

SPECIAL SERVICES

ADMINISTRATION OF PRIORITY SPECIAL SERVICES

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1. GENERAL

1.01 This section defines Priority Special Services and provides certain administrative procedures. This section also outlines procedures for the exchange of information between Government Agencies, Telco Network Operation Center and Circuit Control and Non-control Offices.

*Note:* Be guided by security regulations and correspondence before filing reports on any Priority 1 Special Services.

1.02 Government agencies concerned with Priority 1 Special Services:

- (a) DCA-Defense Communications Agency (Washington, D.C.).
- (b) DCA-OC Defense Communications Agency Operations Center (Washington, D.C.).
- (c) DCA-WHEM-Defense Communications Agency Western Hemisphere (Cheyenne, Mountain, Colorado).
- (d) NCS-National Communications System (Washington, D.C.).

1.03 The Long Lines Network Operations Center is located in New York City. It is responsible for keeping Long Lines and 195 Headquarters Management and Government agencies continuously informed of status of vital services.

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1.04 Basic provisions of this section are valid for the day-to-day handling of circuit troubles in that, where necessary, circuits of lowest priority may be taken to restore services of higher priority. Restoration sequence is described in BSP Section 660-207-010. When taking lower priority or noncertified circuits to restore higher priority circuits, the user of the lower priority circuits should be notified, where feasible, of this action and the reason for the action. However, spare facilities and reroutes should be adequate to handle normal day-to-day outages and should be used to the fullest extent practicable. The priority certification of a circuit applies to all legs and stations of that circuit. In the case of extension user service contracted for separately from the backbone circuit, the priority classification of the backbone circuit will be applied.

2. DEFINITIONS

2.01 The priority schedule for intercity private services is based on the priority classifications established by the Office of Telecommunications Policy (OTP) to include National Communication System (N.C.S.) priorities for Federal Government users and Federal Communications Commission (F.C.C.) priorities for state and local government and industrial users.

2.02 The priority classifications established by the F.C.C. and O.T.P. orders under Chapters I and II, Title 47 of the Code of Federal Regulations are:

Priority Categories – O.T.P./F.C.C. System

<u>Priority</u>	<u>Certified by</u>	<u>Available to</u>
1A thru 1G	NCS	* Federal and Foreign Gov't. P.L. users
2A thru 2I	NCS	* Federal and Foreign Gov't. P.L. users
3A thru 3C	NCS or FCC	All users of P.L. services
4A thru 4B	NCS or FCC	All users of P.L. services

*\*Also available to Industrial/Commercial Services serving Federal Government needs.*

Priority 1 – This priority shall be afforded only to Federal and Foreign Government special services and to those Industrial/Commercial special services which are earmarked for pre-arranged voluntary participation with the Federal Government in an national emergency. Services in this category will be those minimum special circuit requirements whose fulfillment is essential to national survival, if nuclear attack occurs, circuit requirements in this category would be strictly limited to only those essential to national survival for:

- (1) Obtaining or disseminating critical intelligence concerning the attack, or maintaining the internal security of the United States.
- (2) Conducting diplomatic negotiations critical to the arresting or limiting of hostilities.
- (3) Executing command and control of functions essential to defense and retaliation.
- (4) Give warning to the U.S. population.
- (5) Maintaining Federal Government functions essential to national survival under nuclear attack conditions.

Priority 2 – This priority shall be afforded only to those additional Federal and Foreign Government special services and to those additional Industrial/Commercial special services which are earmarked for prearranged voluntary participation with the Federal Government in an national emergency. Services in this category will be strictly limited to those minimum additional special circuit

requirements whose fulfillment is essential, at a time when nuclear attack threatens, for the maintenance of an optimum defense posture and to give civil alert to the U.S. population. There are circuit requirements whose unavailability of would present serious danger of:

- (1) Reducing significantly the preparedness of U.S. defense and retaliatory forces.
- (2) Affecting adversely the ability of the United States to conduct critical preattack diplomatic negotiations to reduce or limit the threat of war.
- (3) Interfering with the effectual direction of the U.S. population in the interest of civil defense and survival.
- (4) Weakening U.S. capability to accomplish critical national internal security functions.
- (5) Inhibiting the provision of essential Federal Government functions necessary to meet a pre-attack situation.

Priority 3 – This priority will be afforded to those additional minimum Federal and Foreign Government services; State, County, and Municipal government services; quasi-government agencies' services; and Industrial/Commercial services necessary to maintain out military defense posture, our diplomatic posture, and the health and safety of our population in time of any national emergency involving heightened possibility of hostilities. Services in this priority category will be strictly limited to such activities as:

- (1) Insure performance of critical logistic functions, provision of critical public utility services, and administrative military support functions.
- (2) Providing information and instructions to key diplomatic posts.
- (3) Securing and disseminating urgent intelligence.
- (4) Maintenance of law and order.
- (5) Distribution of essential food and supplies critical to health.

- (6) Accomplishing tasks necessary to insure critical damage control functions.
- (7) Preparations for adequate hospitalization.
- (8) Continuity of critical government functions.
- (9) Transportation to accomplish the foregoing.

Priority 4 — This priority will be afforded only to those additional minimum Federal and Foreign Government services; quasi-government agencies services; State, County, and Municipal government services; and Industrial/Commercial services which are required during any national emergency for maintaining the public welfare and our national economic posture.

