. Above the card, there are labels for 'CARD TYPE 3', 'SLASH (/)', and 'COMMA (,)'. Below the card, there is a section titled 'EXAMPLES ON HOW TO MARK SPECIAL CHARACTERS USED TO MAKE A REQUEST FOR PRINTOUT #7' with a grid of characters and their corresponding punch positions.

PRINTED
IN U.S.A.

FORM E-4737A
(9/65 REV.)

DAILY CUMULATIVE CUSTOMER TROUBLE REPORT SUMMARY

Line Numbers Correspond to Line Numbers On Form E-2700

Plant Service Center No. 4233

Period 10-23 THRU 11-02

Code	Trouble Report by Central Office Entity						Total	% of Total		
	006	051	052	053	054	251				
MC SIRBAN-CUST TBL RPTS										
49 Missed Appointment M	0	41	173	91	52	17	10	4	388	14.9
50 Work Comment C	0	23	67	59	27	1	7	2	186	7.1
51 Appointment Comment	1	37	126	81	52	7	13	0	317	12.2
52 Subsequent Report S	0	13	37	42	27	40	10	1	170	6.5
53 "R" Report I	2	21	17	23	13	3	11	1	91	3.5
54 "R" Report R	1	42	63	40	9	7	19	0	181	7.0
55 O.O.S.-Rec Bef 5PM-Carr Over B	0	13	39	31	16	1	3	0	103	13.9
56 O.O.S.-Rec Aft. 5PM-Carr Over A	1	19	27	23	7	0	1	0	78	27.9
57 No Access N	1	57	81	12	9	10	16	2	188	14.9
MISC INFORMATION-CUST TBL RPTS										
58 Received Before 5PM	9	237	782	561	227	57	49	16	1938	
59 O.O.S.-Received Before 5PM	1	76	297	167	142	33	29	3	748	
60 Received After 5PM	1	54	303	89	153	39	20	6	665	
61 O.O.S.-Received After 5PM	1	43	89	119	15	5	8	0	280	
62 Out Of Service	2	119	386	286	157	38	37	3	1028	
63 Carried Over-Rec'd Before 5PM	0	12	17	15	3	4	7	0	58	
64 Carried Over-Rec'd After 5PM	1	7	16	33	13	16	11	0	97	
65 Dispatched (Outside)	7	147	543	317	169	40	29	12	1264	48.6
66 Res Visits-Disp Codes 1,2,3, & 9	0	76	186	184	84	21	11	2	564	
CATEGORIES OF TROUBLE REPORTS										
67 Customer-Direct 1	8	263	994	606	343	90	66	19	2389	
68 Customer-Relayed 2	2	28	91	44	37	6	3	3	214	
69 Total Customer Reports (67 plus 68)	10	291	1085	650	380	96	69	22	2603	
70 Customer-Rec'd For Another Ctr. 3	0	0	0	0	0	0	0	0	0	
71 Employee 4	2	40	103	28	40	13	22	2	505	
72 Referred In 5	0	0	0	0	0	0	0	0	0	
73 Customer-Excluded 6	0	0	0	0	0	0	0	0	0	
74 Total (69 thru 73)	12	331	1188	933	420	109	91	24	3108	
CUST TBL RPTS BY TYPE										
1 Can't Call-NDT 1	2	103	376	229	133	41	22	3	909	
2 Can't Call-Other 2	1	32	127	70	46	8	6	4	294	
3 Transmission and Noise 3	4	47	137	123	66	16	15	4	412	
4 Can't Be Called 4	2	27	140	76	40	8	12	7	312	
5 Memory Services Failure 5	0	0	0	0	0	0	0	0	0	
6 Data Failure 6	0	0	0	0	0	0	0	0	0	
7 Physical Condition 7	0	45	143	76	40	12	11	0	327	
8 Miscellaneous 8	1	37	162	76	55	11	3	4	349	
9 Total (1 thru 8)	10	291	1085	650	380	96	69	22	2603	
CUST TBL RPTS BY DISPOSITION										
10 Station Set 1	0	31	150	89	33	13	12	1	329	
11 Other Station Equipment 2	0	14	109	43	16	7	1	0	190	
12 Station Wiring 3	2	60	117	83	49	6	7	1	325	
13 Outside Plant 4	1	103	264	186	128	39	38	11	770	
14 Central Office 5	1	12	82	33	22	1	0	0	151	
15 Customer Action 6	0	5	40	26	13	1	3	0	88	
16 Found Trouble Reports (10 thru 15)	4	225	762	460	261	67	61	13	1853	
17 Test OK 7	0	36	168	116	78	25	6	6	439	16.9
18 Found OK-In 8	0	3	25	13	6	0	0	0	47	1.8
19 Found OK-Out 9	2	27	126	60	35	4	1	3	258	9.9
20 Referred Out 0	0	0	4	1	0	0	1	0	6	
21 Total (16 thru 20)	10	291	1085	650	380	96	69	22	2603	
CUST TBL RPTS BY CAUSE										
22 Man Made-Telephone Employee 1	1	16	47	92	37	13	7	3	216	
23 Man Made-Other 2	3	7	77	47	89	7	11	6	247	
24 Plant or Equipment 3	6	76	463	69	92	5	4	2	717	
25 Weather 4	0	54	275	363	116	59	44	1	912	
26 Other 5	0	121	210	72	42	11	3	9	468	
27 Unknown 6	0	17	13	7	4	1	0	1	43	
28 Total (22 thru 27)	10	291	1085	650	380	96	69	22	2603	
CUST TBL RPTS BY CL OF SVCE										
29 TWX-3 Row 01	0	0	0	0	0	0	1	0	1	
30 TWX-4 Row 02	0	0	0	0	0	0	0	4	4	
31 WATS 03	0	0	0	0	0	1	2	3	6	
32 Residence 04	0	184	539	478	266	74	31	0	1572	
33 Business 05	3	46	211	89	41	7	5	0	402	
34 PBX 06	0	20	228	60	29	10	1	0	348	
35 CENTREX 07	0	0	0	0	0	0	0	0	0	
36 Coin-Public 08	1	9	65	13	32	3	2	0	125	
37 Coin-Semi-Public 09	6	10	20	7	9	1	0	0	53	
38 Rural 10	0	22	0	2	3	0	27	0	54	
39 Joint Service 11	0	0	0	0	0	0	0	0	0	
40 Mobile 12	0	0	0	0	0	0	0	5	5	
41 Unclassified 13	0	0	22	1	0	0	0	0	23	
42 Private Line Telegraph 14	0	0	0	0	0	0	0	5	5	
43 Private Line Telephone 15	0	0	0	0	0	0	0	2	2	
44 Video 16	0	0	0	0	0	0	0	3	3	
45 17										
46 18										
47 Total Reports (29 thru 46)	10	291	1085	650	380	96	69	22	2603	
75 Cust Tbl Rpts Per 100 RPT Units										
INVALID REPORTS									3	

