

PRIVATE SERVICES  
RESULTS MEASUREMENT PLAN  
DEFINITIONS

1. GENERAL

1.01.1 This addendum replaces Issue A dated March 1, 1967, and is being reissued to supplement certain parts of the main section because of mechanization of the program. It also cancels the requirement for maintaining a count of serving links on Form SW-6221. The paragraphs below follow the numbering of the main section.

2. PRIVATE SERVICES

Add the following paragraphs:

2.02.1 The presence of a "gain" device in a circuit does not automatically identify it as a toll private service to be included in this plan. Private services to be included are those for which toll test-rooms are assigned Serving Test Center (STC) responsibility and that utilize toll inter-exchange (intercity) facilities for at least one link in their make-up. They are further classified as "toll" private services (those equipped with a gain device and utilizing toll intercity facilities) and "local" private services (those not equipped with a gain device but utilizing toll intercity facilities.)

2.02.2 Results are based on "toll" private services only. "Local" private services should not be inventoried in the Cleveland computer and trouble reports on "local" private services should not be transmitted to the Data Processing Center (DPC).

2.02.3 "Toll" and "local" private services are generally those using the inter-exchange numbering plan (Southwestern prefix

numbers 6, 7, 8, 9, 10, 20 or 30, and in the case of Long Lines services, the general service codes suffixed by serial numbers with no prefix). Numbering and identifying special services is covered in B.S.P. Section 682-000-012 and addendum.

2.02.4 "Toll" and "local" private services must not be confused with "exchange" private services (those not utilizing toll interexchange facilities either with or without gain devices). "Exchange" private services are covered by the Customer Trouble Report Analysis Plan (CTRAP), B.S.P. Series 660-100-XXX and 660-195-XXX SW. "Exchange" private services are generally those using the intra-exchange numbering plan (Southwestern prefix numbers 1 through 5). Numbering and identifying special services is covered in B.S.P. Section 682-000-012 and addendum.

2.02.5 Serving links on "exchange" private services should be inventoried by the local Plant Service Center (PSC), even though the services are routed through a toll telegraph or toll telephone testroom to pick up gain devices or for access in testing. Troubles on "exchange" private services are summarized under the Exchange Maintenance Service Results (EMSR) Plan. (See, B.S.P. Section 660-100-015 and 660-195-004 SW.)

3. CIRCUIT TERMINOLOGY

Add the following paragraphs:

3.09.1 Form E-5518, Circuit Activity File, is a monthly printout of the serving link inventory. It provides each STC with a record of serving links arranged by type of

service (telephone or telegraph) and circuit identification. It also provides priority codes for each circuit. This form shall be maintained by each STC as the official inventory of serving links.

3.09.2 Form E-5518 is updated monthly from data derived from computer input Form E-5514, Circuit Activity Report, and is issued from the DPC by the 5th of the month following the end of the report period. The E-5518 should be updated and corrected locally as Circuit Activity Reports are transmitted to the DPC until a replacing Circuit Activity File is received.

3.09.3 The inventory of serving links should be verified at such times as visits are made to the private service customers. There should also be an annual verification of the inventory of serving links made each July by the STC which is responsible. Toll circuit layout record cards or similar records available at each STC shall be used to determine the number of serving links.

3.12.1 On Private Services furnished to Federal Aviation Agency Air Route Traffic Control Center (FAA-ARTCC), Air Traffic Communications Station (ATCS), and Radar Approach Control (RAPCON) type installations, the Serving Link is that portion of the circuit from the customer's station (including PBX's and 300-type switching machines) to the nearest Class 4 or higher rank toll office or the Serving Test Center if there is no Class 4 or higher rank toll office between the STC and the customer's station. In no case is the switching equipment at the FAA or analogous premises to be considered as an STC or Class 4 or higher rank toll office. Such installations are classified as a large PBX.

(a) Trouble located in the switching apparatus on customer's premises which is permanently associated with or connected to a Private Service circuit shall be classified as a serving link

trouble in the Customer Location District. Such troubles shall be coded station apparatus (ST) on the E-4220 Private Service Report.

