

SPECIAL SERVICES
MECHANIZED RESULTS MEASUREMENT PLAN
DEFINITIONS

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1. GENERAL

1.01 This section describes the definitions used for recording, classifying and summarizing trouble reports and troubles on Special Services covered by this plan. The procedures to be followed are discussed in other sections.

1.02 This section is reissued as part of a general revision in the Special Services Measurement Plan.

1.03 The definitions in this section apply to the Special Services Results Measurement Plan and do not replace or supersede definitions used in other sections.

2. SPECIAL SERVICES

2.01 A Special Service denotes the channels, channel termination and station equipment furnished to a customer as a unit between two or more specified locations. Each Special Service should be individually and distinctly identified by a common number applied to all its parts, including the station, local channels and

intercity channels, as outlined in other Bell System Practices. There may be exceptions to this numbering rule.

Example: Western Union V.F. systems should be considered as one circuit from customer location to customer location even though different sections of the circuit use separate identifications.

2.02 The Special Services covered by this plan are those assigned to a Serving Test Center and equipped with an amplifier, repeater, regenerative device, (excluding "E" type repeater and Dial impulse repeaters) or carrier in any part of the circuit design.

2.03 Serving Test Center responsibilities can be found in BSP 660-005-011 "Special Services—Office Responsibilities."

2.04 Special Services are separated into Telephone and Telegraph Categories as follows:

(a) Telephone—Services which utilize a facility capable of transmitting voice band frequencies, as a minimum, and including services which require a facility capable of transmitting frequencies above the voiceband. Typical services in this classification are:

- Private Line Telephone
- Private Line Data, including Wideband (excluding, common user networks)
- Telephotograph (Facsimile)
- Alternate Services
 - telephone/telegraph
 - telephone/data
- Control Channels
- Remote Metering
- Foreign Exchange

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Leased channels for use with Customer Provided Equipment

Western Union, CNCP in Canada

(b) Telegraph—Services which utilize a facility capable of transmitting signals which range from low speed pulse transmission up to and including, 150 Bauds. Typical services included in this classification are:

Private Line Telegraph—60, 75, 100 or 150 speed

Private Line Data

Control Channels

Telemetry

Leased channels for use with Customer Provided Equipment

2.05 Control and signaling circuits provided as an integral or auxiliary function of a telephone service are not considered telegraph services.

2.06 Special Services which utilize a facility capable of transmitting voice band frequencies, but whose total usage is limited to speeds up to and including 150 Baud operations at the customer location are considered to be telegraph services.

2.07 Telephone and Telegraph Special Services results are further classified as follows:

(a) Combined—The combined category includes all Special Services covered by this plan.

(b) Priority 1—The Priority 1 category includes all Special Services which have been assigned a Restoration Priority Rating of 1A, 1B, 1C, 1D, 1E, 1F, or 1G.

2.08 A list of typical Special Services and their codes, as used for circuit identification purposes, is included as Appendix 1 of this section.

2.09 The following types of Special Services, although meeting the design requirements as outlined in 2.02 are excluded from this plan:

(a) Temporary Special Services when contracted for 1 month or less.

(b) Television Services where the customer uses the facilities for the purpose of telecasting. (Includes ETV, CATV, Closed Circuit TV and Picturephone).

(c) Program Services where the customer uses the facilities for the purposes of radio broadcasting.

(d) Toll Terminal Service (L.D. Terminals)

(e) Access Lines and Inter-Machine Trunks associated with Switched Service Networks. Switched Service Networks are described in other Bell System Practices.

(f) Plant operational circuits provided exclusively at Plant test locations to facilitate the operation and maintenance of telephone plant. (Order wires, switching control circuits etc.)

(g) Switched Wide Band Data circuits.

(h) Switched Wide Band Data circuits associated with common User Networks and those that terminate in a switch at both ends.

3. TERMINOLOGY

TELEPHONE COMPANY

3.01 The term Telephone Company as used in this practice includes the Bell System and Independent Telephone Companies cooperating together in providing Special Services.

SERVING TEST CENTER PLANT

3.02 Serving Test Center Plant is the plant within a STC. It is the part of the plant or equipment which is under the testing responsibility of the STC. It consists of equipment used to interconnect Special Service facilities in the Serving Link to the Inter-STC Plant, or to interconnect two or more Serving Links for stations served by the same STC. Serving Test Centers shall classify troubles in their offices as STC troubles.

3.03 Examples of equipment considered Serving Test Center Plant are:

(a) Four-wire bridges or pads with associated jacks and repeater equipment.

(b) Repeaters with associated coil and signaling equipment except as discussed in paragraph 3.05 of this section.

(c) Appearance on frames, terminal strips, test panels, equipment jacks at repeaters, V.F. patch bays, etc. in the STC.

(d) In the case of DC telegraph layouts, it includes all equipment between the incoming and outgoing distributing frames of the STC. STC plant includes such equipment as D.C. line repeaters, regenerative repeaters, coupling units or equivalent, hub circuit, telegraph line terminals, jack at telegraph test boards, etc.

3.04 Serving Test Center Plant does not include telephone carrier terminals, telegraph carrier terminals, MOD and DEMOD jacks at the carrier, and IN and OUT jacks at the repeater which are part of the Inter-STC Plant.

SERVING LINK

3.05 The following paragraphs define a Serving Link for the purpose of classifying troubles and developing the measurement base. Each STC will count the Serving Links on Special Services for which it is the STC. An STC serving both the near-end and far-end stations on a Special Service will count both Serving Links.

3.06 On two point and multipoint Special Services, the Serving Link is that portion of plant from the MDF or equivalent at the STC serving a station, to and including the customer's station. When the STC serving a station is "off-line", the Serving Link is that portion of plant extending from the MOD-DEMOD or repeater IN-OUT jacks (or the equivalent on telegraph services) at the "on-line" Toll Testroom or Central Office nearest the customer (See Figure 1.). The Serving Link includes all facilities and equipment, regardless of ownership or accounting classification, from the customer's station, back to the STC, Toll Testroom, or Central Office. Where two or more stations at a customer location each have separate outside plant facilities to the STC or to a bridging point located in a Telephone Company building, each set of facilities are considered as separate Serving Links. Where two or more stations at a customer loca-

tion have a common facility back to the STC, one Serving Link shall be counted (See Fig. 2.).

Note: Facilities used for opposite directions of transmission in providing service to one Customer's Station, such as full duplex telegraph or 4 wire telephone facilities, are not regarded as separate facilities in the sense discussed in the above paragraph.

3.07 On Foreign Exchange Services covered by this plan, the Serving Link at the station of "Closed-End" portion of the circuit shall be determined in accordance with 3.06. In addition, one link count is to be taken for that portion of the circuit which connects the "Open-end" STC, to the dial tone office. (See Fig. 3.)

INTER-STC PLANT

3.08 Inter-STC Plant is defined as follows: (See Fig. 4.)

(a) Inter-STC Plant includes the facilities and equipment used for Special Services and which interconnect the STCs serving the stations on the same Special Service.

(b) When the designated STC is "off-line" at the end of a Special Service, Inter-STC Plant includes the carrier or repeated facilities between Toll Testrooms or Central Offices and the distant STC.

(c) When the designated STCs are "off-line" at both ends of a Special Service, Inter-STC Plant includes the carrier or repeated facilities between Toll Testrooms or Central Offices at each end of the service.