EXHIBIT 21

Form E-4737A

PRINTED
IN U.S.A.

DAILY CUMULATIVE CUSTOMER TROUBLE REPORT SUMMARY

FORM E-4737A
19/68 REV 1

Line Numbers Correspond to Line Numbers On Form E-2700

Plant Service Center No. 4233

Period 10-23 THRU 11-02

Code	Trouble Report by Central Office Entity	Total	% of Total
MC SIRBAN-CUST TBL RPTS			
49	Missed Appointment M	388	14.9
50	Work Comment C	186	7.1
51	Appointment Comment	317	12.2
52	Subsequent Report S	170	6.5
53	"I" Report I	91	3.5
54	"R" Report R	181	7.0
55	O.O.S.-Rec Bef SPM-Carr Over B	103	13.9
56	O.O.S.-Rec Aft. SPM-Carr Over A	78	27.9
57	No Access N	188	14.9
MISC INFORMATION-CUST TBL RPTS			
58	Received Before SPM	1938	
59	O.O.S.-Received Before SPM	748	
60	Received After SPM	665	
61	O.O.S.-Received After SPM	280	
62	Out Of Service	1028	
63	Carried Over-Rec'd Before SPM	58	
64	Carried Over-Rec'd After SPM	97	
65	Dispatched (Outside)	1264	48.6
66	Res Visits-Disp Codes 1,2,3, & 9	564	
CATEGORIES OF TROUBLE REPORTS			
67	Customer-Direct 1	2389	
68	Customer-Relayed 2	214	
69	Total Customer Reports (67 plus 68)	2603	
70	Customer-Rec'd For Another Ctr. 3	0	
71	Employee 4	505	
72	Referred In 5	0	
73	Customer-Excluded 6	0	
74	Total (69 thru 73)	3108	
CUST TBL RPTS BY TYPE			
1	Can't Call-NDT 1	909	
2	Can't Call-Other 2	294	
3	Transmission and Noise 3	412	
4	Can't Be Called 4	312	
5	Memory Services Failure 5	0	
6	Data Failure 6	0	
7	Physical Condition 7	327	
8	Miscellaneous 8	349	
9	Total (1 thru 8)	2603	
CUST TBL RPTS BY DISPOSITION			
10	Station Set 1	329	
11	Other Station Equipment 2	190	
12	Station Wiring 3	325	
13	Outside Plant 4	770	
14	Central Office 5	151	
15	Customer Action 6	88	
16	Found Trouble Reports (10 thru 15)	1853	
17	Test OK 7	439	16.9
18	Found OK-In 8	47	1.8
19	Found OK-Out 9	258	9.9
20	Referred Out 0	6	
21	Total (16 thru 20)	2603	
CUST TBL RPTS BY CAUSE			
22	Man Made-Telephone Employee 1	216	
23	Man Made-Other 2	247	
24	Plant or Equipment 3	717	
25	Weather 4	912	
26	Other 5	468	
27	Unknown 6	43	
28	Total (22 thru 27)	2603	
CUST TBL RPTS BY CL. OF SVCE			
29	TWX-3 Row 01	1	
30	TWX-4 Row 02	4	
31	WATS 03	6	
32	Residence 04	1572	
33	Business 05	402	
34	PBX 06	348	
35	CENTREX 07	0	
36	Coin-Public 08	125	
37	Coin-Semi-Public 09	53	
38	Rural 10	54	
39	Joint Service 11	0	
40	Mobile 12	5	
41	Unclassified 13	23	
42	Private Line Telegraph 14	5	
43	Private Line Telephone 15	2	
44	Video 16	3	
45			
46			
47	Total Reports (29 thru 46)	2603	
75 Cust Tbl Rpts Per 100 RPT Units			
INVALID REPORTS		3	

EXHIBIT 22

Form E-4737A

CUSTOMER TROUBLE REPORT SUMMARY
EXHIBIT 23

SW - 6395
(E-2700)
(4-70 REV.)

