

PRELIMINARY

660-225-109

SPECIAL SERVICES SYSTEM SPECIAL OUTPUTS AND SUMMARIES

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1. GENERAL

- 1.01 This section covers the Special Services System Special Output Reports and Summaries produced by the DPC for company hierarchy and corporate management of SSS.
- 1.02 This section is part of a series concerning SSS.
- 1.03 Complete listings of reports and summaries produced by SSS, including distribution and appropriate BSP references, are provided on Attachment I of 660-225-102 and 660-225-106.

2. DESCRIPTION OF THE MAINTENANCE OF SERVICE CHARGE (MSC) MONTHLY SUMMARY (REPORT 070)

- 2.01 The MSC Monthly Summary provides statistical data tallied to company level by intra/interstate jurisdiction for each class of service.
- 2.02 The DPC generates this summary by scanning the previous months' trouble tickets for: variable field identifier "D" for MSC duration time, trouble code dispositions, and the inventory data base for CPE indicator 1, 2 or 3.
- 2.03 The following is an explanation of items on the MSC Monthly Summary, Report 070 (Figure 1).
 - A. REPORT FOR - DPI code and name of organization receiving report.
 - B. PERIOD ENDING - month, day, and year period covered by report ended.
 - C. COMPANY - company identifier and name i.e. 1 - Long Lines, A - New England Telephone, B - New York Telephone, etc.
 - D. INTRA/INTERSTATE - field 31 of the PCO Inventory Ticket E-6943-2.
 - E. CLASS OF SERVICE - two digit and four character abbreviation for each class of service.
 - F. NO CKT WITH CPE (Column A) - total number of circuits with CPE served links inventoried in the data base by state jurisdiction for each class of service.
 - G. NO. TOTAL REPAIR VISITS (Column B) - total number of troubles where the served link is inventoried as CPE and the dispatch indicator "Y" was circled.
 - H. NO. REPORTED BY CUSTOMER (Column C) - total number of customer reports (CR) and referred in reports (RN) on circuits with CPE.
 - I. NO. REPORTED BY EMPLOYEE (Column D) - total number of Auto Detect (C6) trouble reports on circuits with CPE.

J. NO. REPORTED BY OTHER (Column E) - total number of Info (3) trouble reports on circuits with CPE.

NOTE: Report types 7 and 9 are not tallied in Report 070.

K. NO. TELCO DISPOSITIONS (Column F) - tallied number of trouble codes on circuits with CPE for: ST (01), SVB (04), PCA (11), IS (21), IT (22), LF (23), TP (24).

L. NO. NOT FOUND DISPOSITIONS (Column G) - tallied number of trouble codes on CPE circuits for: CA (06), TOK (07), FOK (09), CC (17), NPC (29).

M. NO. U/CPE DISPOSITIONS (Column H) - total number of trouble code - unauthorized CPE dispositions - in that report period.

N. NO. A/CPE DISPOSITIONS (Column I) - total number of trouble code - authorized CPE dispositions - in that report period.

NOTE: the following trouble code dispositions are not tallied for this report: RO (10), INF (25), SQ (26), ER (31).

O. MSC AVG DURATION OF (Column J) - average time of service charge for each class of service is computed by dividing the total MSC duration (Dispatch in less dispatch out) by total number of U/CPE and A/CPE trouble codes.

$$\frac{\text{MSC duration}}{\text{U/CPE} + \text{A/CPE}}$$

E. TOTAL RECD - total number of records received for each record type.

F. TOTAL REJT - total records rejected by the DPC.

G. REASON TOTAL - numerical reject reason (RR) followed by the total number of rejects for that RR.

3. DESCRIPTION OF THE MONTHLY CUSTOMER PROVIDED EQUIPMENT (CPE) SUMMARY (REPORT 077)

3.01 The CPE Monthly Summary is a statistical document for Areas and above providing them with a trouble tally of customer reports (CR) and referred in reports (RN) on each class of service when CPE is involved on the served link.

