

LOCAL SPECIAL SERVICE RESULTS PLAN INDEX PLAN

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2. OBJECTIVES	1	2.01 This plan is intended to serve as a tool for the surveillance of service being provided to Local Special Service customers.
3. FEATURES OF PLAN	1	2.02 The intent of this Plan is to:
4. COMPONENTS OF PLAN	1	(a) Reflect the quality of service being provided customers, based on the number of trouble reports and the average duration per report.
5. COMPOSITE INDEX	2	(b) Reflect maintenance performance as determined by the number of troubles detected.
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1. GENERAL		
1.01 This section of the Local Special Service Results Plan (L.S.S.R.P.) describes the mechanized index, which is a measurement of both the quality of service provided to customers and maintenance performance.		3. PRINCIPAL FEATURES OF THE PLAN
1.02 The mechanized index is available to each Serving Plant Service Center (SPSC) monthly upon completion of the Local Special Service Circuit Inventory (BSP Section 660-210-011).		3.01 This mechanized Plan is designed to be used in conjunction with the mechanized Local Special Service Inventory in the data processing system used for the Customer Trouble Report Analysis Plan (C.T.R.A.P.) and TREAT System.
1.03 Cumulative reports for District, Division, Area, and Company will be available if all input data is to the same Data Processing Center (DPC).		3.02 The Plan utilized information derived from the standard mechanized CTRAP trouble report ticket file.
1.04 Those services defined as "Local Special Services" in BSP Section 660-210-011 will be included in this index.		(a) Trouble ticket - the standard CTRAP trouble ticket is completed, and the information is transmitted to the data processing center in the normal manner except for the following minor addition.
1.05 Form E-6289 shown in figure 1 is organized in the same format as mechanized output from the data processing center, and may be used to combine results from different data processing centers.		(b) When it is decided to handle a trouble on a bulk dispatch basis, "Bulk" (field 8, number 11) shall be circled and transmitted in addition to "Dispatch" (field 8, number 6).

NOTICE

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4. COMPONENTS OF THE PLAN (See Figure 1 and Tables 1-24.)

4.01 Report Rate – This component is based on the number of customer direct and customer relayed reports per 100 lines, by class of service (Column D).

(a) Measured reports include all customer direct, customer relayed, and subsequent reports as defined in the Customer Trouble Report Analysis Plan (CTRAP) – BSP Section 660-100-011 and BSP Section 660-100-012, except those closed to disposition codes C.A. (customer action), CPE authorized and CPE unauthorized.

(b) The line count for each class of service (Column A) is derived from the mechanized Local Special Services Inventory (BSP Section 660-210-011) program in the CTRAP system.

(c) The number of reports per 100 lines for each class of service (Column D) is applied to the appropriate table (1-8) to determine the report component index (Column E). If a point falls between two results in the table, use the lower of the two results.

(d) Weighted index points (Column F) are calculated by multiplying the component index and the decimal equivalent of the percent of total lines for each class of service. This column total becomes the entry for Line 9, Column E, and Line 10, Column P.

4.02 Trouble Rate – This component is based on the number of measured reports (excluding subsequent reports) that are detected troubles.

(a) All customer direct and customer relayed reports counted in paragraph 4.01 (except subsequent reports) that are closed to disposition codes 1 through 5, and 8, 9 and 11 in CTRAP are counted as troubles against the proper class of service (Column G).

(b) The number of troubles per 100 lines for each class of service (Column H) is applied to the appropriate table (9-16) to determine the trouble component index (Column J). If

a point falls between two results on the table, use the lower of the two results.

(c) Weighted index points (Column K) are calculated by multiplying the component index and the decimal equivalent of the percent of total lines for each class of service. This column total becomes the entry for Line 9, Column J, and Line 11, Column P.

4.03 Duration – This component is based on the average duration of each measured report, from the time it is received until it is satisfactorily closed and the customer notified.

(a) Measured reports include all those included in paragraph 4.01 but excluding those coded no-access (N.A.) or subsequent (S).

(b) If a report is coded “Bulk”, duration time will count up to 2 hours and over 72 hours. Example: 1. A report cleared in 8 hours would count as 2 hours. 2. A report cleared in 74 hours would count as 4 hours.

(c) The average duration per report for each class of service (Column M) is applied to the appropriate table (17-24) to determine the duration component index (Column N). If a point falls between two results on the table, use the lower of the two results.

(d) Weighted points (Column O) are calculated by multiplying the component index and the decimal equivalent of the percent of total lines for each class of service. This column total becomes the entry for Line 9, Column N, and Line 12, Column P.

5. COMPOSITE INDEX

Composite Index – This is derived by applying a weighting factor against the summation of the various component indices.

5.01 Weighted index points for each class of service are added for each component to produce total component indices (E-9, J-9, N-9).

5.02 Indices for each component (Customer Report Rate E-9, Customer Trouble Rate J-9, and Report Duration N-9) are applied against

the weighting factor to obtain weighted component indices. The sum of the three weighted indices (R10 + R11 + R12) is the Composite Special Service Index (R13).

6. WEAKSPOTS

Weakspots—This summary is designed to highlight those component indices that fall below 90 index points.

6.01 Potential weakspots (S10, S11, S12) comprise a count of the number of classes of services that have a “line” count (A9) (maximum of 8). The same number applies to each component—report rate, trouble rate, and duration.

6.02 Number of weakspots (Column T) is a count by component of the number of component indices that are below 90 percent.

6.03 Percent weakspots (Column U) is derived by dividing the number of weakspots by the potential weakspots and multiplying by 100. This feature is intended to highlight areas that require attention.

7. COMPONENT INDEX TABLES

Component Index Tables – Tables 1-24 provides Component Indices for the eight classes of services.