660-195-006SW

	A	B	C	D
	CODE	NUMBER OF REPORTS	PER 100 STATIONS B x 100 + G47	% OF TOTAL B x 100 + G69
CUSTOMER TROUBLE REPORTS BY TYPE				
1	CAN'T CALL - NDT	1		
2	CAN'T CALL - OTHER	2		
3	TRAN & NOISE	3		
4	CAN'T BE CALLED	4		
5	MEMORY SERVICES FAILURE	5		
6	DATA FAILURE	6		
7	PHYSICAL CONDITION	7		
8	MISCELLANEOUS	8		
9	TOTAL (1 THRU 8)	X		100.0
CUSTOMER TROUBLE REPORTS BY DISPOSITION				
10	STATION SET	1		
11	OTHER STA EQUIP.	2		
12	STATION WIRING	3		
13	OUTSIDE PLANT	4		
14	CENTRAL OFFICE	5		
15	CUSTOMER ACTION	6		
16	FD TBL REPORTS (IC THRU 15)	X		
17	TEST OK	7		
18	FOUND OK - IN	8		
19	FOUND OK - OUT	9		
20	REFERRED - OUT	0		
21	TOTAL (16 THRU 20)	X		100.0
CUSTOMER TROUBLE REPORTS BY CAUSE				
22	MAN MADE TEL EMPLOYEE	1		
23	MAN MADE OTHER	2		
24	PLANT OR EQUIPMENT	3		
25	WEATHER	4		
26	OTHER	5		
27	UNKNOWN	6		
28	TOTAL (22 THRU 27)	X		100.0

	J	K	L	M
	CODE	NUMBER OF REPORTS	PER 100 STATIONS K x 100 + G47	% OF TOTAL
MCSIRBAN - CUSTOMER TROUBLE REPORTS				
49	MISSED APPOINTMENT	M		*
50	WORK COMMENT			*
51	APPT'M'T COMMENT	C		*
52	SUBSEQUENT REPORT	S		*
53	"'I'" REPORT	I		*
54	"'R'" REPORT	R		*
55	O.O.S. - REC BEFORE 5 PM - CARRIED OVER	B	K55 x 100 K59	
56	O.O.S. - REC AFTER 5PM - CARRIED OVER	A	K56 x 100 K61	
57	NO ACCESS	N	K57 x 100 K65	
MISCELLANEOUS INFORMATION - CUSTOMER TROUBLE REPORTS				
58	RECEIVED BEF 5 PM			*
59	O.O.S. - RECEIVED BEFORE 5 PM		K59 x 100 K58	
60	RECEIVED AFT. 5 PM			*
61	O.O.S. - RECEIVED AFTER 5 PM		K61 x 100 K60	
62	OUT OF SERVICE			*
63	CARRIED OVER RECEIVED BEFORE 5 PM		K63 x 100 K58	
64	CARRIED OVER RECEIVED AFTER 5 PM		K64 x 100 K60	
65	DISPATCHED (OUTSIDE)			*
66	RESIDENCE VISITS DISP. CODES 1, 2, 3 & 9			
CATEGORIES OF TROUBLE REPORTS				
67	CUSTOMER - DIRECT	1		*
68	CUSTOMER - RELAYED	2		*
69	TOTAL CUSTOMER REPORTS (67 PLUS 68)	X		†
70	CUSTOMER - RAC	3		†
71	EMPLOYEE	4		†
72	CUSTOMER - REF IN	5		†
73	CUSTOMER - EXCLUDED	6		†
74	TOTAL (69 THRU 73)	X		†
* NUMBER OF REPORTS X 100 K69				
† NUMBER OF REPORTS X 100 K74				

NUMBER OF REPORTS ON LINES 9, 21, 28, 47, 69 & 75 SHOULD BE THE SAME
REPORTS PER 100 STATIONS ON LINES 9, 21, 28, 47 & 69 SHOULD BE THE SAME

	E	F	G	H
CUSTOMER TROUBLE REPORTS BY CLASS OF SERVICE				
	CODE	NUMBER OF REPORTS	NUMBER OF STATIONS	PER 100 STATIONS F x 100 + G
29	TWX - 3 ROW	01		
30	TWX - 4 ROW	02		
31	WATS	03		
32	RESIDENCE	04		
33	BUSINESS	05		
34	PBX	06		
35	CENTREX	07		
36	COIN-PUBLIC	08		
37	COIN - SEMI-PUB.	09		
38	RURAL	10		
39	JOINT SERV.	11		
40	MOBILE	12		
41	UNCLASS	13		
42	PRIV LINE TELEGRAPH	14		
43	PRIV LINE TELEPHONE	15		
44	VIDEO	16		
45		17		
46		18		
47	TOTAL STAS. MEAS. (29 THRU 46)			
48	TOTAL STATIONS IN SERVICE	% MEAS.	G47 x 100 G48	%

	N	O	P
CUSTOMER TROUBLE REPORTS PER 100 REPORT UNITS			
	NUMBER OF REPORTS	HUNDRED OF REPORT UNITS F51 (E-4749) + 100	PER 100 RPT UNITS N + O
75	ALL SERVICES		

SPECIAL STUDIES			
76	F	M	J
77	G	N	K
78	H	P	L
79	J	F	M
80	K	G	N
81	L	H	P

REMARKS:

PLANT SERVICE CENTER

CITY

DISTRICT

DIVISION

COMPANY - AREA

PERIOD COVERED

PER CENT DISTRIBUTION OF CLEARING TIME BY CLASSES OF SERVICE

PLANT SERVICE CENTER NO. 4233

PERIOD COVERED 10-23 THRU 11-22

CLASS OF SERVICE	UNDER 1/2 HR	1/2 TO UNDER 1 HR	1 TO UNDER 2 HRS	2 TO UNDER 4 HRS	4 TO UNDER 8 HRS	8 TO UNDER 12 HRS	12 TO UNDER 24 HRS	24 HRS OR OVER
TWX-3ROW	12	20	20	10	21	7	10	0
TWX-4ROW	17	9	14	4	40	16	0	0
WATS	31	20	23	26	0	0	0	0
RES.	4	7	10	45	25	0	0	9
BUS.	8	11	17	50	6	8	0	0
PBX	10	9	18	50	4	5	0	4
CENTREX	0	0	0	0	0	0	0	0
COIN-PUB	5	2	8	63	20	0	0	2
COIN-SP	2	4	2	71	11	10	0	0
RURAL	7	3	3	59	20	6	0	2
JT. SERV	0	0	0	0	0	0	0	0
MOBILE	0	0	0	0	0	0	0	0
UNCL	0	0	0	0	0	0	0	0
P.L. TLG	3	4	6	63	20	4	0	0
P.L. TEL	0	20	5	71	4	0	0	0
VIDEO	0	0	0	0	0	0	0	0
ALL	7	9	16	38	14	8	4	5