2.03 Subpriorities have been established in priorities 1, 2, 3, and 4. Restoration precedence within each priority classification is determined by numeric-alpha sequence. Example: Priority 1A has precedence over 1B, 1H over 2A, 2A over 2B, etc.

2.04 Priorities for all Federal Government agencies will be certified by the N.C.S. to the user. The user will include the certified priority restoration of service orders to Bell System sales offices. The F.C.C. will certify priorities for State, County, and Municipal Government Agencies and Industrial/Commercial customers upon application by the user. The F.C.C. will notify the Telephone Company and the user of the priority certifications.

### 3. PROCEDURES APPLICABLE TO ALL PRIORITY 1 SPECIAL SERVICES

3.01 The procedures contained herein apply to all Priority 1 Special Services except Government Switched Services (for which separate procedures are established) and Voice Frequency Carrier Telegraph (VFCT) systems.

- (a) Each office on the circuit shall apply Special Service Protection (SSP) as specified in BSP Section 660-200-301.
- (b) Control Offices shall, where possible, ensure that pre-planned overall inter-STC diversified patching arrangements are designa-

ted to ensure service restoration in the minimum possible time.

(c) Control Offices and Serving Test Centers (STCs) shall ensure that the number and length of circuit releases are kept to a minimum. If routine maintenance is scheduled, the circuit shall be on release just long enough to patch off that equipment or facility scheduled for maintenance.

(d) Each office on the circuit shall ensure that the number of circuit patches are kept to an absolute minimum. When a facility or equipment patch is necessary, patch cords shall be clearly and prominently tagged and dated. The trouble shall be cleared as soon as possible and patches removed. Circuit patches shall be reviewed continually and shall be wired when they are up or expected to be up for three days or more.

(e) Control Offices and STCs shall fully utilize the Mechanized Results Summaries and Reports for Priority 1 Toll Special Services as covered in BSP Sections 660-225-015, 016, and 017 for analysis of circuit performance. Positive and corrective action must be taken accordingly to minimize outages and outage time.

(f) Control Offices, Non-Control Offices and STCs shall perform all functions as outlined in BSP Section 660-201-010 (Toll Telephone Facility Maintenance — Office Responsibilities) or 660-202-010 (Telegraph Facility and Service Maintenance — Office Responsibilities).

(g) STCs and Non-Control Offices shall report immediately to the Control Office all outages or threatened outages brought to their attention, including any that have not been reported by the customer.

(h) STCs shall coordinate arrangements with local exchange forces for the most rapid means of restoration of serving link facilities and station equipment.

(i) Releases for any reason must be handled through the Control Office.

**SECTION 660-207-020**

(j) Control Offices shall ensure that the Cleveland Data Processing Center is promptly notified of the addition or discontinuance of a Priority 1 Special Service in accordance with the procedures specified in BSP Section 660-225-016.

**4. ADDITIONAL PROCEDURES APPLICABLE ONLY TO PRIORITY 1A, 1B, AND 1C SPECIAL SERVICES**

(a) Control Offices shall report immediately all outages of Priority 1A, 1B, and 1C Special Services to the Network Operations Center in clear, accurate and concise reports, the following information:

- (1) Circuit identification.
- (2) Date and time (GMT) service was interrupted.
- (3) Date and time (GMT) circuit was turned up for service and how it was made good.
- (4) Cause of trouble.
- (5) Maintenance responsibility at trouble location (Telephone Company name, CPE, etc.).

*Note:* Do not delay the report if Items 3 to 6 are not immediately available.

**5. ADDITIONAL PROCEDURES APPLICABLE ONLY TO PRIORITY 1D, 1E, 1F AND 1G SPECIAL SERVICES**

(a) Control Offices for Priority 1D, 1E, 1F and 1G Special Services shall report outages to the Status Center in accordance with the following:

Overseas Priority 1D through 1G — Report all outages.

All Other Priority 1D through 1G — Report any outage of three hours or more.

Provide the following information in clear, accurate and concise reports:

- (1) Circuit identification.
- (2) Date and time (GMT) service was interrupted.

(3) Date and time (GMT) circuit was turned up for service and how it was made good.

(4) Cause of trouble.

(5) Maintenance responsibility at trouble location (Telephone Company name, CPE, etc.).

*Note:* Do not delay the report if Items 3 to 6 are not immediately available.

**6. NETWORK OPERATIONS CENTER RESPONSIBILITIES**

(a) Provides records and reports to Long Lines and 195 Headquarters Management about major failures and the effect on Priority 1A, 1B, and 1C Special Services.

(b) Informs DCA-OC of reported major failures on Bell System facilities affecting Overseas Government Services.

(c) Keeps DCA-OC currently informed of reported individual overseas Special Service failures, location and cause of failure and restoration status.

(d) Informs DCA-WHEM immediately of reported major failures and their effect on Priority 1A, 1B, and 1C Special Services.

(e) Keeps DCA-WHEM currently informed of reported Priority 1A, 1B, and 1C Special Service failures, location and cause of failure and restoration status.

(f) Follows up with Control Offices when Priority 1A, 1B, and 1C circuit outages exceed 10 minutes.

(g) Keeps DCA-WHEM informed of locations and causes of major failures and progress of restoration.

(h) Informs DCA-WHEM of any threatening or hazardous condition of plant facilities which may effect essential services.

(i) Handles pre-emption requests received from DCA-WHEM according to restoration priorities specified in BSP Section 660-207-010. (Restoration Sequence Message and Special Service Circuits.)