7.01 Tables 1-8 provide component indices for Customer Report Rates, based on Reports per 100 lines for each class of service.

7.02 Tables 9-16 provide component indices for Customer Trouble Rates, based on measured reports (excluding subsequent reports) that are detected troubles for each class of service.

7.03 Tables 17-24 provide component indices for average duration per report for each class of service.

8. NO ACCESS CASES

No Access Cases—The total number of troubles coded “No Access” (NA) will be displayed on each Plant Service Center report summary.

9. EDITS OF TROUBLE INPUT ERRORS – (See Figure 2)

- (a) Trouble file for PSC for which no inventory exists.
- (b) No title record for PSC’s Data Processing Identity (DPI) Code.
- (c) Trouble for classes of Special Services which were not in inventory from PSC.
- (d) (**) Indicates trouble on service not in inventory, due to incorrect marking of service classification on trouble ticket.
- (e) There exists title only, (no trouble files for this PSC).

SPECIAL SERVICE RESULTS SUMMARY - LOCAL

E 6289
January 1978

		REPORT RATE						TROUBLE RATE				DURATION			
		LINES		REPORTS		INDEX		TROUBLES		INDEX		REPTS	AVG. PER. RPT.	INDEX	
		Number	% of Total	Number	RPT/100	Comp.	WTD PTS	Number	TBL/100	Comp.	WTD PTS			Comp.	WTD PTS
		A	B	C	D	E	F	G	H	J	K	L	M	N	O
1	S.S. TGH.														
2	SW. DATA														
3	P.L. DATA														
4	INWATS														
5	OUTWATS														
6	VIDEO														
7	MOBILE														
8	S.S. TEL.														
9	TOTAL		100%												

SPECIAL SERVICE INDEX		Comp. Index	WTG.	WTD Index
		P	Q	R
10	Customer Report Rate		.30	
11	Customer Trouble Rate		.40	
12	Report Duration		.30	
13	INDEX			

WEAKSPOTS *		Po-tential	No. of Weakspots	% Weakspots
		S	T	U
Customer Report Rate				
Customer Trouble Rate				
Report Duration				
TOTAL				

CITY	DIVISION
TEST CENTER	COMPANY
DISTRICT	REPORT PERIOD

Figure 1

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**EDITS OF TROUBLE INPUTS ERRORS
(Typical)**

a. Special Service Results Summary — Local

“There exists a trouble file for PSC 1111001111 for which no inventory and no title exist”

b. No Title File Record For The PSC:

Test Center	1122002230	Area	Unknown
District	Unknown	Company	New Jersey Bell
Division	Unknown	Report Period	January 1975

c. There exists (xx) Special Service Troubles for PSC 1233003355 which has no Special Service Inventory corresponding to these troubles:

Test Center	(PSC Name)	Area	(Area Name)
District	(District Name)	Company	New Jersey Bell
Division	(Division Name)	Report Period	January 1975

d. There were Trouble Reports for some classes of Special Services which were not on Inventory:

Class of Service	<u>Lines</u>		<u>Reports</u>		(Etc.)
	Number	% of Total	Number	RPT/100	
S.S. TGH	0	0	1 **	0	
SW. DATA	5	.01	0	0	
P.L. DATA	0	0	2 **	0	
INWATS	98	.20	12	12	
OUTWATS	198	.39	8	4.0	
VIDEO	0	0	0	0	
MOBILE	0	0	0	0	
S.S. TEL	200	.40	3	1.5	

e. There exists title only, (No Trouble Files for this PSC):

Test Center	(PSC Name)	Area	(Organization Name)
District	(District Name)	Company	(Company Name)
Division	(Division Name)	Report Period	January 1975

Figure 2

SPECIAL SERVICE TELEGRAPH REPORT RATE

Reports Per 100 Lines	Index	Reports Per 100 Lines	Index
2.000	100.00	15.945	74.00
2.945	99.50	16.155	73.00
3.710	99.00	16.359	72.00
4.372	98.50	16.558	71.00
4.963	98.00	16.753	70.00
5.501	97.50	16.944	69.00
6.000	97.00	17.130	68.00
6.466	96.50	17.313	67.00
6.906	96.00	17.492	66.00
7.322	95.50	17.668	65.00
7.720	95.00	17.841	64.00
8.100	94.50	18.011	63.00
8.465	94.00	18.178	62.00
8.817	93.50	18.342	61.00
9.157	93.00	18.503	60.00
9.487	92.50	18.663	59.00
9.806	92.00	18.819	58.00
10.116	91.50	18.974	57.00
10.418	91.00	19.126	56.00
10.713	90.50	19.277	55.00
11.000	90.00	19.425	54.00
11.522	89.00	19.571	53.00
11.975	88.00	19.715	52.00
12.381	87.00	19.859	51.00
12.752	86.00	20.000	50.00
13.096	85.00	20.723	45.00
13.418	84.00	21.497	40.00
13.721	83.00	22.332	35.00
14.009	82.00	23.247	30.00
14.284	81.00	24.270	25.00
14.548	80.00	25.452	20.00
14.801	79.00	26.904	15.00
15.045	78.00	29.000	10.00
15.280	77.00	32.280	5.00
15.508	76.00	38.000	0.
15.730	75.00		

(PROVISIONAL)

