

LOCAL SPECIAL SERVICE RESULTS PLAN

GENERAL

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Video

Mobile

Special Service Telephone

1. GENERAL

1.01 The Local Special Service Results Plan (LSSRP) is designed to maintain an ongoing record of Local Special Services "lines", and to measure the quality of maintenance provided to "Local" special service customers. It provides manual and mechanized procedures for:

- Accumulating and maintaining an ongoing inventory of Local Special Service circuits.
- Deriving an accumulated "line" count by class of service monthly.
- Providing a listing by circuit identification number, of every circuit in the master inventory file.
- Measuring the quality of service being provided.
- Identifying maintenance weakspots.

1.02 This mechanized Plan is designed to measure those services that meet the specified criteria and are included in the following classes of service, as defined in the Circuit Inventory part of this Plan. (BSP Section 660-210-011.)

- Special Service Telegraph
- Switched Data
- Private Line Data
- Inwats
- Outwats

1.03 This mechanized portion of this Plan consists of programs that have been designed to function in the same computer as the Bell System Standard Customers Trouble Report Analysis Plant (CTRAP), and to be an integral part of the CTRAP system.

1.04 The Local Special Service Results Plan (LSSRP) has three parts:

- A. General 660-210-010 discusses the purpose of the Plan and provides a broad overview.
- B. Circuit Inventory 660-210-011 defines these services and circuits that should be included in the Plan and provides the detailed instructions necessary to record and transmit the required information about each circuit to the data processing center. It also describes the inventory related documents available from the system.
- C. Index Plan 660-210-012 describes the utilization of trouble report information transmitted to the CTRAP system, and circuit inventory information to provide a mechanized service results measurement plan.

2. OBJECTIVES OF THE PLAN

2.01 This Plan will:

- A. Provide a mechanized means of maintaining an accurate Local Special Service "line" count.
- B. Provide information necessary to prepare the CPE #1 report and the Customer Trouble Report Summary (E-2700).

- C. Provide a measurement of service to the customer and maintenance performance.

3. OVERVIEW

3.01 This Plan is designed to:

- A. Maintain an ongoing inventory record and "line" count of Local Special Services in the test center that is responsible for maintenance (Serving Plant Service Center).
- B. Provide a mechanized index based on the number of trouble reports submitted to the CTRAP system per 100 inventoried "lines"; the number of found troubles per 100 inventoried "lines"; and the average duration per trouble report.
- C. Provide mechanized summarized indices for all Test Centers that have their inventory and trouble ticket inputs in the same data processing center. Mechanized indices may be produced for each Test Center, District, Area, State, and Company if all centers input data to the same computer.

4. FORWARDING REPORTS

- 4.01 Send copies of the E-6289 (Special Service Results Summary — Local) for measured Special Services in each Company and each State or Area, monthly and annually to:

Special Service Supervisor — Results
American Telephone and Telegraph Co.
195 Broadway
Room 1916-C
New York, New York 10007

- 4.02 Send State or Area results as soon as they are available with company results following as soon as possible. *All* results *must* be received in New York by:

Monthly — by the 15th of the month following the report period.

Annually — by January 31st of the following year.