EXHIBIT 24

TROUBLE REPORT AND DATA

5145

Plant Service Center 4233

Printout Number 1

Period Covered 5-23-65 THRU 7-2-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SUB- SEQUENT REPORT	"R" REPORT	DIS- PATCHED	RE- C. AFT. SPM	OUT SERVICE	CARRIED OVER	NO ACCESS	CLEAR. TIME	NUMBER OF REPORTS	REMARKS	
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EOPT.						NO.	DAY														
"CO, ROH, TOK & FOK - REPEATED REPORTS - BY ORIGINATING EQUIPMENT"																									
244	7483	244	7483	001-045	1	04	12	8	6	06	15														
243	9281	243	9281	001-097	4	05	8	7	6	06	12														
244	1333	244	1333	001-119	1	04	23	60	22	05	27														
244	1333	244	1335	001-133	2	06	3	7	6	06	01		1												
244	6424	244	6424	001-158	1	10	11	9	6	06	25				1										
243	3700	243	3700	001-179	1	04	3	5	6	06	12														
244	8686	244	8686	001-190	2	04	24	8	6	06	02				1								7		
673	4372	673	4372	01-025-103	1	04	17	7	6	07	01														
676	1265	676	1265	01-025-112	2	04	3	8	6	06	03														
674	0012	674	0012	01-025-300	1	06	4	5	6	06	21													7	
691	8787	691	8787	0A-02-32	2	08	4	8	6	06	19														
691	1646	691	1646	0A-04-37	2	04	4	8	6	06	25													6	
697	0434	697	0434	06-05-70	1	05	18	8	6	05	27														
697	0021	697	0021	06-04-74	1	04	7	7	6	06	24														
697	8888	697	8888	06-01-78	4	04	4	8	6	07	02													3	8

- A. Includes repeated reports closed out to Dispositions Central Office (Code 5), Receiver-Off Hook (Code 60), Test Ok (Code 7), and Found OK (Codes 8 & 9) for:
 - 1) CDO and SxS Central Offices - includes 6 or more reports within the same line finder group.
 - 2) Panel Central Offices - includes 2 or more reports within every 20 terminals starting with the even numbered tens position and/or 6 or more reports within a line relay group.
 - 3) No. 1 Crossbar Central Offices - includes 2 or more reports within a line choice, quarter choice and switch.
 - 4) No. 5 Crossbar Central Offices - includes 2 or more reports within a line link frame and horizontal group.
 - 5) ESS Central Offices - includes 2 or more reports within a line link network, frame, bay and concentrator.
- B. Included in this printout are:
 - 1) Categories of report - Customer-Direct (Code 1), Customer-Relayed (Code 2), Employee (Code 4) and Referred-In (Code 5).
 - 2) Types of report:
 - a) CDO, SxS and Panel - Can't Call-NDT (Code 1), Can't Call-Other (Code 2), Transmission and Noise (Code 3), Memory Services Failure (Code 5), Data Failures (Code 6) and Miscellaneous (Code 8).
 - b) Crossbar and ECS - same as CDO, SxS and Panel plus Can't Be Called (Code 4).
- C. "Number of Reports" column shows the total number of repeated reports for:

- 1) CDO, SxS and Panel by group.
- 2) No. 1 Crossbar by line choice, quarter choice and switch.
- 3) No. 5 Crossbar by line link frame and horizontal group.
- 4) ESS by line link network, frame, bay and concentrator.
- D. "Remarks" Column shows the total number of all reports with Disposition Codes 5, 60, 7, 8 and 9 for:
 - 1) No. 1 Crossbar by line choice and quarter choice.
 - 2) No. 5 Crossbar by line link frame.
 - 3) ESS by line link network.
- E. Originating type trouble reports are listed by central office entity of the "Service" column, and numerically arranged and totaled by central office originating equipment.
- F. The "Period Covered" shows the calendar dates for trouble reports included on this printout. Calendar dates can vary from one month plus one day to two months.
- G. This printout will be received as frequently as determined by the Company. The frequency can vary from daily to once a month. In this exhibit, the printout is received every 10 days and contains 40 days of data.
- H. Repeated reports will not print again on succeeding printouts unless there is at least one additional report to be included with a particular group of repeated reports. Example: On this exhibit, the three reports for line link frame 06 and horizontal group 7 will not appear on any subsequent printout unless another trouble report (closed to Disposition Code 5, 60, 7, 8 or 9) associated with this originating equipment is transmitted to the DPC.