Table 1

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SWITCHED DATA REPORT RATE

Report Per 100 Lines	Index	Report Per 100 Lines	Index
2.000	100.00	16.168	74.00
2.524	99.50	16.368	73.00
3.038	99.00	16.564	72.00
3.542	98.50	16.754	71.00
4.036	98.00	16.939	70.00
4.522	97.50	17.120	69.00
5.000	97.00	17.297	68.00
5.470	96.50	17.471	67.00
5.932	96.00	17.640	66.00
6.387	95.50	17.807	65.00
6.836	95.00	17.970	64.00
7.277	94.50	18.130	63.00
7.713	94.00	18.288	62.00
8.143	93.50	18.443	61.00
8.566	93.00	18.595	60.00
8.985	92.50	18.745	59.00
9.398	92.00	18.892	58.00
9.805	91.50	19.037	57.00
10.208	91.00	19.181	56.00
10.606	90.50	19.322	55.00
11.000	90.00	19.461	54.00
11.662	89.00	19.598	53.00
12.131	88.00	19.734	52.00
12.623	87.00	19.868	51.00
13.014	86.00	20.000	50.00
13.368	85.00	20.678	45.00
13.695	84.00	21.405	40.00
14.000	83.00	22.193	35.00
14.287	82.00	23.061	30.00
14.558	81.00	24.039	25.00
14.816	80.00	25.184	20.00
15.063	79.00	26.632	15.00
15.300	78.00	29.000	10.00
15.528	77.00	33.164	5.00
15.748	76.00	38.000	0.
15.961	75.00		

(PROVISIONAL)

Table 2

PRIVATE LINE DATA REPORT RATE

Reports Per 100 Lines	Index	Reports Per 100 Lines	Index
2.000	100.00	23.962	74.00
2.912	99.50	24.277	73.00
3.788	99.00	24.584	72.00
4.632	98.50	24.883	71.00
5.447	98.00	25.175	70.00
6.235	97.50	25.460	69.00
7.000	97.00	25.739	68.00
7.743	96.50	26.012	67.00
8.466	96.00	26.279	66.00
9.171	95.50	26.541	65.00
9.858	95.00	26.798	64.00
10.530	94.50	27.051	63.00
11.186	94.00	27.299	62.00
11.829	93.50	27.543	61.00
12.458	93.00	27.783	60.00
13.076	92.50	28.019	59.00
13.681	92.00	28.252	58.00
14.276	91.50	28.481	57.00
14.861	91.00	28.707	56.00
15.435	90.50	28.930	55.00
16.000	90.00	29.149	54.00
16.972	89.00	29.366	53.00
17.757	88.00	29.580	52.00
18.432	87.00	29.791	51.00
19.035	86.00	30.000	50.00
19.584	85.00	31.070	45.00
20.092	84.00	32.217	40.00
20.566	83.00	33.459	35.00
21.013	82.00	34.825	30.00
21.437	81.00	36.363	25.00
21.841	80.00	38.159	20.00
22.228	79.00	40.416	15.00
22.599	78.00	44.000	10.00
22.957	77.00	50.142	5.00
23.303	76.00	58.000	0.
23.637	75.00		

(PROVISIONAL)

Table 3

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INWATS REPORT RATE

Reports Per 100 Lines	Index	Reports Per 100 Lines	Index
9.000	100.00	27.890	74.00
9.699	99.50	28.158	73.00
10.384	99.00	28.418	72.00
11.056	98.50	28.672	71.00
11.715	98.00	28.919	70.00
12.363	97.50	29.160	69.00
13.000	97.00	29.396	68.00
13.626	96.50	29.628	67.00
14.243	96.00	29.854	66.00
14.850	95.50	30.076	65.00
15.477	95.00	30.293	64.00
16.037	94.50	30.507	63.00
16.617	94.00	30.717	62.00
17.190	93.50	30.923	61.00
17.755	93.00	31.126	60.00
18.313	92.50	31.326	59.00
18.863	92.00	31.523	58.00
19.407	91.50	31.717	57.00
19.944	91.00	31.908	56.00
20.475	90.50	32.096	55.00
21.000	90.00	32.281	54.00
21.883	89.00	32.465	53.00
22.575	88.00	32.645	52.00
23.164	87.00	32.824	51.00
23.685	86.00	33.000	50.00
24.158	85.00	33.904	45.00
24.594	84.00	34.874	40.00
25.000	83.00	35.924	35.00
25.382	82.00	37.081	30.00
25.744	81.00	38.385	25.00
26.088	80.00	39.912	20.00
26.417	79.00	41.842	15.00
26.733	78.00	45.000	10.00
27.037	77.00	50.553	5.00
27.331	76.00	57.000	0.
27.615	75.00		

(PROVISIONAL)

Table 4

OUTWATS REPORT RATE

Reports Per 100 Lines	Index	Reports Per 100 Lines	Index
4.000	100.00	22.890	74.00
4.699	99.50	23.158	73.00
5.384	99.00	23.418	72.00
6.056	98.50	23.672	71.00
6.715	98.00	23.919	70.00
7.363	97.50	24.160	69.00
8.000	97.00	24.396	68.00
8.626	96.50	24.628	67.00
9.243	96.00	24.854	66.00
9.850	95.50	25.076	65.00
10.447	95.00	25.293	64.00
11.037	94.50	25.507	63.00
11.617	94.00	25.717	62.00
12.190	93.50	25.923	61.00
12.755	93.00	26.126	60.00
13.313	92.50	26.326	59.00
13.863	92.00	26.523	58.00
14.407	91.50	26.717	57.00
14.944	91.00	26.908	56.00
15.475	90.50	27.096	55.00
16.000	90.00	27.281	54.00
16.883	89.00	27.465	53.00
17.575	88.00	27.645	52.00
18.164	87.00	27.824	51.00
18.685	86.00	28.000	50.00
19.158	85.00	28.904	45.00
19.594	84.00	29.874	40.00
20.000	83.00	30.924	35.00
20.382	82.00	32.081	30.00
20.744	81.00	33.385	25.00
21.088	80.00	34.912	20.00
21.417	79.00	36.842	15.00
21.733	78.00	40.000	10.00
22.037	77.00	45.553	5.00
22.331	76.00	52.000	0.
22.615	75.00		