(b) Trouble located in the switching apparatus on customer's premises which is not permanently associated with or connected to a Private Service Circuit shall be referred to the Plant Service Center (PSC) responsible for gathering such reports and summarizing on the Customer Trouble Report Summary, Form SW-6395 (E-2700). In cases where the STC is also performing the functions of a PSC for this type installation, the employee receiving the report shall prepare a Trouble Ticket, Form SW-6900, mail the original and duplicate copies to the PSC and retain the triplicate copy.

(c) When a report is received in the STC concerning a service for which the STC is not responsible (such as loop or station trouble beyond the switching system on a customer's premise) the report shall be relayed to the responsible Plant Service Center where it will be counted as a customer report. A Private Service Report, Form E-4220, shall be prepared in the STC and classified information (INFO). Reports from stations in Independent Company territory should be handled in this manner where the Independent Company has designated its Plant Service Center as control. No Serving Link shall be counted if the Independent Company takes reports at its PSC.

(d) When a report is received in a PSC concerning a service for which it is not responsible (such as apparatus trouble on customer's premises permanently associated with or connected to a Private Service included in the Private Services Results Measurement Plan) the report shall be relayed to the responsible Serving Test Center where it will be counted as a customer report. A Trouble Ticket, Form SW-6900, shall be prepared in the PSC and

classified as Code 3 - Customer - Received for Another Center (Cust-RAC).

an STC which acknowledges that the trouble shows in its STC or Serving Link.

#### 4. TYPES OF REPORTS

Add the following paragraphs:

4.05.1 Customer requests for "reruns" on Press teletypewriter circuits shall be handled as follows:

(a) Where trouble is indicated by garbled copy but no trouble condition is apparent when the request is received, classify the report as C-1 and TOK with minimum (1 minute) duration.

(b) If the customer indicates the "rerun" is needed because of trouble that would normally be coded to Customer Action (SC) or Customer Equipment (SE) and the trouble condition no longer exists, classify the report as C-1 and Customer Action or Customer Equipment as appropriate, with minimum duration.

4.12 (h) Data received in a circuit control office from an STC or other source concerning closed trouble reports or controlled circuit activity (other than open trouble cases) that is required by the control office for preparation of reports of overtime, lost time, trouble analysis, and other special reports and administrative procedures in connection with control office responsibilities.

#### 5. TROUBLE CLASSIFICATIONS

Substitute the following for paragraph 5.07 (b):

5.07 (b) The trouble case is Referred Out to the Control Office which, as a result of tests or other indications, acknowledges that the trouble condition exists. The Control Office, in turn, may only refer out the trouble case to

Substitute the following for paragraph 5.07 (c):

5.07 (c) The office to which the trouble is referred shall prepare a Private Service Report, Form E-4220, as a Referred In Report. This report shall include all applicable information concerning the trouble case and identification of the STC referring the report, initials of the person from whom the report was accepted, and the serial number of the trouble report at the distant STC.

Add the following paragraph:

5.07 (d) The office passing a trouble case to another STC or Control Office (Referred Out) shall indicate the location (city) of the office accepting the report, office identification (such as Telephone, Telegraph, No. 3, etc.), initials of the person accepting the report, serial number of the trouble report at the distant office, and date and time the trouble case was referred out. This information shall be entered on the "Referred To" line of Form E-4220. Abbreviations may be used where possible.

#### 6. DURATION AND CLEARING TIMES

Add the following paragraph:

6.01.1 It is the intent that Non-Service Affecting cases would be those primarily caused by defective apparatus or where maintenance is not good such as broken glass on teletypewriters, ragged cords, loose or ragged wiring, etc. When a customer wants the color or finish of properly maintained apparatus changed to harmonize with other furnishing, or wants the apparatus moved because of remodeling, etc., the report should be referred to the Commercial Department for handling and the report classified as INFO.