EXHIBIT 25

TROUBLE REPORT ANALYSIS DATA

FORM E-5165

Plant Service Center 4233 Printout Number 2 Period Covered 5-23-65 THRU 7-2-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	DATE- DORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK CONCL.	APPT. COMM.	SEQUENT REPORT	"R" REPORT	"R" REPORT	DIS- PATCHED	REC. AFT. 5 PM	DUY OF SERVICE	CARRIED OVER	NO ACCESS	CLEAR- TIME	NUMBER OF REPORTS	REMARKS
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						MO.	DAY														
"CO, TOK & FOK - REPEATED REPORTS - TERMINATING TYPE TROUBLES"																									
637	1234	637	1234	052-102	1	041	3	7	6	05	27														
637	1246	637	1246	006-115	1	05	4	7	6	06	03														
637	1246	637	1246	006-115	2	05	3	9	6	06	04														
637	1272	637	1272	044-127	1	04	4	8	6	06	08	1	1												
637	1280	637	1280	050-073	4	05	3	7	6	05	23														
637	1299	637	1299	033-027	1	04	4	5	3	05	30														
637	1299	637	1299	033-027	1	04	4	7	6	07	01		1											7	
682	8700	682	8705	015-197	1	06	8	7	6	05	24														
682	8723	682	8723	012-027	1	05	4	7	6	07	01														
682	8730	682	8730	097-163	1	05	4	9	6	06	29	1													
637	1246	682	8739	050-050	2	06	3	9	6	06	30														
682	8748	682	8748	043-121	4	04	4	8	6	06	08		1												
682	8788	682	8788	033-183	1	041	3	8	6	06	18														

- A. Includes repeated reports closed out to Dispositions Central Office (Code 5), Test OK (Code 7) and Found OK (Codes 8 & 9) for:
 - 1) CDO, SxS and Panel central offices only.
 - 2) Each hundreds group which has 6 or more reports.
- B. Included in this printout are:
 - 1) Categories of report Customer-Direct (Code 1), Customer-Relayed (Code 2), Employee (Code 4) and Referred-In (Code 5).
 - 2) Types of report for CDO, SxS and Panel - Transmission and Noise (Code 3), Can't Be Called (Code 4), Memory Services Failure (Code 5), Data Failure (Code 6) and Miscellaneous (Code 8).
- C. "Number of Reports" column shows the total number of repeated reports for each hundreds group.
- D. Terminating type trouble reports are listed by prefix of the "Service" column and numerically by line number and totaled by hundreds group.
- E. The "Period Covered" shows the calendar dates for trouble reports included on this printout. Calendar dates can vary from one month plus one day to two months.
- F. This printout will be received as frequently as determined by the Company. The frequency can vary from daily to once a month. In this exhibit, the printout is received every 10 days and contains 40 days of data.
- G. Repeated reports will not print again on succeeding printouts unless there is at least one additional report to be included with a particular group of repeated reports. Example: On this exhibit, the six reports for the 87 hundreds group will not appear on any subsequent printout unless another trouble report (closed to Disposition Code 5, 7, 8 or 9) with a line number beginning with 8700 is transmitted to the DFC.

TROUBLE REPORT ANALYSIS DATA

FORM E-5165

Plant Service Center 4233

Printout Number 3

Period Covered 5-23-65 THRU 7-2-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SUB- SEQUENT REPORT	"I" REPORT	"R" REPORT	DIS- PATCHED	REC. AFT. 5 PM	OUT OF SERVICE	CARRIED OVER	NO ACCESS	CLEAR. TIME	NUMBER OF REPORTS	REMARKS
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						NO.	DAY														
"PARTY LINES - REPEATED REPORTS - BY ORIGINATING EQUIPMENT"																									
673	6336	673	6336	08-523-115	1	041	3	7	6	05	29														
674	7218	674	7218	08-523-115	1	041	1	4	5	06	01	1													
673	9764	673	9764	08-523-115	2	051	7	3	2	06	02		1												
673	1122	673	1122	08-523-115	1	041	4	9	6	06	03				1										
673	1122	673	1122	08-523-115	2	041	3	4	3	06	03	1	1	1									5	21	
685	1222	685	1222	063-121	1	051	4	3	3	06	27														
682	8763	682	8763	063-121	1	041	2	2	6	06	27														
685	1222	685	1222	063-121	1	101	3	9	6	06	28	1	1												
682	8763	682	8763	063-121	1	041	1	5	1	06	29		1										4	17	
691	6767	691	6767	03-02-18	4	051	8	7	6	05	25														
691	8423	691	8423	03-02-18	1	041	2	9	6	05	30														
691	1212	691	1212	03-02-18	1	041	1	4	1	06	10	1													
691	6767	691	6767	03-02-18	4	051	3	4	4	06	17		1	1									4	35	

- A. Includes repeated reports for all Party Line Classes of Service.
- B. Included in this printout are:
 - 1) Categories of report Customer-Direct (Code 1), Customer-Relayed (Code 2), Employee (Code 4), Referred-In (Code 5) and Customer Excluded (Code 6).
 - 2) All Types of Report Codes.
 - 3) All Disposition Codes.
- C. Repeated Reports for Party Lines are listed by central office entity by originating equipment and by date.
- D. "Number of Reports" column shows the total number of repeated reports by originating equipment within a central office entity.

- E. "Remarks" column shows the total number of party line reports for a central office entity.
- F. "Period Covered" shows the calendar dates for trouble reports included on this printout. Calendar dates can vary from one month plus one day to two months.
- G. This printout will be received as frequently as determined by the Company. The frequency can vary from daily to once a month. In this exhibit, the printout is received every 10 days and contains 40 days of data.
- H. Repeated reports will not print again on succeeding printouts unless there is at least one additional report to be included with a particular group of repeated reports. Example: On this exhibit, the four reports for the 063-121 group will not appear on any subsequent printouts unless another trouble report (party line) with originating equipment 063-121 is transmitted to the DPC.