(PROVISIONAL)

Table 5

VIDEO REPORT RATE

Reports Per 100 Lines	Index	Reports Per 100 Lines	Index
1.000	100.00	8.796	74.00
1.405	99.50	8.911	73.00
1.772	99.00	9.022	72.00
2.110	98.50	9.131	71.00
2.424	98.00	9.237	70.00
2.720	97.50	9.341	69.00
3.000	97.00	9.443	68.00
3.266	96.50	9.542	67.00
3.521	96.00	9.640	66.00
3.765	95.50	9.735	65.00
4.000	95.00	9.829	64.00
4.227	94.50	9.921	63.00
4.446	94.00	10.012	62.00
4.659	93.50	10.101	61.00
4.865	93.00	10.189	60.00
5.066	92.50	10.275	59.00
5.262	92.00	10.360	58.00
5.453	91.50	10.444	57.00
5.639	91.00	10.527	56.00
5.822	90.50	10.608	55.00
6.000	90.00	10.689	54.00
6.316	89.00	10.768	53.00
6.582	88.00	10.846	52.00
6.816	87.00	10.924	51.00
7.027	86.00	11.000	50.00
7.221	85.00	11.392	45.00
7.401	84.00	11.811	40.00
7.571	83.00	12.265	35.00
7.731	82.00	12.763	30.00
7.883	81.00	13.322	25.00
8.029	80.00	13.971	20.00
8.168	79.00	14.779	15.00
8.302	78.00	16.000	10.00
8.432	77.00	18.000	5.00
8.557	76.00	21.000	0.
8.678	75.00		

(PROVISIONAL)

Table 6

MOBILE REPORT RATE

Reports Per 100 Lines	Index	Reports Per 100 Lines	Index
0.	100.00	10.871	74.00
0.667	99.50	11.033	73.00
1.233	99.00	11.191	72.00
1.735	98.50	11.345	71.00
2.190	98.00	11.495	70.00
2.609	97.50	11.642	69.00
3.000	97.00	11.787	68.00
3.367	96.50	11.928	67.00
3.715	96.00	12.066	66.00
4.046	95.50	12.202	65.00
4.363	95.00	12.335	64.00
4.667	94.50	12.466	63.00
4.959	94.00	12.595	62.00
5.241	93.50	12.722	61.00
5.514	93.00	12.846	60.00
5.779	92.50	12.969	59.00
6.036	92.00	12.090	58.00
6.286	91.50	13.209	57.00
6.530	91.00	13.327	56.00
6.768	90.50	13.442	55.00
7.000	90.00	13.557	54.00
7.418	89.00	13.670	53.00
7.775	88.00	13.781	52.00
8.098	87.00	13.891	51.00
8.389	86.00	14.000	50.00
8.658	85.00	14.558	45.00
8.909	84.00	15.154	40.00
9.146	83.00	15.798	35.00
9.370	82.00	16.505	30.00
9.584	81.00	17.296	25.00
9.788	80.00	18.212	20.00
9.984	79.00	19.342	15.00
10.173	78.00	21.000	10.00
10.356	77.00	23.637	5.00
10.533	76.00	28.000	0.
10.704	75.00		

(PROVISIONAL)

Table 7

SPECIAL SERVICE TELEPHONE REPORT RATE

Reports Per 100 Lines	Index	Reports Per 100 Lines	Index
1.000	100.00	4.074	74.00
1.309	99.50	4.121	73.00
1.500	99.00	4.167	72.00
1.651	98.50	4.213	71.00
1.781	98.00	4.257	70.00
1.896	97.50	4.300	69.00
2.000	97.00	4.343	68.00
2.096	96.50	4.384	67.00
2.186	96.00	4.425	66.00
2.271	95.50	4.465	65.00
2.351	95.00	4.505	64.00
2.427	94.50	4.544	63.00
2.500	94.00	4.582	62.00
2.570	93.50	4.619	61.00
2.637	93.00	4.656	60.00
2.703	92.50	4.693	59.00
2.766	92.00	4.729	58.00
2.827	91.50	4.764	57.00
2.886	91.00	4.799	56.00
2.944	90.50	4.834	55.00
3.000	90.00	4.868	54.00
3.104	89.00	4.902	53.00
3.198	88.00	4.935	52.00
3.284	87.00	4.968	51.00
3.364	86.00	5.000	50.00
3.438	85.00	5.166	45.00
3.509	84.00	5.344	40.00
3.575	83.00	5.535	35.00
3.639	82.00	5.743	30.00
3.700	81.00	5.975	25.00
3.759	80.00	6.241	20.00
3.816	79.00	6.562	15.00
3.870	78.00	7.000	10.00
3.923	77.00	7.649	5.00
3.975	76.00	9.000	0.
4.025	75.00		

(PROVISIONAL)

Table 8

SPECIAL SERVICE TELEGRAPH TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
1.000	100.00	10.221	74.00
1.927	99.50	10.363	73.00
2.500	99.00	10.502	72.00
2.954	98.50	10.638	71.00
3.342	98.00	10.771	70.00
3.687	97.50	10.901	69.00
4.000	97.00	11.028	68.00
4.289	96.50	11.153	67.00
4.558	96.00	11.276	66.00
4.812	95.50	11.396	65.00
5.052	95.00	11.515	64.00
5.281	94.50	11.631	63.00
5.500	94.00	11.746	62.00
5.710	93.50	11.858	61.00
5.912	93.00	11.969	60.00
6.108	92.50	12.079	59.00
6.297	92.00	12.187	58.00
6.480	91.50	12.293	57.00
6.658	91.00	12.398	56.00
6.831	90.50	12.501	55.00
7.000	90.00	12.604	54.00
7.313	89.00	12.705	53.00
7.535	88.00	12.804	52.00
7.852	87.00	12.903	51.00
8.091	86.00	13.000	50.00
8.315	85.00	13.499	45.00
8.526	84.00	14.031	40.00
8.726	83.00	14.604	35.00
8.918	82.00	15.229	30.00
9.101	81.00	15.926	25.00
9.277	80.00	16.723	20.00
9.447	79.00	17.685	15.00
9.611	78.00	19.000	10.00
9.770	77.00	20.948	5.00
9.924	76.00	25.000	0.
10.074	75.00		