4. TYPES OF REPORTS

TROUBLE REPORTS

4.01 A trouble report is any notice, concurrent with the trouble, which indicates one or more of the following conditions.

(a) Difficulty or dissatisfaction with the performance of a Special Service.

(b) Improper functioning of telephone company maintained equipment or facilities associated with a Special Service.

(c) Dissatisfaction with the physical condition or appearance of telephone company maintained equipment or facilities associated with a Special Service.

CUSTOMER REPORTS

4.02 A Customer-Direct Report is a trouble report received in a Serving Test Center directly from a customer or his representative. A Telephone Company employee who encounters trouble with his Special Service is considered as a customer. Any trouble report given to an STC by an employee on these services is to be classified as a Customer Report.

4.03 A Customer-Relayed Report is a trouble report received in a designated STC (on the circuit) from another Plant Office or any other employee, who has received a trouble report directly from the customer or his representative.

Some examples of condition where customer reports shall be relayed are:

(a) A station repairman who receives trouble reports directly from a Special Service Customer and relays them to the STC.

(b) A Special Service customer who reports a trouble to a STC or other Plant Office which is not a designated *STC* on the circuit. The office taking the report must then relay it to the designated STC where it will be counted as a Customer Report. If the report is an Initial Customer Report, the STC shall compute duration starting with the time it was received in the first office.

(c) When separate groups are responsible for handling reports on Telegraph and Telephone services, a customer's report may be received by a telephone group regarding the operation of a service measured in the telegraph portion of the plan. In such cases the telephone group will relay the report to the telegraph group where it shall be treated as an Initial Customer Report. The reverse applies when a report is received by a telegraph group regarding a telephone service.

4.04 The relaying of Customer Reports from one STC to another may only occur when the STC receiving the report is not a designated STC on the reported circuit.

4.05 Reports from customers about alarms or signals on a telephone company special services located at their premises shall be counted as customer reports.

INITIAL CUSTOMER REPORT (C1)

4.06 An Initial Customer Report is a customer direct or customer-relayed trouble report received in a STC on the circuit at a time when no other previous customer reports from that location concerning the same difficulty remain unclosed. The closing of a report is discussed in detail in Part 6 of this section.

4.07 Trouble reports from a customer about unrelated troubles should be considered as separate Initial Customer Reports. They may run concurrently and be closed independently of each other.

4.08 Trouble reports received from customer in the contiguous United States or Canada either direct or relayed, on services extended overseas on Telephone Company facilities or facilities provided by common carriers or other administrations which are not part of the telephone company, should be classified as Initial Customer Reports. Detailed instructions on handling of trouble reports on overseas circuits may be found in Part 7 of this section.

REFERRED IN REPORT (RN)

4.09 A Referred in Report is a trouble case, which is received by an STC, Sub Control or Control Office, from another STC for further trouble clearing action. The following variations and exceptions should be noted:

(a) A Referred In Report which is passed on to another STC, (Referred Out) shall be considered as an assist and the trouble report should be coded as INFO. This only applies to Circuit Control and Sub Control Offices who accept Referred-In Reports from non-control STCs for further sectionalization.

(b) A Referred In Report received by an STC shall be coded INFO if that STC has either an Initial Customer Report from its own customer or a previous Referred-In Report concerning the same trouble case on the same Special Service Circuit. In effect, multiple Referred-In Reports are not counted.

EMPLOYEE REPORT (C4)

4.10 An Employee Report is any trouble report received in an STC from an employee who detected a trouble-causing condition while

performing his duties and independent of any contact with a customer. Employee reports are valid only when no subsequent C-1 or RN (as a result of a C-1 report from another point on the circuit) reports are received. C-1 and RN reports take precedence over C-4 reports. A C-4 report referred to another STC for clearance must be clearly defined as such so that the RN office may code the report as C-4.

INFORMATIONAL REPORT (INFO)

4.11 Information is the classification given to a Special Services Report under the conditions listed below:

- (a) Referred In Reports which become Referred Out Reports. (Circuit Control or Sub-Control Offices only).
- (b) Referred In Reports to an STC which has either a customer report from its own customer or a previous Referred In Report concerning the same trouble case on the same Special Service circuit.
- (c) Reports received from foreign carriers (non-telephone company administrations outside of the contiguous United States and Canada) which are classified Test OK.
- (d) A Customer Report received in a Toll Testroom, Central Office or Plant Service Center which is not on the circuit being reported. The report shall be relayed to an STC on the circuit where it will be counted as a Customer Report.
- (e) A Customer Report received in an STC concerning a service for which no STC is responsible. This report shall be relayed to the responsible test center where it will be counted as a Customer Report under the appropriate measurement plan.
- (f) Other customer contacts which are not Initial Customer Reports, nor releases for maintenance or other work.
- (g) Referred In Reports at the "open end" STC on Foreign Exchange and Centrex type services, where the trouble is ultimately sectionalized to equipment or facilities not permanently associated with the Foreign Exchange or Centrex Circuit.

(h) After the fact reports where the customer clearly indicates there was a trouble condition that had cleared out before he called the Telephone Company. This does not include reports of hits or similar types of troubles on telegraph or data circuits usually considered a continuing trouble condition requiring investigation.

(i) On dial tandem networks where on a subsequent attempt, the customer did complete a satisfactory connect. Such reports will be charged to the first choice trunk of the network.

RELEASE REPORT

4.12 Release—Maintenance is the classification used to record a release period granted by a customer, at the request of Plant forces, to perform scheduled routine maintenance.

4.13 Release—Other is the classification used to record a release period granted by a customer, at the request of Plant forces, to perform circuit work other than scheduled routine maintenance. Typical work in this category would include circuit rearrangements, equipment modifications or service order activity.

Note: A release is a definite period of time during which a customer releases the equipment and/or facilities for planned work, other than for clearing a reported trouble. If a release period coincides with a period during which there is an unclosed trouble report, the time required to correct the condition is part of the measured duration of the trouble case. If the customer requests but is unable to use the circuit at the end of a release period, a customer report should be initiated.

5. TROUBLE CLASSIFICATIONS

NONCLASSIFIED (NC)

5.01 Nonclassified is the disposition given to an Initial Customer report, when no other trouble classification is appropriate, or when the trouble which originally caused the report has been recorded on another Special Service Report ticket in the same STC.

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5.02 A Referred In Report may not be coded Nonclassified. If the final disposition is Nonclassified the STC with the C1 report must be advised to reclassify his ticket from Referred Out to Nonclassified.

5.03 Some examples of Nonclassified cases are as follows:

(a) Several Customer Reports may be received by an STC from different stations on the same Special Service circuit and all of the reports are found to be due to the same cause. All such reports are counted as C1's and the Duration is measured on each. Only one ticket covering the report is given a disposition as Referred Out (RO), Inter STC (IS), or coded as a trouble in the territory. All of the other tickets due to the single cause are given Nonclassified disposition and cross-referenced to the ticket showing the trouble code. However, when the first of a group of several reports from different points on the same special service circuit is coded Test OK, the Nonclassified disposition is not used. Since there is no assurance that all reports are due to the same trouble, all are coded Test O.K.

(b) An Initial Customer Report received by an STC after the receipt of a Referred In Report about the same case is given an NC disposition.

(c) On Foreign Exchange and Centrex type Service, an Initial Customer Report which proves to have been generated by trouble which locates in, or is sectionalized to, facilities or equipment which are beyond those permanently associated with the Foreign Exchange or Centrex circuit, is given an NC disposition. Also included is all equipment common to other customers in a Central Office switching unit.