EXHIBIT 27

TROUBLE REPORT ANALYSIS DATA

FORM E-5165

Plant Service Center 4233 Printout Number 4 Period Covered 5-23-65 THRU 7-2-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SEQUENT REPORT	"I" REPORT	"R" REPORT	DIS- PATCHED	REC. AFT. 5 PM	OUT OF SERVICE	CARRIED OVER	NO ACCESS	CLEAR- TIME	NUMBER OF REPORTS	REMARKS	
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						MO.	DAY															
"ALL REPEATED TROUBLE REPORTS"																										
637	7474	637	7484	015-063	1	05	1	7	6	05	28															
637	7474	637	7484	015-063	1	05	3	9	6	05	30	1	1						1				1			
637	7474	637	7484	015-063	2	05	2	5	2	06	03	1		1									1		3	8
685	2411		253		1	06	2	9	6	05	27												1			
685	2411		253		6	06	3	2	3	06	10											1		5		
685	2411		253		1	06	7	2	3	07	01		1		1							1		3		
685	2411	682	1004	12-15-62	1	06	1	7	6	06	17	1											1		2	
685	2411	682	1004	12-15-62	4	06	1	3	1	06	19												1		4	
685	2411	685	2411	036-127	1	06	2	8	6	06	23													2		
685	2411	685	2411	036-127	1	06	8	2	5	06	28		1											2		
685	2411	685	2411	036-127	6	06	7	9	6	06	30			1										3		
685	2411	685	2411	036-127	1	16	8	2	3	07	01	1												4		
685	2411	685	2417	055-101	1	16	4	3	2	05	27	1												6		
685	2411	685	2417	055-101	1	06	1	7	6	06	27													2		
685	2411	688	0077	101-070	1	06	1	7	6	05	30													2		
685	2411	688	0077	101-070	1	06	3	7	6	06	15		1											1		
685	2411	688	0077	101-070	4	06	1	5	3	06	17		1						1					3		
685	2411	10TT	24-15		1	14	6	9	6	06	12													1		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2	1	06	14	1												3		
685	2411	10TT	24-15		1	14	7	2																		

TRUBLE REPORT ANALYSIS DATA

FORM E-5145

Plant Service Center 4233

Printout Number 5

Period Covered 5-23-65 THRU 7-2-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK CONTR.	APPT. COMM.	SUB- REPORT	REPT.	DIS- PATCHED	REC. AFT. 5 PM	OUT OF SERVICE	CARRIED OVER	NO ACCESS	CLEAR- TIME	NUMBER OF REPORTS	REMARKS	
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						MO.	DAY														
"REPEATED REPORTS FOR CLASSES OF SERVICE WITH DATA-PHONE"																									
028	3819	028	3819		1	182	6	9	6	05	26														
028	3819	028	3819		1	182	6	2	3	06	27	1	1				1					1	2		
637	7777	637	7777	015-150	1	182	6	9	6	05	27						1								
637	7777	637	7777	015-150	1	182	6	2	3	06	01	1					1	1	1	1		2	4	2	
673	1000	673	1000	08-121-212	2	182	6	7	6	06	27											1	2		
673	1000	673	1000	08-121-212	1	182	6	7	6	06	29						1					2	3		
673	1000	673	1000	08-121-212	2	182	6	2	2	06	29				1		1		1		1	3		3	
697	8888		135		2	182	8	8	6	06	02					1						2			
697	8888		135		1	182	6	2	3	06	04		1				1					3		2	21

- A. Includes repeated reports for all Classes of Service with DATA-PHONE.
- B. Included in the printout are:
 - 1) Categories of report Customer-Direct (Code 1), Customer-Relayed (Code 2), Employee (Code 4), Referred-In (Code 5) and Customer Excluded (Code 6).
 - 2) All Types of Report Codes.
 - 3) All Disposition Codes.
- C. Repeated Reports for DATA-PHONE are listed numerically by auxiliary line, trunk or station number of the Service column within the Customer column.
- D. "Number of Reports" column shows the total number of DATA-PHONE repeated reports for a line, trunk or station.

- E. "Remarks" column shows the total number of DATA-PHONE reports for a Plant Service Center.
- F. "Period Covered" shows the calendar dates for trouble reports included on this printout. Calendar dates can vary from one month plus one day to two months.
- G. This printout will be received as frequently as determined by the Company. The frequency can vary from daily to once a month. In this exhibit, the printout is received every 10 days and contains 40 days of data.
- H. Repeated reports will not print again on succeeding printouts unless there is a least one additional report to be included with a particular group of repeated reports. Example: On this exhibit the two reports for the PBX station on number 697-8888 will not appear on any subsequent printouts unless another trouble report (DATA-PHONE) for this number and station is transmitted to the DPC.

EXHIBIT 29

TROUBLE REPORT ANALYSIS DATA

FORM E-5165

Plant Service Center 4233 Printout Number 6 Period Covered 5-23-65 THRU 6-22-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SUB- SEQUENT REPORT	"R" REPORT	"R" REPORT	DIS- PATCHED	REC. AFT. 5 PM	OUT- OF- SERVICE	CARRIED OVER	NO ACCESS	CLEAR TIME	NUMBER OF REPORTS	REMARKS
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						NO.	DAY														
"ALL EXCLUDED REPORTS"																									
647	2528	647	2528		6					06	21												1		
673	0475	673	0475	01-611-300	6	05	8	2	3	05	27		1									1			
673	2815	673	2815	08-121-001	6	04	7	2	3	05	21											1			
673	6000	673	6000	08-124-015	6	06	8	2	3	06	22											1			
673	6000	673	6005	08-120-102	6	06	8	2	4	06	01			1								1	4		
674	0001	674	0001		6	13	7	2	3	05	30		1						1			1	1	6	

- A. Includes all reports classified as Category of report Customer-Excluded (Code 6).
- B. Reports are listed numerically by the "Customer" column.
- C. "Number of Reports" column shows the total number of Customer-Excluded reports by central office prefix of the "Customer" column.
- D. "Remarks" column shows the total number of Customer-Excluded reports for the Plant Service Center.
- E. "Period Covered" shows the calendar dates for reports included in this printout. Calendar dates always cover one month.
- F. This printout will be received once a month at the end of the month.