(PROVISIONAL)

Table 9

SWITCHED DATA TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
1.000	100.00	8.796	74.00
1.405	99.50	8.911	73.00
1.772	99.00	9.022	72.00
2.110	98.50	9.131	71.00
2.424	98.00	9.237	70.00
2.720	97.50	9.341	69.00
3.000	97.00	9.443	68.00
3.266	96.50	9.542	67.00
3.521	96.00	9.640	66.00
3.765	95.50	9.735	65.00
4.000	95.00	9.829	64.00
4.227	94.50	9.921	63.00
4.446	94.00	10.012	62.00
4.659	93.50	10.101	61.00
4.865	93.00	10.189	60.00
5.066	92.50	10.275	59.00
5.262	92.00	10.360	58.00
5.453	91.50	10.444	57.00
5.639	91.00	10.527	56.00
5.822	91.50	10.608	55.00
6.000	90.00	10.689	54.00
6.316	89.00	10.768	53.00
6.582	88.00	10.846	52.00
6.816	87.00	10.924	51.00
7.027	86.00	11.000	50.00
7.221	85.00	11.392	45.00
7.401	84.00	11.811	40.00
7.571	83.00	12.265	35.00
7.731	82.00	12.763	30.00
7.883	81.00	13.322	25.00
8.029	80.00	13.971	20.00
8.168	79.00	14.779	15.00
8.302	78.00	16.000	10.00
8.432	77.00	18.000	5.00
8.557	76.00	21.000	0.
8.678	75.00		

(PROVISIONAL)

Table 10

PRIVATE LINE DATA TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
1.000	100.00	16.368	74.00
2.545	99.50	16.605	73.00
3.500	99.00	16.837	72.00
4.257	98.50	17.063	71.00
4.904	98.00	17.284	70.00
5.478	97.50	17.501	69.00
6.000	97.00	17.714	68.00
6.481	96.50	17.922	67.00
6.931	96.00	18.126	66.00
7.353	95.50	18.327	65.00
7.754	95.00	18.524	64.00
8.135	94.50	18.719	63.00
8.500	94.00	18.909	62.00
8.850	93.50	19.097	61.00
9.187	93.00	19.282	60.00
9.513	92.50	19.465	59.00
9.828	92.00	19.644	58.00
10.133	91.50	19.822	57.00
10.430	91.00	19.997	56.00
10.719	90.50	20.169	55.00
11.000	90.00	20.339	54.00
11.522	89.00	20.508	53.00
11.991	88.00	20.674	52.00
12.420	87.00	20.838	51.00
12.818	86.00	21.000	50.00
13.191	85.00	21.831	45.00
13.543	84.00	22.718	40.00
13.877	83.00	23.673	35.00
14.196	82.00	24.716	30.00
14.501	81.00	25.876	25.00
14.795	80.00	27.205	20.00
15.078	79.00	28.809	15.00
15.352	78.00	31.000	10.00
15.617	77.00	34.246	5.00
15.874	76.00	41.000	0.
16.124	75.00		

(PROVISIONAL)

Table 11

INWATS TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
3.000	100.00	10.796	74.00
3.405	99.50	10.911	73.00
3.772	99.00	11.022	72.00
4.110	98.50	11.131	71.00
4.424	98.00	11.237	70.00
4.720	97.50	11.341	69.00
5.000	97.00	11.443	68.00
5.266	96.50	11.542	67.00
5.521	96.00	11.640	66.00
5.765	95.50	11.735	65.00
6.000	95.00	11.829	64.00
6.227	94.50	11.921	63.00
6.446	94.00	12.012	62.00
6.659	93.50	12.101	61.00
6.865	93.00	12.189	60.00
7.066	92.50	12.275	59.00
7.262	92.00	12.360	58.00
7.453	91.50	12.444	57.00
7.639	91.00	12.527	56.00
7.822	90.50	12.608	55.00
8.000	90.00	12.689	54.00
8.316	89.00	12.768	53.00
8.582	88.00	12.846	52.00
8.816	87.00	12.924	51.00
9.027	86.00	13.000	50.00
9.221	85.00	13.392	45.00
9.401	84.00	13.811	40.00
9.571	83.00	14.265	35.00
9.731	82.00	14.763	30.00
9.883	81.00	15.322	25.00
10.029	80.00	15.971	20.00
10.168	79.00	16.779	15.00
10.302	78.00	18.000	10.00
10.432	77.00	20.000	5.00
10.557	76.00	23.000	0.
10.678	75.00		

(PROVISIONAL)