(d) On Dial Tandem Networks, an Initial Customer Report which proves to have been generated by trouble which locates in, or is sectionalized to, non-network facilities, is given an NC disposition. Non-network facilities include those which are common to other customers in a Central Office switching unit. (Dial Tandem Networks are described in Part 7 of this section.)

(e) On Special Service circuits extended to locations outside the contiguous United States and Canada, troubles outside of Continental boundaries are given a Nonclassified disposition. (Overseas Special Services are described in Part 7 of this section.)

REFERRED OUT TROUBLE (RO)

5.04 A Referred Out Trouble is a case resulting from an Initial Customer or Employee Report which is Referred Out by an STC to another STC on the same Special Service, or to the Control, or Sub-Control Office for the Special Service, under the following conditions:

(a) A trouble case may be Referred Out to another STC which, as a result of tests or other indications, acknowledges that the trouble shows in its STC or Serving Link.

(b) A trouble case may be Referred Out to the Circuit Control or Sub-Control Office for further sectionalization under the following conditions:

(1) The STC receiving the report must determine that the trouble does not locate in the Serving Link or the STC before referring the trouble to the control or sub control office. When accepting the trouble from the STC, the control offices initial test should be to determine if the trouble is between the STC and the control office.

(2) If an STC does not have testing access, tests with an "on-line" Central Office should be made before a trouble case is Referred Out to the Control or Sub-Control Office for further sectionalization.

5.05 The Control or Sub-Control Office in turn, may only refer out the trouble case to an STC which acknowledges that the trouble shows in its STC or Serving Link.

5.06 The STC to which the trouble is finally referred shall accept the Report as a Referred In Report.

5.07 In no instance shall a trouble case between an STC and the station served by that STC be classified as Referred Out.

INTER-STC TROUBLE (IS)

5.08 An Inter-STC Trouble is a case which is sectionalized between STC, both of which serve stations on the same Special Service Circuit.

5.09 When an STC is "off-line" that is, does not have testing access to a Special service, as discussed in 3.08 and illustrated in Figure 4, trouble cases between the off-line STC's Serving Link and an on-line STC serving a station on the circuit are classified as Inter-STC troubles. Troubles between Serving Links are classified as Inter-STC when the stations at both ends of a Special Service are served by "off-line" STCs.

SERVING LINK TROUBLE

5.10 *Station Apparatus (ST)* is the designation used in classifying Serving Link troubles due to failure of Telephone Company maintained equipment on the customers premises except troubles located in selective signaling and switching systems. These are measured in a separate category defined in 5.11.

(a) On Telegraph Services, it includes troubles located in teletypewriter apparatus, carrier channel deriving equipment located on customer's premises, D.C. Telegraph Subsets on customer's premises, drop and inside wiring, house cable used in lieu of inside wiring, etc.

(b) On Telephone Services, it includes troubles located in telephone instruments (hand sets, head sets, wall sets, signaling equipment transmitters, receivers, induction coils, dials, buttons, key cords, data sets, etc., that are associated with the instruments on a Special Service), PBXs, radio transmitters and receivers at ground stations on services terminating in a radio outlet, carrier channel deriving equipment located on customer's premises, drop and inside wiring, house cable used in lieu of inside wiring, etc.

5.11 *Selective Signaling and Switching Systems (SS)* is the designation used to classify Serving Link Troubles on the following types of services provided by the telephone company.

(a) *Telegraph*—It is used to classify troubles in signaling apparatus and common switching equipment associated with teletypewriter switching centers located on customers premises.

(b) *Telephone*—It is used to classify troubles in Central Office or other switching equipment permanently associated with a Foreign Exchange (FX) circuit at the dial tone Central Office (open end). Examples of such equipment include cross connections, line and cut-off relays in Step by Step Central Offices, line link and frame equipment in X-bar Central Offices, and line equipment networks in ESS Central Offices.

5.12 *Toll-Type Facilities (TP)* is the designation used in classifying Serving Link Troubles which locate in or are associated with carrier facilities, intercity or interoffice physical conductor facilities equipped with amplifiers or repeaters and generally considered toll-type, and equipment used to interconnect such facilities.

(a) On Telephone Services it includes troubles which locate in or are associated with (1) carrier channels, (2) intercity or interoffice physical conductor facilities equipped with amplifiers or repeaters and (3) equipment associated with or used to interconnect such facilities. Such equipment includes ringers, single frequency signaling units; etc, not located on customer's premises.

(b) On Telegraph Services it includes troubles which locate in or are associated with (1) carrier telegraph system troubles, (2) D. C. Telegraph Facility Troubles that locate in intercity or interoffice facilities equipped with repeaters and generally considered toll-type and (3) equipment used to interconnect such facilities. Such equipment includes cable and open wire repeaters, carrier channel deriving equipment other than that located in the STC or on customer's premises.

(c) Troubles on Carriers with One Terminal at the Station or intermediate office will be sectionalized to a carrier terminal or to

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physical conductors and the following designations used in classifying the troubles:

The carrier terminal at the STC is designated STC Plant.

The carrier terminal at the station is designated Station Apparatus.

Carrier terminals between the STC and the served station are classified Toll-Type Facilities.

5.13 Local Facilities (LF) is the designation used in classifying Serving Link Troubles which locate in or are associated with non-repeated physical conductor facilities from the STC to the point of connection with the local drop and inside wiring. This category includes all Serving Link Facilities not defined as Toll-Type.

5.14 Independent Company (ICO) is the designation used in classifying those Serving Link Troubles which are located in or associated with equipment or facilities maintained by an Independent Telephone Company other than the STC Company. No distinction is made between toll plant, local plant and station equipment. However, Customer Action and Customer Provided Equipment cases should always be coded as such and not Independent Company.

5.15 Found OK (K) is the designation used when a trouble is referred to a Plant Service Center (or other station maintenance forces) and the trouble cannot be isolated to one of the found trouble classifications (including Customer Action and Customer Provided Equipment) associated with the Serving Link, or if no trouble was found by the repair forces.

SERVING TEST CENTER

5.16 Test OK (T) is used when the reported trouble cannot be verified, no trouble condition can be detected, no cause for the trouble can be established, and no situation exists which requires further investigation.

5.17 Came Clear (CC) is used when the reported trouble is verified through testing, monitoring, or some other test center procedure, but subsequently disappears before being sectionalized to a portion of Plant having a specific

trouble classification. If, through testing a trouble is definitely sectionalized to one of the other trouble classifications defined in this section and comes clear before the exact cause is found, the trouble shall be coded to that classification.

5.18 Serving Test Center Plant (STC) is the designation used in classifying troubles due to either physical plant failure or operational activities in the STC Plant.

5.19 Customer Action (CA) is the designation used in classifying Serving Link Troubles which are definitely proven to have been generated as a direct result of improper operation of the service involving equipment which is maintained by the Telephone Company or loss of commercial power. It is intended that these reports will be analyzed and that action will be taken to eliminate the causes. Such action might involve direct consultation between STC forces and the customer or through the Network Manager or Customer Training Group.

5.20 Customer Provided Equipment (CPE) is the designation used in classifying Serving Link Troubles which are determined to have been generated as direct result of trouble in, or improper operation of, equipment and facilities which are not maintained by the Telephone Company. Such equipment and facilities include customer provided data sets, business machines, and metering equipment. CPE is not limited to equipment or facilities at the station location. CPE includes facilities provided and maintained by the customer such as microwave radio and cable facilities.