EXHIBIT 30

TROUBLE REPORT ANALYSIS DATA

FORM E-5165

Plant Service Center 4233

Printout Number 10A

Period Covered 5-23-65 THRU 6-22-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SUB- REPORT	REPORT	PR- REPORT	DIS- PATCHED	REC- AFT SRV	OUT OF SERVICE	CARRIED OVER	NO ACCESS	CLEAR- TIME	NUMBER OF REPORTS	REMARKS	
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						MO	DAY															
CALLING		CALLED																								
243	7522	243	1432		7					06	11															
243	3629	243	6815		7					06	09													2		
243	7125	244	0964		7					05	23															
243	0091	244	3318		7					06	22															
243	2965	244	7283		7					06	07													3		
243	5162	673	1185		7					05	29															
243	9303	673	4008		7					06	10															
243	8618	673	6171		7					06	17														3	
243	4164	679	0853		7					06	03															
243	2089	679	0853		7					06	21															
243	1400	679	4960		7					06	15															
243	5062	679	7393		7					06	01															
243	8618	679	7819		7					05	24														5	
243	5828	682	1776		7					06	10															
243	2007	682	1882		7					06	13															
243	9909	682	8755		7					06	22															
243	2785	682	8863		7					06	14															4
243	5062	312	743-8160		7					06	19															
243	3133	312	962-0900		7					06	01															2
243	4000	815	366-7165		7					06	09															
243	2895	815	445-8861		7					06	21															
243	7151	815	627-1359		7					05	30														3	22
244	6715	243	0896		7					06	19															
244	3153	243	3219		7					06	03															
244	4050	243	6815		7					05	29															3
244	4729	244	1382		7					05	26															
244	1965	244	2080		7					06	10															

- A. This special printout lists information from trouble reports and DSA tickets which is transmitted in the following order: Calling Number/ Called Number//.
- B. This printout lists called number prefixes in numerical order by line number for each calling number prefix.
- C. "Number of Reports" column shows the total of each called prefix or NPA codes by calling number prefix.
- D. "Remarks" shows the total of all called numbers for an entire calling number prefix.
- E. "Period Covered" shows the beginning and ending dates for the month.
- F. This printout will be received once a month at the end of the month.

EXHIBIT 31

TROUBLE REPORT ANALYSIS DATA

FORM E-5165

Plant Service Center 4233

Printout Number 10B

Period Covered 5-23-65 THRU 6-22-65

SECTION 660-100-0175W

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SUB- SEQUENT REPORT	"R" REPORT	"R" REPORT	DIS- PATCHED	REC. AFT. 5 PM	OUT OF SERVICE	CARRIED OVER	NO ACCESS	CLEAR TIME	NUMBER OF REPORTS	REMARKS
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						MO.	DAY														
"CALLING - CALLED NUMBER SUMMARY B"																									
CALLING																									
CALLED																									
243	6327	243	0043		7					05	27														
243	2089	243	1543		7					06	18														
243	2785	243	2222		7					06	10														
243	0091	243	9615		7					05	30													4	
244	9919	243	0001		7					06	19														
244	7743	243	0021		7					06	20														
244	9360	243	0101		7					05	23													3	
673	4008	243	2089		7					05	25														
673	1326	243	3818		7					05	23														
673	7224	243	8618		7					06	22													3	
679	0853	243	1543		7					06	18														
679	3762	243	1543		7					06	19														
679	5995	243	1543		7					06	20														
682	8605	243	2278		7					05	27														
682	8605	243	2278		7					05	27														2
691	4237	243	1543		7					06	22														
691	5665	243	1543		7					06	19														
691	7213	243	2619		7					06	20													3	15
243	3203	244	1147		7					06	02														
243	4762	244	2619		7					05	28														
243	2267	244	5824		7					06	21													3	
244	8217	244	0218		7					05	30														
244	1428	244	2267		7					06	01														2
673	3208	244	4128		7					06	09														
673	1308	244	5087		7					05	28														
673	2206	244	6782		7					06	18														3

- A. This special printout lists information from trouble reports and DSA tickets which is transmitted in the following order: Calling Number/ Called Number//
- B. This printout lists called numbers in order within each Calling Number Prefix.
- C. "Number of Reports" column shows the total of each Calling Prefix by called prefix.

- D. "Remarks" shows the total of all calling numbers for an entire called number prefix.
- E. "Period Covered" shows the beginning and ending dates for the month.
- F. This printout will be received once a month at the end of the month.

TRUBLE REPORT ANALYSIS DATA

FORM E-5145

Plant Service Center 4233

Printout Number 7

Period Covered 5-23-65 THRU 6-22-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SUBST. REPORT	"1" REPORT	"2" REPORT	DIS- PATCHED	REC. ATT. 5 PM	OUT. OF SERVICE	CARRIED OVER	NO ACCESS	CLEAR. TIME	NUMBER OF REPORTS	REMARKS
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EQPT.						MO.	DAY														
"TROUBLE REPORTS BY SELECTION"																									
691	9437	691	9437	013-191	2	09	30	7	3	06	13														
682	9707	682	9707	091-015	1	09	30	7	6	06	04														
673	9595	673	9595	02-24-13	4	09	30	7	6	05	28														
682	9440	682	9440	063-114	1	09	30	7	6	06	06		1												
679	9912	679	9912	00-15-24	1	09	30	8	6	05	31														
243	9483	243	9483	01-025-103	2	09	30	8	6	05	24														
697	9443	697	9443	031-087	5	09	30	9	3	06	01			1											
697	9944	697	9944	051-028	1	09	30	9	4	06	21		1												
682	9382	682	9382	020-133	2	09	30	9	6	06	13		1												
244	9747	244	9747	15-212-203	1	09	30	9	6	06	09			1											
673	9544	673	9544	01-22-18	1	09	31	7	3	05	27														
691	9773	691	9773	071-108	1	09	31	7	3	06	11														
243	9931	243	9931	01-014-300	1	09	31	7	4	06	16														