Table 12

OUTWATS TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
1.000	100.00	10.579	74.00
1.349	99.50	10.709	73.00
1.692	99.00	10.836	72.00
2.028	98.50	10.959	71.00
2.358	98.00	11.000	70.00
2.682	97.50	11.198	69.00
3.000	97.00	11.314	68.00
3.313	96.50	11.427	67.00
3.621	96.00	11.538	66.00
3.925	95.50	11.647	65.00
4.224	95.00	11.754	64.00
4.518	94.50	11.859	63.00
4.809	94.00	11.962	62.00
5.095	93.50	12.063	61.00
5.378	93.00	12.163	60.00
5.656	92.50	12.261	59.00
5.932	92.00	12.358	58.00
6.204	91.50	12.454	57.00
6.472	91.00	12.548	56.00
6.738	90.50	12.641	55.00
7.000	90.00	12.732	54.00
7.441	89.00	12.823	53.00
7.787	88.00	12.912	52.00
8.082	87.00	13.000	51.00
8.343	86.00	13.452	50.00
8.579	85.00	13.937	45.00
8.797	84.00	14.462	40.00
9.000	83.00	15.041	35.00
9.191	82.00	15.692	30.00
9.372	81.00	16.456	25.00
9.544	80.00	17.421	20.00
9.867	79.00	19.000	15.00
10.019	78.00	21.776	10.00
10.165	77.00	25.000	5.00
10.308	76.00		0.
10.445	75.00		

(PROVISIONAL)

Table 13

VIDEO TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
0.	100.00	7.684	74.00
0.773	99.50	7.802	73.00
1.250	99.00	7.918	72.00
1.628	98.50	8.031	71.00
1.952	98.00	8.142	70.00
2.239	97.50	8.251	69.00
2.500	97.00	8.357	68.00
2.741	96.50	8.461	67.00
2.965	96.00	8.563	66.00
3.177	95.50	8.664	65.00
3.377	95.00	8.762	64.00
3.568	94.50	8.859	63.00
3.750	94.00	8.955	62.00
3.925	93.50	9.049	61.00
4.094	93.00	9.141	60.00
4.256	92.50	9.232	59.00
4.414	92.00	9.322	58.00
4.567	91.50	9.411	57.00
4.715	91.00	9.498	56.00
4.859	90.50	9.585	55.00
5.000	90.00	9.670	54.00
5.261	89.00	9.754	53.00
5.496	88.00	9.837	52.00
5.710	87.00	9.919	51.00
5.909	86.00	10.000	50.00
6.096	85.00	10.415	45.00
6.271	84.00	10.859	40.00
6.439	83.00	11.336	35.00
6.598	82.00	11.858	30.00
6.751	81.00	12.438	25.00
6.898	80.00	13.102	20.00
7.039	79.00	13.904	15.00
7.176	78.00	15.000	10.00
7.308	77.00	16.623	5.00
7.437	76.00	20.000	0.
7.562	75.00		

(PROVISIONAL)

Table 14

MOBILE TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
0.	100.00	7.796	74.00
0.405	99.50	7.911	73.00
0.772	99.00	8.022	72.00
1.110	98.50	8.131	71.00
1.424	98.00	8.237	70.00
1.720	97.50	8.341	69.00
2.000	97.00	8.443	68.00
2.266	96.50	8.542	67.00
2.521	96.00	8.640	66.00
2.765	95.50	8.735	65.00
3.000	95.00	8.829	64.00
3.227	94.50	8.921	63.00
3.446	94.00	9.012	62.00
3.659	93.50	9.101	61.00
3.865	93.00	9.189	60.00
4.066	92.50	9.275	59.00
4.262	92.00	9.360	58.00
4.453	91.50	9.444	57.00
4.639	91.00	9.527	56.00
4.822	90.50	9.608	55.00
5.000	90.00	9.689	54.00
5.316	89.00	9.768	53.00
5.582	88.00	9.846	52.00
5.816	87.00	9.924	51.00
6.027	86.00	10.000	50.00
6.221	85.00	10.392	45.00
6.401	84.00	10.811	40.00
6.571	83.00	11.265	35.00
6.731	82.00	11.763	30.00
6.883	81.00	12.322	25.00
7.029	80.00	12.971	20.00
7.168	79.00	13.779	15.00
7.302	78.00	15.000	10.00
7.432	77.00	17.000	5.00
7.557	76.00	20.000	0.
7.678	75.00		

(PROVISIONAL)

Table 15

SPECIAL SERVICE TELEPHONE TROUBLE RATE

Troubles Per 100 Lines	Index	Troubles Per 100 Lines	Index
0.600	100.00	4.004	74.00
0.846	99.50	4.055	73.00
1.039	99.00	4.105	72.00
1.203	98.50	4.154	71.00
1.348	98.00	4.202	70.00
1.479	97.50	4.249	69.00
1.600	97.00	4.295	68.00
1.713	96.50	4.340	67.00
1.819	96.00	4.384	66.00
1.919	95.50	4.427	65.00
2.015	95.00	4.469	64.00
2.106	94.50	4.511	63.00
2.194	94.00	4.552	62.00
2.278	93.50	4.592	61.00
2.360	93.00	4.632	60.00
2.438	92.50	4.671	59.00
2.515	92.00	4.710	58.00
2.589	91.50	4.748	57.00
2.661	91.00	4.785	56.00
2.731	90.50	4.822	55.00
2.800	90.00	4.859	54.00
2.925	89.00	4.895	53.00
3.034	88.00	4.930	52.00
3.133	87.00	4.965	51.00
3.223	86.00	5.000	50.00
3.307	85.00	5.178	45.00
3.385	84.00	5.368	40.00
3.459	83.00	5.573	35.00
3.530	82.00	5.798	30.00
3.597	81.00	6.049	25.00
3.661	80.00	6.339	20.00
3.723	79.00	6.693	15.00
3.783	78.00	7.200	10.00
3.841	77.00	7.985	5.00
3.897	76.00	9.400	0.
3.951	75.00		

(PROVISIONAL)