6. DURATION AND CLEARING TIMES

CLOSING A REPORT

6.01 The intent of this plan is to have the measured periods reflect the time during which Telephone Company forces were involved in service restoration or trouble clearing activities on facilities or equipment provided by the Telephone Company.

6.02 Certain reports require special considerations. They are:

- (a) Concurrent Troubles on Multipoint Circuits—On multipoint circuits concurrent trouble cases may exist, some of which may

prevent the reporting station from making use of the circuit and some which may have no effect on this usage. When a report of dissatisfaction with proper functioning of the circuit indicates transmission or other difficulty with certain designated points on the circuit, the report may be closed when communications is restored to these stations.

(b) Temporary OK—In the case of troubles cleared by temporary measures such as patches, reroutes or interim repairs, the report should be considered closed when the temporary arrangements are completed. If a defective piece of equipment or facility is temporarily replaced with a spare unit for which the customer is paying a charge, the Duration continues until the difficulty on the unit involved is eliminated.

(c) Troubles in Customer Provided Equipment and troubles caused by Customer Action—will be closed and coded accordingly. The report and duration time will not be counted in the measurement plan. However, the trouble data will be forwarded to the DPC.

SUSPENSION OF TIME

6.03 Duration time may be suspended when service restoration or repair is halted for the following reasons:

(a) Circuit No Access—In cases where further testing and sectionalization would render all or part of a circuit inoperative, and the customer denies such access until a later time. When circuit access is again granted, to continue repair or trouble sectionalization, duration time resumes.

(b) Station No Access—In cases where tests indicate trouble at a station and no further trouble clearance action can be taken without access to the station, access has been requested but denied, and the customer understands his denial may delay service restoration. Duration may be suspended during the period such access is denied. This type of case would probably occur when trouble is reported just prior to the customer's close of business. In every such case, however, a reasonable attempt should be made to gain access immediately or at the earliest time possible.

When station access is again available, duration time resumes.

6.04 The duration and clearing times of non-service affecting trouble reports such as frayed handset or PBX cords, cracked glass, dented machine covers, chipped handsets, etc., may be suspended for a maximum of 22 hours, beginning 2 hours after receipt of a customer report if *all* of the following conditions are met:

(a) The customer is agreeable to postponement of the repair work.

(b) The report does not refer or relate to circuit transmission or equipment operation problems regardless of how minor.

(c) No safety hazard involved.

If the reported trouble has not been cleared within 24 hours of receipt of the report, duration and clearing times resume.

6.05 Procedures for indicating suspension of duration time on the mechanized Special Service Report, Form E-4220 may be found in Section 660-225-015.

DURATION

6.06 Duration is the elapsed time during which a C1, or RN report received at a STC remains unclosed. This period is used in compiling Duration Time and STC Clearing Time at an STC.

6.07 Duration of Initial Customer Reports is elapsed time from receipt of a C1 report until satisfactory service is again made available to the reporting location. It includes the time spent in relaying a report. Duration time does not end when a report is Referred out.

6.08 Duration of a Referred In Report is the elapsed time from receipt of an RN report at an STC until the trouble case in the territory is cleared and the Circuit Control Office or STC from which the report was received is advised.

6.09 The principles discussed in CLOSING A REPORT and SUSPENSION OF TIME apply to Duration.

STC CLEARING TIME

6.10 STC Clearing Time is the Duration of Serving Link cases, Test OK, Came Clear and STC Plant cases and includes Local Plant Clearing Time. STC Clearing Time does not apply to Nonclassified, Referred Out, Inter-STC, Customer Action or Customer Provided Equipment cases. NOTE—For index component purposes, Local Plant Clearing Times is subtracted from STC Clearing Time as shown in Section 660-225-014.

Local Plant Clearing Time

6.11 Local Plant Clearing Time (LPCT) begins when a serving link trouble is referred by an STC to the local forces responsible for clearing the trouble. The STC cannot refer the trouble until it has been sectionalized as follows:

- (a) to a central office,
- (b) to a facility section between central offices,
- (c) to the end section of the serving link from the last central office to and including the customers location. (See Fig. 7.)

The STC can refer the trouble to the local forces and start LPCT even though sectionalization has not been completed when:

- (a) It is necessary to dispatch a maintenance man to do further sectionalization.
- (b) local forces are not available to test with the STC.

LPCT ends when the STC returns the circuit to the customer for service. It is imperative that the STC test the circuit and return it to service immediately after having been notified by the local forces that the serving link trouble has been cleared.

6.12 LCPT is not counted in the following cases.

- (a) Customer Action and Customer Provided Equipment cases.
- (b) A Serving Link case which is closed by an STC without referral to a Plant Service Center or other Plant Forces responsible for clearing serving link troubles.

7. SERVICES REQUIRING SPECIAL CONSIDERATION

Special Services Terminating in a Radio Transmitter or Receiver (Radio Outlet)

7.01 Special Services terminating in a Radio Transmitter or Receiver (FR, GR and DR) are measured in this plan. The measured portion of the circuit includes all of the land line and the equipment at the ground radio station.

7.02 Each office which receives reports from a communication center (Ground Control Point or Dispatcher) is the STC for that station.

7.03 Each office having a branch off the main circuit to a ground radio station (Radio Remote Point) is the STC for that station and for aircraft or vehicles of the customer when they are in that area. The branch circuit shall be considered the serving link and will end at the ground radio station antenna. The air space and the equipment in the aircraft or vehicle of the customer are not considered a part of the circuit. Troubles in this section will be classified as INFO.

7.04 Reports involving radio channels provided by the telephone company used in lieu of landline facilities shall be considered as Inter-STC or Serving Link plant.

Dial Tandem Networks

7.05 A Dial Tandem Network is defined as follows: An arrangement whereby two or more "two-point" Special Services, covered by this plan, can be interconnected by dial switching equipment. The switching equipment is generally located at the customers premises, but may be, located in a Telephone Company Central Office.

7.06 Special procedures have been established for the handling of trouble reports on Dial Tandem Networks. These procedures are outlined in Figure 5 which shows a typical network. Numbers One to Six show the location of six separate trouble conditions. It is assumed that the customer at PBX A originated the report in each of the six cases. Duration Time, Clearing Time and Trouble Classification for each case will be as indicated in the figure.

7.07 Customer Trouble Reports, where the STC is unable to identify the circuit in trouble and the report is subsequently coded came clear, will be charged to the first choice trunk of the network.

7.08 These procedures apply within and between all companies having STC responsibilities on Dial Tandem Networks.

Circuits Extended to Overseas Locations

7.09 Facilities in Telephone Company under-seas cables which are contracted for by other common carriers (CO units, etc.) or, by indefeasible rights in such cables, shall be considered as a portion furnished by the other carrier in classifying troubles (See Fig. 6).

7.10 Satellite facilities, including the associated ground station equipment will be considered as a portion furnished by the other carrier.

7.11 On circuits extended overseas by Telephone Company short wave radio facilities and by common carriers or other administrations which are not part of the Telephone Company, any trouble report received from a customer in the United States or Canada should be classified as an Initial Customer Report. If the trouble is sectionalized to the microwave, underseas cable or landline portions of the Telephone Company facilities, the trouble case shall be processed in the usual manner. If the trouble is sectionalized to the portion furnished by other carriers or the portion assigned to Telephone Company short wave radio, the report should be coded NC and referred to the appropriate carrier or overseas radio terminal.