A. This special study printout lists selected trouble reports based upon a preference of listing.

B. Six listing sequences are provided and are identified by the following codes:

- 1 - Type-Cause-Disposition
- 2 - Type-Disposition-Cause
- 3 - Cause-Type-Disposition
- 4 - Cause-Disposition-Type
- 5 - Disposition-Type-Cause
- 6 - Disposition-Cause-Type

C. Categories of report - Customer-Direct (Code 1), Customer-Relayed (Code 2), Employee (Code 4), Referred-In (Code 5) and Customer- Excluded (Code 6) are included.

D. The Plant Service Center can select the following to be listed in the desired listing sequence for any number of and/or any combination of:

- Class of Service
- Type of Report
- Disposition
- Cause

- with or without subgroup codes.

E. This printout can be requested on any day of the month. Only one request can be made by a PSC during a month. The printout contains information from the request date to the end of the month and will be received about every 10 days, cumulative from one 10 day period to the next to the end of the month.

F. The request for this printout is contained as the third line of the Master Entry and is entered only on the date that the PSC desires to begin a special study. The format of the request is comprised of six fields as follows:

1 - This field contains the digit 7 denoting a request for Printout #7, followed by a slash (/)

2,3,4 and 5 - These fields contain appropriate codes for the class(es) of service, type(s) of report, disposition(s) and cause(s) to be studied. The code which represents all classes of service, types of reports, dispositions and causes is a period (.). When more than one but not all of any of these items is desired, a comma(,) is used to separate multiple items within the same field. A slash (/) must follow each field.

6 - This field contains the appropriate one-digit code for the desired listing sequence.

Example: On this exhibit, the third line of the Master Entry is -

7/09/30,31/7,8,9/./2

Field # 1 2 3 4 5 6

G. "Number of Reports" column shows the total reports for the first item of the listing sequence.

H. "Remarks" column shows the total number of reports listed on this special study.

TROUBLE REPORT ANALYSIS DATA

FORM E-5145

Plant Service Center 4233

Printout Number 9

Period Covered 5-23-65 THRU 6-22-65

(CUSTOMER) TEL. OR CIRCUIT NO.		(SERVICE) AUX. LINE, TRK., OR STATION		CENTRAL OFFICE	CATE- GORY	CLASS OF SERVICE	TYPE	DIS- POSITION	CAUSE	DATE		MISSED APPT.	WORK COMM.	APPT. COMM.	SUB- REPORT	RE- PORT	DIS- PATCHED	REC. ART. S. PM	OUT OF SERVICE	CARRIED OVER	NO ACCESS CLEAR TIME	NUMBER OF REPORTS	REMARKS
PREFIX	LINE NUMBER	PREFIX	LINE NUMBER	ORIG. EOPT.						NO.	DAY												
"SPECIAL STUDY #2"																							
244	8211	244	8211	001-023	1	051	1	7	6	06	20												
637	3531	676	0404	057-170	1	06	2	7	6	06	18	1											
682	7777	682	7777	115-040	2	101	4	7	6	05	26												
685	6336	685	6336	042-077	1	07	3	7	6	06	21												
697	2763	697	2763	05-04-97	4	01	8	7	6	06	19												
697	2763	697	2763	05-04-97	4	01	8	7	6	06	20												
637	1212	637	1212	053-063	1	101	3	7	6	06	22												
637	3531	637	3530	006-107	1	06	3	7	6	06	20												
637	3531	637	3531	017-122	1	06	1	7	6	06	22												
674	2246	674	2246	082-080	2	05	1	7	6	06	21												
676	7991	676	7991	013-157	1	05	2	7	6	06	20	1											
685	4237	685	4237	042-001	4	07	2	7	6	06	22												
5TT	0024		15		2	14	2	7	6	06	22		1										
673	0013	673	0013	101-097	4	04	2	7	6	05	28												
673	0013	673	0013	101-097	4	04	2	7	6	05	28			1									
673	0013	673	0013	101-097	4	04	2	7	6	05	28			1									
021	2074	021	2074		1	03	3	7	6	06	21		1										
637	0404	637	0404	021-115	1	04	4	7	6	05	27												
674	6473	674	6473	08-121-305	4	05	8	7	6	06	03												
674	8243	674	8243	06-100-200	1	04	2	7	6	05	30			1									
676	1240	674	8585	07-101-201	2	06	1	7	6	05	18												
691	8562	691	8562	03-02-20	1	04	1	7	6	06	19												
697	0044	745	3819		6	05	2	7	6	05	23												
6SC	7		15		1	15	8	7	6	06	01												

A. This special study printout lists those trouble reports which have a three digit special study code (000 through 999)

B. The trouble reports are listed numerically by telephone or circuit number of the Customer column and by auxiliary line, trunk or station number of the Service column in groups by special study codes.

C. Categories of report - Customer-Direct (Code 1), Customer-Relayed (Code 2), Employee (Code 4), Referred-In (Code 5) and Customer-Excluded (Code 6) are included.

D. This printout will be received about every ten days, for a month, and will be cumulative from one 10 day period to the next.

E. "Number of Reports" column shows the total number of reports for each study code.

F. "Remarks" column indicates the respective special study codes.

EXHIBIT 35