Table 16

Special Service Telegraph

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
1.500	100.00	10.000	95.40
1.750	99.95	10.500	94.95
2.000	99.89	11.000	94.48
2.250	99.83	11.500	93.99
2.500	99.76	12.000	93.48
2.750	99.68	12.500	92.95
3.000	99.61	13.000	92.40
3.250	99.52	13.500	91.83
3.500	99.44	14.000	91.24
3.750	99.34	14.500	90.63
4.000	99.24	15.000	90.00
4.250	99.14	15.500	89.33
4.500	99.03	16.000	88.60
4.750	98.92	17.000	86.94
5.000	98.80	18.000	85.04
5.250	98.68	19.000	82.89
5.500	98.55	20.000	80.49
5.750	98.42	21.000	77.83
6.000	98.28	22.000	74.93
6.250	98.14	23.000	70.12
6.500	97.99	25.000	64.74
6.750	97.84	27.000	56.69
7.000	97.68	29.000	47.71
7.250	97.18	31.000	39.16
7.500	97.35	33.000	31.62
7.750	97.18	35.000	25.07
8.000	97.00	37.000	19.51
8,250	96.82	40.000	12.20
8.500	96.63	43.000	8.76
8.750	96.44	46.000	5.52
9.000	96.24	50.000	2.32
9.250	96.04	54.000	0.39
9.500	95.83	55.500	0.00
9.750	95.62		

(Provisional)
Table 17

Switched Data Duration

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
3.000	100.00	12.500	95.55
3.250	99.92	13.000	95.24
3.500	99.84	13.500	94.91
3.750	99.75	14.000	94.58
4.000	99.67	14.500	94.25
4.250	99.58	15.000	93.90
4.500	99.49	16.000	93.18
4.750	99.40	17.000	92.44
5.000	99.30	18.000	91.66
5.250	99.21	19.000	90.84
5.500	99.11	20.000	90.00
5.750	99.01	21.000	89.05
6.000	98.91	22.000	87.93
6.250	98.80	23.000	86.63
6.500	98.70	24.000	85.16
6.750	98.59	25.000	83.51
7.000	98.48	26.000	81.68
7.250	98.37	27.000	79.68
7.500	98.25	28.000	77.50
7.750	98.13	29.000	75.15
8.000	98.02	30.000	72.62
8.250	97.90	31.000	69.92
8.500	97.77	33.000	63.98
8.750	97.65	35.000	57.34
9.000	97.52	37.000	48.10
9.250	97.40	39.000	42.66
9.500	97.27	41.000	34.47
9.750	97.13	43.000	28.71
10.000	97.00	45.000	24.85
10.250	96.86	48.000	18.32
10.500	96.73	51.000	13.37
10.750	96.59	54.000	10.00
11.000	96.44	60.000	5.42
11.500	96.15	65.000	2.48
12.000	95.86	71.000	0.00

(Provisional)
Table 18

Private Line Data

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
3.500	100.00	11.500	96.55
3.750	99.90	11.750	96.44
4.000	99.79	12.000	96.32
4.250	99.69	12.500	96.10
4.500	99.59	13.000	95.87
4.750	99.48	13.500	95.64
5.000	99.38	14.000	95.41
5.250	99.27	14.500	95.17
5.500	99.17	15.000	94.94
5.750	99.06	15.500	94.71
6.000	98.96	16.000	94.47
6.250	98.85	16.500	94.23
6.500	98.74	17.000	93.99
6.750	98.64	18.000	93.51
7.000	98.53	19.000	93.03
7.250	98.42	20.000	92.53
7.500	98.32	21.000	92.04
7.750	98.21	22.000	91.54
8.000	98.10	23.000	91.03
8.250	97.99	24.000	90.52
8.500	97.88	25.000	90.00
8.750	97.77	26.000	89.42
9.000	97.66	28.000	87.88
9.250	97.55	30.000	85.84
9.500	97.44	32.000	83.31
9.750	97.33	34.000	80.27
10.000	97.22	36.000	76.74
10.250	97.11	38.000	72.71
10.500	97.00	44.000	57.61
10.750	96.89	50.000	39.56
11.000	96.78	56.000	25.21
11.250	96.66	62.000	15.36
		68.000	10.00
		74.000	6.97
		80.000	4.13
		86.000	1.47
		89.500	0.00

(Provisional)
Table 19

Inwats Duration

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
4.000	100.00	13.500	96.02
4.250	99.92	14.000	95.76
4.500	99.83	14.500	95.50
4.750	99.75	15.000	95.24
5.000	99.66	15.500	94.97
5.250	99.57	16.000	94.69
5.500	99.48	17.000	94.13
5.750	99.39	18.000	93.54
6.000	99.30	19.000	92.94
6.250	99.21	20.000	92.32
6.500	99.12	21.000	91.68
6.750	99.02	22.000	91.02
7.000	98.93	23.000	90.35
7.250	98.83	24.000	89.63
7.500	98.73	25.000	88.80
7.750	98.63	26.000	87.83
8.000	98.53	27.000	86.71
8.250	98.43	28.000	85.46
8.500	98.33	29.000	84.07
8.750	98.22	30.000	82.54
9.000	98.12	31.000	80.87
9.250	98.01	32.000	79.06
9.500	97.90	33.000	77.11
9.750	97.79	35.000	75.03
10.000	97.68	37.000	67.94
10.250	97.57	39.000	62.51
10.500	97.46	41.000	56.53
10.750	97.35	44.000	46.66
11.000	97.23	47.000	37.49
11.250	97.12	50.000	29.56
11.500	97.00	54.000	20.94
11.750	96.88	59.000	13.29
12.000	96.76	65.000	8.32
12.500	96.52	71.000	4.76
13.000	96.27	77.000	1.88
		82.000	0.00