7.12 Trouble reports which meet the definition of TEST OK (T) under 5.16 will be classified as follows:

(a) If the trouble report is received from a customer in the United States or Canada, it should be counted as an Initial Customer Report and coded to Test OK.

(b) If a trouble report is reported to the Telephone Company by a foreign carrier or the overseas terminal, the ticket will be coded an INFO.

7.13 Trouble reports which meet the definition of CAME CLEAR (CC) under 5.17 will be classified as follows:

(a) If the trouble report is received from a customer in the United States or Canada, and comes clear before being sectionalized, it should be counted as an Initial Customer Report and coded Came Clear.

(b) If the trouble report is reported to the Telephone Company by a foreign carrier or overseas terminal and comes clear before being sectionalized the ticket will be coded INFO.

7.14 Except for trouble sectionalized in the United States and Canada, troubles should not be shown as Referred Out.

7.15 For the purposes of this Plan, the States of Alaska and Hawaii are considered as overseas locations.

Combined Services

7.16 A "Combined Service" is one on which the Bell Telephone Associated Company provides only a portion of the circuit, and the overall service is under contract to an Independent Company within the contiguous United States or Canada.

7.17 The following rules should be applied to Combined Services:

(a) The designated Control Office for the Telephone Company portion of circuit will accept trouble reports from either the overall circuit Control Office (Independent Company) or from the customer contracting for the service. These will be classified as Initial Customer Reports.

(b) If the trouble locates in the facilities provided by the Telephone Company, including local channels and/or equipment for which the Telephone Company has STC responsibility, troubles will be classified and duration time counted the same as for other Special Services.

(c) If the trouble locates beyond the demarcation point of the Independent Company and the Telephone Company facilities, the

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Independent will be notified via established contacts. Duration time will be stopped at the time of such notification and the trouble will be classified NC. This classification will apply even though subsequent information or overall tests indicates a trouble condition at the distant end. Troubles will not be classified as Referred Out to the Independent Company nor to the Bell System demarcation office.

(d) If the Independent Company received the Initial Report and though testing the trouble sectionalizes to other than Telephone Company facilities or equipment, the trouble ticket should be coded INFO. This INFO classification will also apply to Test OK and/or Came Clear reports where the Independent has the Initial Report.

8. MEASUREMENT BASE

8.01 The facilities (2-wire, 4-wire, etc.) from an STC to a customer's station are considered as one Serving Link. No count is taken for multiple station appearances. (With the exception of those cases outlined in para. 3.06 of this practice.)

8.02 On Serving Links terminated for use as Alternate Telegraph or Data Services, count one Serving Link under the telephone or the telegraph category. It shall not be counted under both categories.

8.03 On Tie Lines which terminate in Centrex equipment, count one Serving Link from the STC to the Centrex equipment.

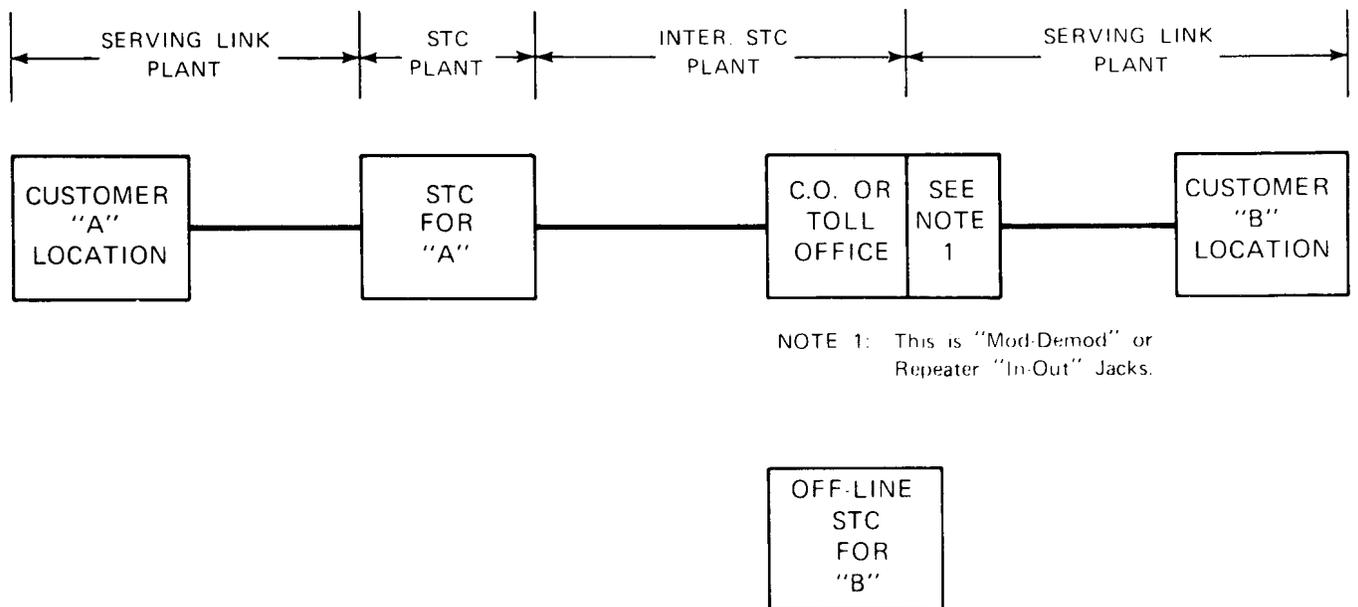


Fig. 1 – Serving Link Plant: Illustrating One End of Service Served by an "On-Line" STC and One End Served by an "Off-Line" STC.

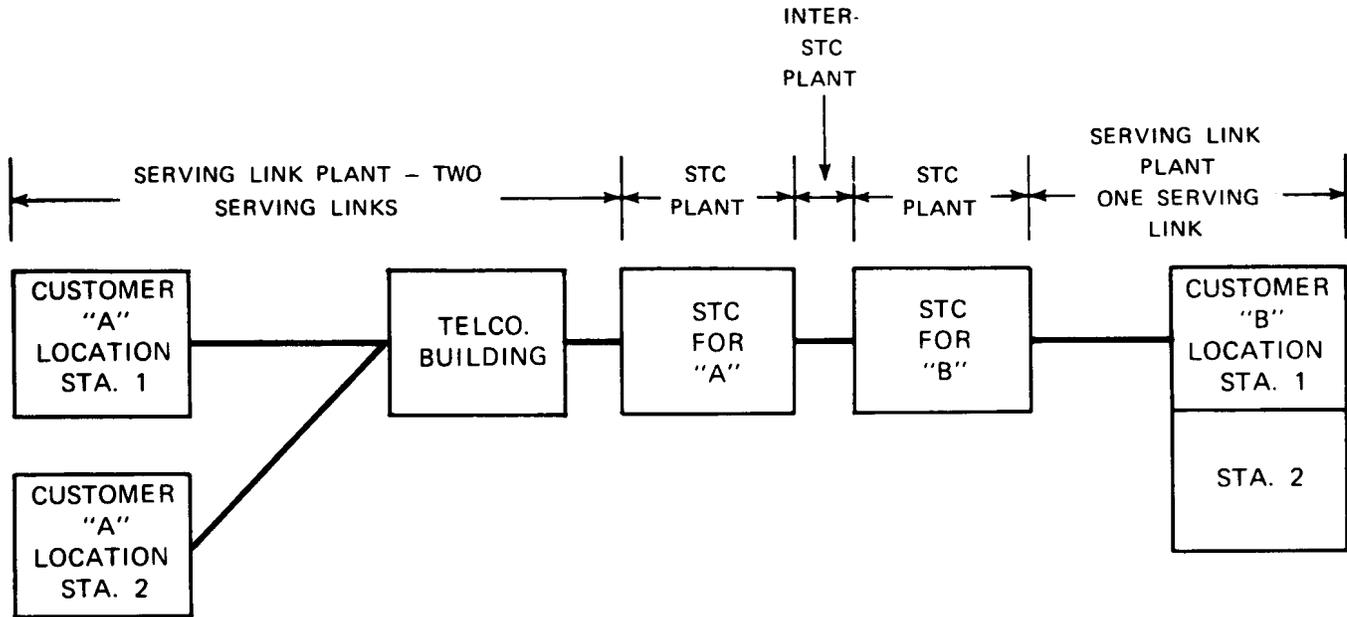


Fig. 2—Serving Link Plant: Illustrating Link Count with Two Stations at each Customer Location (One End Common Facility and One End Separate Facilities).

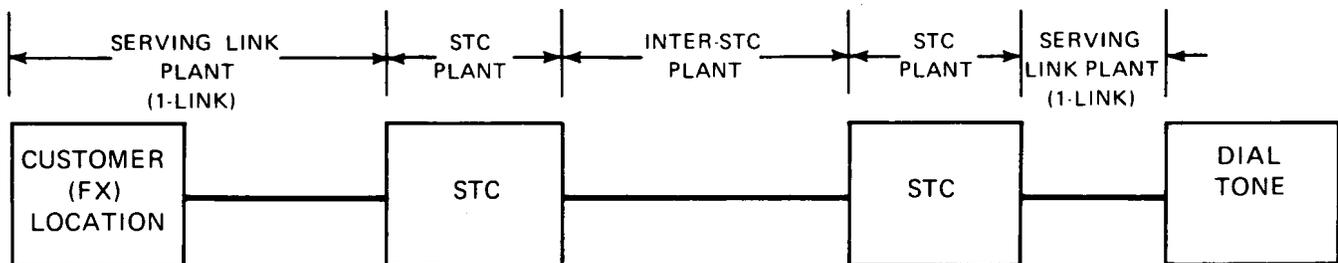


Fig. 3—Serving Link Plant: Illustrating Link Count for Foreign Exchange (FX) Service.

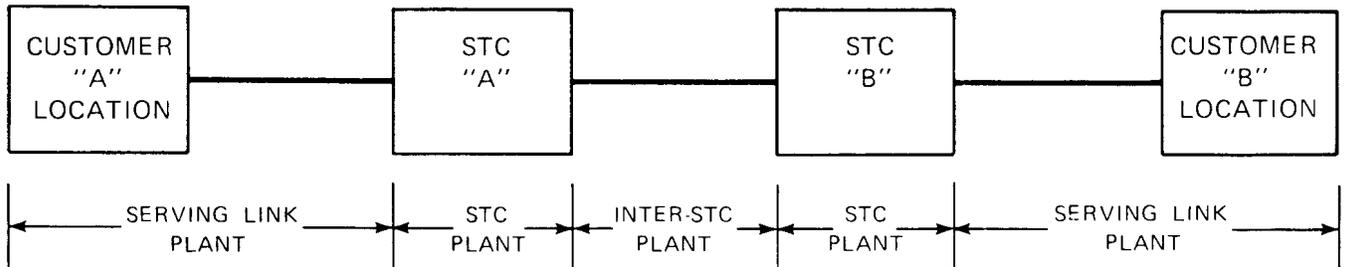
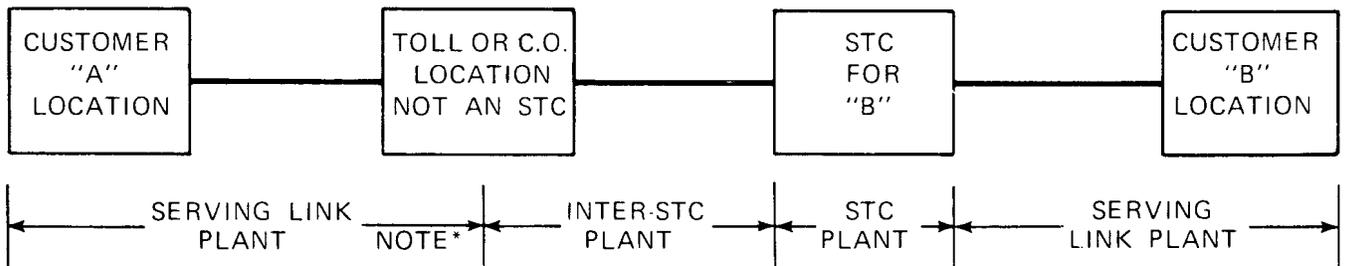


Fig. 4—Inter-STC Plant: Illustrating inter STC Plant between two on line STC's on the same Special Service