(Provisional)
Table 20

Outwats Duration

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
3.500	100.00	11.500	95.90
3.750	99.94	11.750	95.71
4.000	99.87	12.000	95.50
4.250	99.80	12.500	95.09
4.500	99.72	13.000	94.65
4.750	99.64	13.500	94.21
5.000	99.56	14.000	93.74
5.250	99.47	14.500	93.25
5.500	99.38	15.000	92.75
5.750	99.28	15.500	92.24
6.000	99.18	16.000	91.70
6.250	99.08	16.500	91.15
6.500	98.97	17.000	90.58
6.750	98.86	17.500	90.00
7.000	98.74	18.000	89.38
7.250	98.62	19.000	87.95
7.500	98.49	20.000	86.29
7.750	98.36	21.000	84.39
8.000	98.23	22.000	82.25
8.250	98.09	23.000	79.87
8.500	97.95	24.000	77.25
8.750	97.80	25.000	74.39
9.000	97.65	26.000	71.29
9.250	97.49	28.000	64.39
9.500	97.33	30.000	56.52
9.750	97.17	32.000	47.77
10.000	97.00	34.000	39.43
10.250	96.83	36.000	32.04
10.500	96.65	38.000	25.61
10.750	96.47	40.000	20.13
11.000	96.29	42.000	15.61
11.250	96.10	44.000	12.05
		46.000	9.42
		50.000	5.35
		54.000	2.35
		58.000	0.44
		59.500	0.00

(Provisional)
Table 21

Video

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
2.000	100.00	11.500	96.78
2.250	99.94	12.000	96.55
2.500	99.88	12.500	96.31
2.750	99.82	13.000	96.07
3.000	99.76	13.500	95.82
3.250	99.70	14.000	95.57
3.500	99.63	14.500	95.31
3.750	99.57	15.000	95.05
4.000	99.50	16.000	94.50
4.250	99.43	17.000	93.93
4.500	99.36	18.000	93.33
4.750	99.29	19.000	92.71
5.000	99.21	20.000	92.07
5.250	99.14	21.000	91.40
5.500	99.06	22.000	90.71
5.750	98.98	23.000	90.00
6.000	98.90	25.000	88.32
6.250	98.82	27.000	86.20
6.500	98.74	29.000	83.62
6.750	98.66	31.000	80.60
7.000	98.57	33.000	77.13
7.250	98.48	35.000	73.20
7.500	98.40	38.000	66.48
7.750	98.31	41.000	58.74
8.000	98.21	44.000	50.00
8.250	98.12	47.000	41.26
8.500	98.03	50.000	33.52
8.750	97.93	55.000	22.87
9.000	97.83	60.000	15.03
9.250	97.73	65.000	10.00
9.500	97.63	70.000	6.67
9.750	97.53	75.000	3.73
10.000	97.43	80.000	1.79
10.250	97.32	85.000	0.24
10.500	97.22	86.000	0.00
11.000	97.00		

(Provisional)
Table 22

Mobile

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
1.000	100.00	11.500	95.91
1.250	99.92	12.000	95.69
1.500	99.83	12.500	95.46
1.750	99.75	13.000	95.23
2.000	99.66	13.500	94.99
2.250	99.58	14.000	94.76
2.500	99.49	15.000	94.27
2.750	99.41	16.000	93.78
3.000	99.32	17.000	93.27
3.250	99.23	18.000	92.76
3.500	99.14	19.000	92.23
3.750	99.05	20.000	91.69
4.000	98.96	21.000	91.14
4.250	98.87	22.000	90.57
4.500	98.78	23.000	90.00
4.750	98.68	25.000	88.62
5.000	98.59	27.000	86.78
5.250	98.50	30.000	83.18
5.500	98.40	33.000	78.57
5.750	98.31	36.000	72.95
6.000	98.21	39.000	66.31
6.250	98.11	42.000	58.66
6.500	98.02	45.000	50.00
6.750	97.92	48.000	41.34
7.000	97.82	51.000	33.69
7.250	97.72	54.000	27.05
7.500	97.62	57.000	21.43
7.750	97.52	60.000	16.82
8.000	97.41	65.000	11.38
8.250	97.31	70.000	8.31
8.500	97.21	75.000	5.73
8.750	97.10	80.000	3.43
9.000	97.00	85.000	1.41
9.250	96.89	89.000	0.00
9.500	96.79		
10.000	96.57		
10.500	96.36		
11.000	96.14		

(Provisional)
Table 23

Special Service Telephone Duration

<u>Duration</u> <u>Hours</u>	<u>Index</u>	<u>Duration</u> <u>Hours</u>	<u>Index</u>
5.500	100.00	15.500	92.91
5.750	99.91	16.000	92.36
6.000	99.82	16.500	91.80
6.250	99.72	17.000	91.22
6.500	99.62	17.500	90.62
6.750	99.51	18.000	90.00
7.000	99.40	19.000	88.59
7.250	99.28	20.000	86.87
7.500	99.16	21.000	84.84
7.750	99.04	22.000	82.49
8.000	98.91	23.000	79.84
8.250	98.77	24.000	76.87
8.500	98.64	25.000	73.59
8.750	98.49	26.000	70.00
9.000	98.35	27.000	66.10
9.250	98.19	28.000	61.89
9.500	98.04	29.000	57.37
9.750	97.87	30.000	52.53
10.000	97.71	31.000	47.47
10.250	97.54	32.000	42.63
10.500	97.36	33.000	38.11
10.750	97.18	34.000	33.90
11.000	97.00	35.000	30.00
11.250	96.81	37.000	23.13
11.500	96.62	39.000	17.51
11.750	96.42	41.000	12.23
12.000	96.22	43.000	10.00
12.250	96.01	45.000	7.64
12.500	95.80	47.000	5.56
12.750	95.58	49.000	3.78
13.000	95.36	51.000	2.29
13.500	94.19	53.000	1.09
14.000	94.44	55.000	0.00
14.500	93.95		
15.000	93.44		

(Provisional)
Table 24