Note* "Mod.," "Demod." or Rptr. "In" & "Out" Jacks



Fig. 4A—Illustrating Inter STC Plant when STC for customer "A" is off line

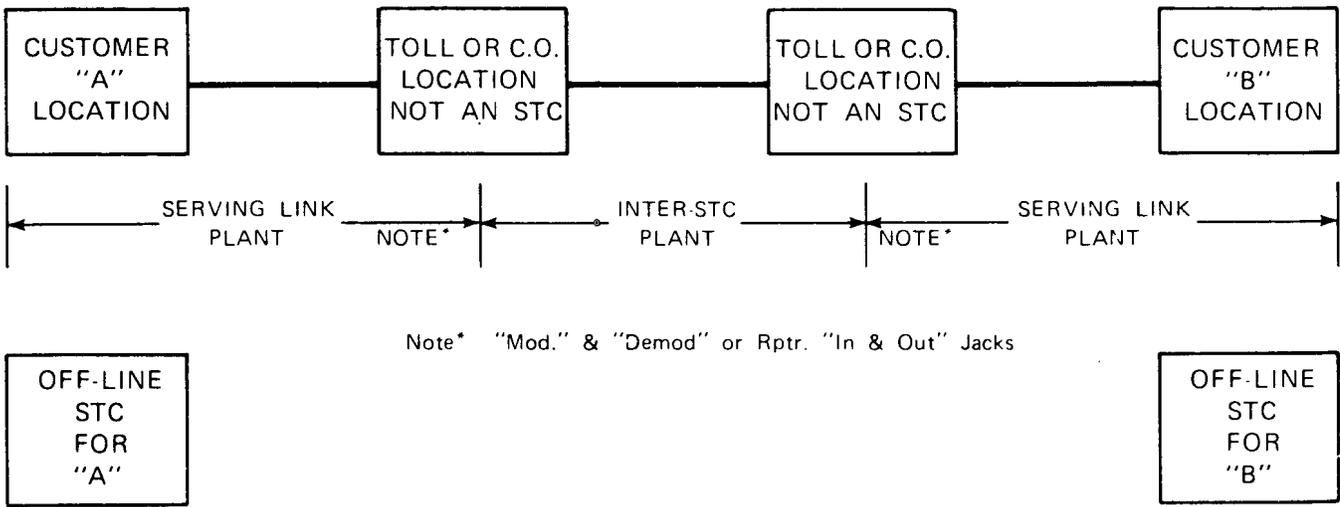


Fig. 4B—Illustrating Inter STC Plant with both STC's off line

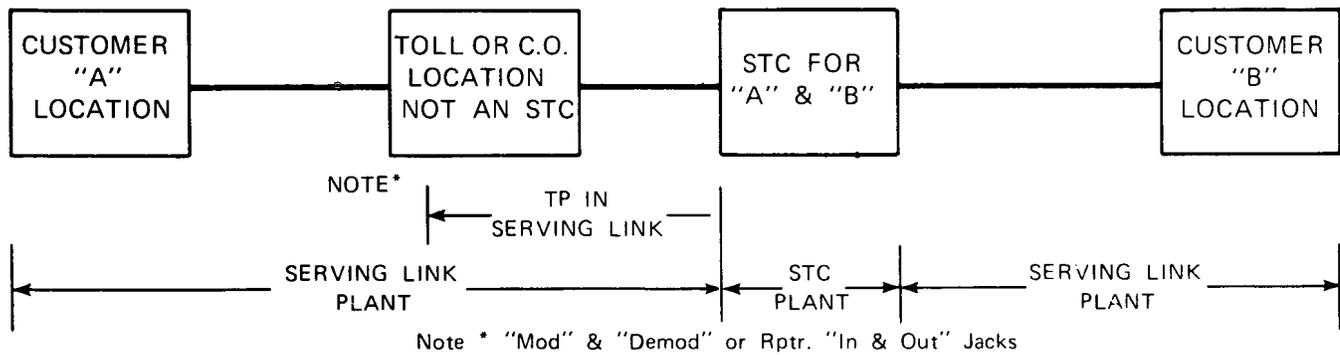
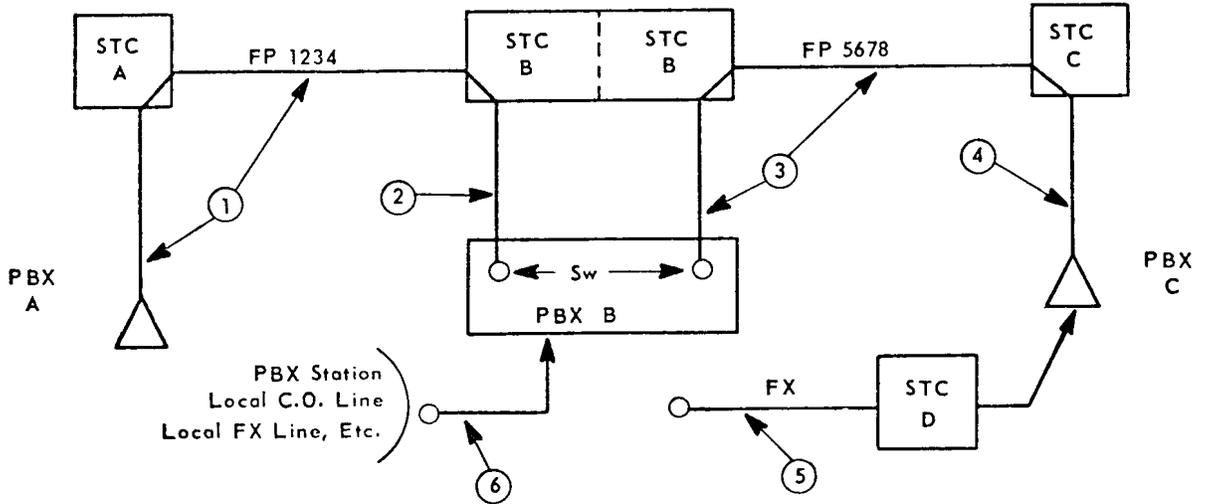


Fig. 4C—Illustrating Toll Type Facilities in the Serving Link



| | Case 1 | Case 2 | Case 3 | Case 4 | Case 5 | Case 6 |
|--------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|--------|
| STC A | | | | | | |
| Report | C1 | C1 | C1 | C1 | C1 | C1 |
| Tbl. Code | Tbl. Code | RO | RO | RO | RO | NC |
| Duration | Until Circuit Restored | Until Circuit Restored | Note 1 | Note 1 | Note 1 | Note 2 |
| STC B | | | | | | |
| Report | - | RN | RN | - | - | - |
| Tbl. Code | - | Tbl. Code | Tbl. Code | - | - | - |
| Duration | - | Until Circuit Restored | Until Circuit Restored | - | - | - |
| STC C | | | | | | |
| Report | - | - | - | RN | - | - |
| Tbl. Code | - | - | - | Tbl. Code | - | - |
| Duration | - | - | - | Until Circuit Restored | - | - |
| STC D | | | | | | |
| Report | - | - | - | - | RN | - |
| Tbl. Code | - | - | - | - | Tbl. Code | - |
| Duration | - | - | - | - | Until Circuit Restored | - |

Note 1: Duration time for the C1 report at STC A ends when the customer is again able to communicate with the terminal involved in the original report. Note that duration time ends even though an intermediate private line trunk may still be in trouble but has been removed from service. This assumes that there are multiple trunks in the group which will permit the call to be completed. If such is not the case, duration time of the C1 at STC A will continue until service is restored.

Note 2: Duration time for the C1 report at STC A ends when it has been determined that the trouble locates in "non-network" facilities and the appropriate maintenance group notified. The ticket is coded Non-Classified (NC) which means that, although no "Trouble Case In Territory" is coded, duration time is measured.

- Dial Tandem Networks - Disposition of Trouble Cases

Fig. 5

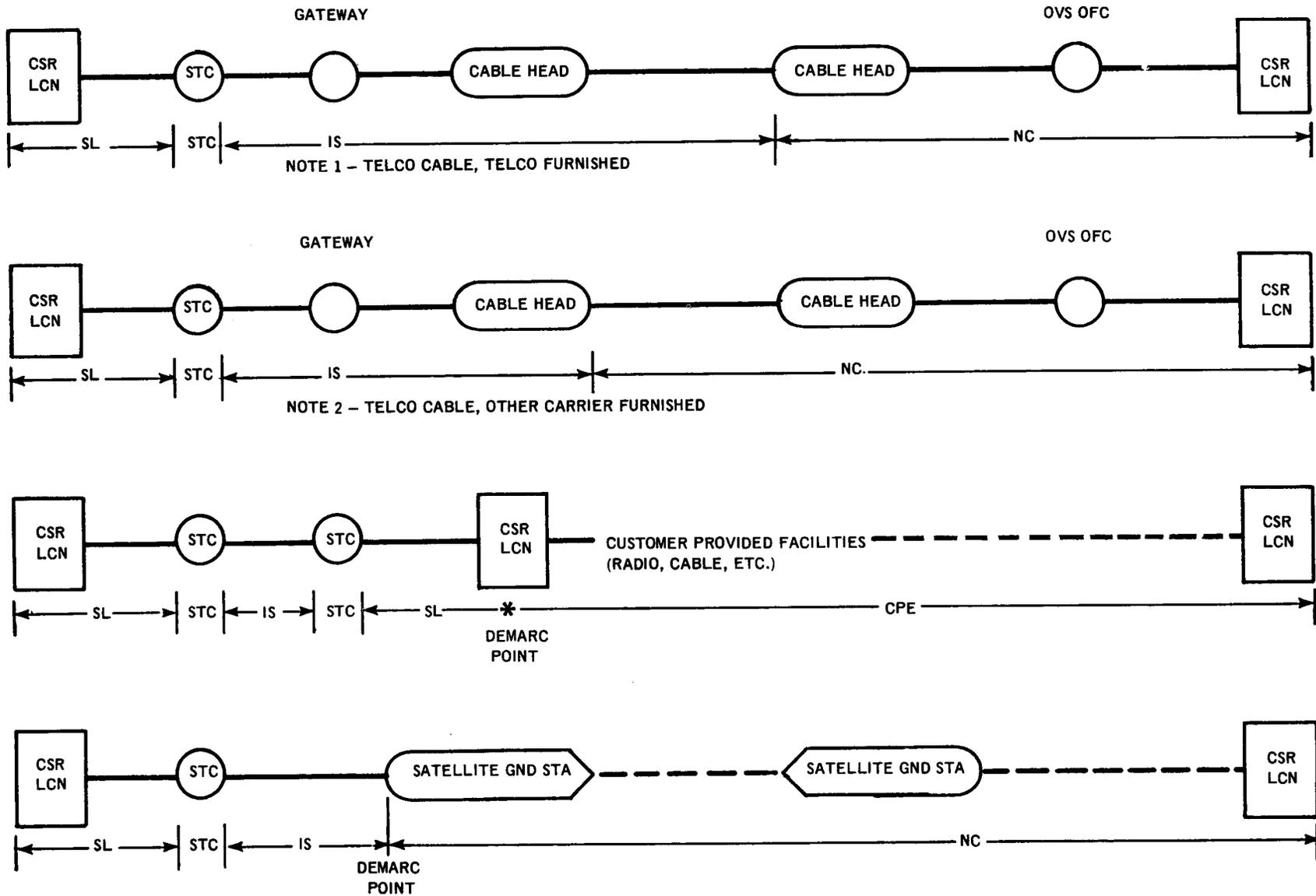


Fig. 6 For Overseas

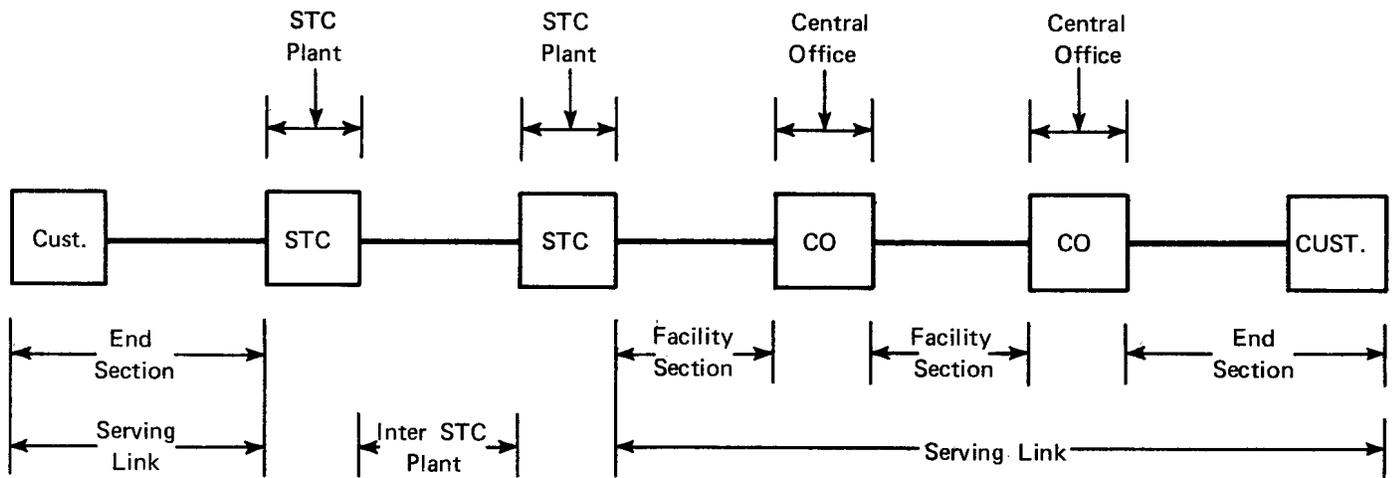


FIGURE 7

ILLUSTRATING COMPONENTS OF TYPICAL CIRCUIT
TO CLARIFY THE EXTENT TO WHICH
SECTIONALIZATION SHOULD BE CARRIED OUT

TYPICAL SPECIAL SERVICES

This appendix lists typical services in the telephone and telegraph categories of this plan.

Telephone

| Code | Description |
|------|---|
| CO | Channel Service (Leased Lines – Overseas) |
| DA | Alternate Full Period – Foreign Exchange – Dispatch |
| DD | Data circuit, sched. 4 or 5 (or equivalent) – Dispatch |
| DF | Facsimile – Dispatch |
| DL | Private Line – Dispatch |
| DM | Voice grade control channel or remote metering – Dispatch |
| DP | Full Period – Dispatch |
| DR | Full Period terminating in radio outlet – Dispatch |
| DX | Foreign Exchange – Dispatch |
| FA | Alternate Full Period – Foreign – Exchange |
| FD | Data circuit, sched. 4 or 5 (or equivalent) |
| FP | Full Period |
| FR | Full Period terminating in radio outlet |
| FX | Foreign Exchange |
| GA | Alternate Full – Period – Foreign Exchange – Gov't |
| GD | Data circuit, sched. 4 or 5 (or equivalent) – Gov't |
| GF | Facsimile – Gov't |
| GL | Private Line – Gov't |
| GM | Control channel or remote metering – Gov't |
| GO | Channel Service (Leased Lines – Overseas) – Gov't |
| GP | Full Period – Gov't |
| GR | Full Period terminating in radio outlet – Gov't |
| GX | Foreign Exchange – Gov't |
| PL | Private Line |
| TF | Telephoto or Facsimile |
| TL | Tie Line |
| VM | Voice grade control or remote metering |
| WF | Western Union Co. VF carrier layouts |
| WG | Western Union Co. VF carrier layouts |
| WM | Western Union Co. Voice Circuit – Military |
| WV | Western Union Co. Voice Circuit – Non-Military |

Miscellaneous Included In Telephone

| | |
|----|---|
| DW | Broadband (Wideband) channels for data, etc. – Dispatch |
| FW | Broadband (Wideband) channels for data, etc. |
| GW | Broadband (Wideband) channels for data, etc. – Gov't |
| WA | Western Union Co. – Circuit Sections (100-5000 Hertz, 50-8000 Hertz 50-15,000 Hertz) |

| Code | Telegraph |
|-------------|--|
| DB | Data circuits, sched. 1, 2, 3 (or equivalent)– Dispatch |
| DC | Telegraph grade control channel or remote metering– Dispatch |
| DT | Private Line– Dispatch |
| GB | Data circuit, sched. 1, 2, 3 (or equivalent)– Gov't |
| GC | Telegraph grade control channel or remote metering– Gov't |
| GT | Private Line– Gov't |
| M | Morse |
| TB | Data circuit, sched. 1, 2, 3 (or equivalent) |
| TC | Telegraph grade control channel or remote metering |
| TS | Teletypesetter |
| TT | Private Line |
| WU | Western Union Co.– Telegraph grade circuit |

Miscellaneous

| | |
|----|---|
| CS | Channel Service (Leased Lines)– To be classified as Telephone or Telegraph according to general service characteristics |
|----|---|