3.02 The summary is divided into four (4) parts using the same columned format for each report summary.

A. CPE 1 - Other Common Carrier.

B. CPE 2 - CPE - direct connection.

C. CPE 3 - mixed indirect connection.

D. CPE 7 - Telco (no CPE).

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- 3.03 This summary shows total served links, for each CPE type, tallied to company level, and tallies trouble code dispositions to:
- A. Serving Link Troubles (on basis of CLD with trouble) ST (01), IT (22), LF (23), TP (24), CA (06), FOK (09), PCA (11), ACPE (12), UCPE (13).
 - B. SVB TROUBLES (SVB submitting ticket) - SQ (26), ER (31), IS (21), SVB (04), TOK (07), CC (17), NPC (29), INF (25), RO (10).
- 3.04 For the purpose of this summary, all classes of service have been reclassified into three (3) groups of services:
- A. Telephone - SS TPH (01), SPX TPH (02), IN and OUTWATS (03 & 04), Mobile (06), PL, SW, and WB DATA (08, 09, 10), DDS (11), and VIDEO (12).
 - B. Telegraph - SS TGH (07).
 - C. Switched Service Network - SSN (05).
- 3.05 Long Lines troubles are accumulated without regard to DPI codes, to provide a Long Lines total. Long Lines troubles are also accumulated into the associated OTC hierarchy at the SVB/CLD level in accordance with designated association tables. Assignment of Long Lines SVBs to a particular Associated Company, for this report only, is the responsibility of the System Manager.
- 3.06 The following is an explanation of the CPE 1 Monthly Summary at company level. It should be noted that the format is the same for CPE 2, 3, or 7 but differs slightly in content at Area or Bell System level (Figure 2).
- A. REPORT FOR - DPI code and name of organization receiving report.
 - B. PERIOD ENDING - month, day, and year period covered by report.
 - C. CLASS OF SERVICE GROUP - as explained in para. 6.04, Telephone, Telegraph, or Switched Service Network.
 - D. SERV LNKS (Column A) - number of served links inventoried for that CPE indicator.
 - E. COMPANY - company name which that report covers and total tally of that company which is the sum of lines F & G below.
 - F. LONG LINES SVBs - sum (shown by serving links, trouble reports, and trouble code dispositions) of those Long Lines SVBs associated with that company (para. 6.05).

- G. OPERATING COMPANY SVBs - sum (shown by serving links, trouble reports, and trouble code dispositions) of those OTC SVBs within that company's hierarchy.
- H. AREA - sum (shown by tally of serving links, trouble reports, and trouble code dispositions) of those CLDs and CODs within that company's area.
- I. REPORTS (Columns B and C) - number of customer (CR) and referred in (RN) trouble reports.
- J. SERVING LINK TROUBLES (Columns D thru L) - tallied CR & RN troubles proved to the served link (CLD with trouble).
- K. SVB TROUBLES (Columns M thru U) - tallied CR & RN troubles based on SVB with trouble (SVB submitting ticket). Tallies are not taken at area (CLD/COD) level.

4. DESCRIPTION OF THE QUARTERLY NAME CROSS-REFERENCE LIST FOR:

- A. SVB/CLD BY DPI (REPORT 079)
- B. SVB/CLD BY NAME (REPORT 080)

- 4.01 The cross-reference lists for SVBs and CLDs are generated quarterly at the DPC in alphabetical order by DPI code (Report 079) and Office Name (Report 080) and distributed to standard participants (SVBs and CLDs) only. Distribution for district level and above is flexible and must be "turned on" using an E-6948-3 Flexible Distribution Ticket. (see BSP 660-225-102 para. 2.03 & 3.04).
- 4.02 Figure 3A is an example of a SVB/CLD and NAME cross-reference list alphabetically arranged by DPI code.
- 4.03 Figure 3B is an example of a SVB/CLD and NAME cross-reference list alphabetically arranged by Office Name.

5. DESCRIPTION OF THE QUARTERLY CIRCUIT - SERVING LINK REPORT (REPORT 076)

- 5.01 The Circuit-Serving Link report is a quarterly document showing the number of circuits and serving links for subordinate organizations, by class of service.
- 5.02 The report at Company level lists those SVBs and their counts within that company's boundary. The report for the Bell System shows company totals, alphabetically listed by company identifier, and adds a "percent of system total" column to each line for both circuit and serving link counts.
- 5.03 The following is an explanation of the Circuit-Serving Link Report, Report 076 (Figures 4A & 4B):
- A. REPORT FOR - DPI code and name of organization receiving report.

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- B. PERIOD ENDING - month, day, and year period covered by report.
- C. OFFICE/COMPANY - office DPI and name/company identifier and name for that line of Report 076.
- D. CIRCUITS - count of circuits for each line, (SVB or Company count) shown as Long Lines, OTC, and sum of both.
- E. SERVING LINKS - count of serving links for each line, (SVB or Company) shown as Long Lines, OTC, and sum of both.
- F. % OF TOTAL - (Bell System only - Figure 4B) indicator of company totals, shown as percent of system total for each class of service, for total class of service, and for summary of all classes of service for each company.
- G. INTRA/INTERSTATE - field 31 of the PCO Inventory Ticket E-6943-2.
- H. CLASS OF SERVICE - two digit code and four character abbreviation for class of service.
- I. TOTAL CLASS OF SERVICE - total tally of all offices/companies shown within that class of service.
- J. SUMMARY ALL CLASSES OF SERVICE - total count of circuits and serving links by office/company for all classes of service.

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1 LONG LINES

		NO. CKT WITH CPE (A)	NO. TOTAL REPAIR VISITS (B)	NO. CUSTOMERS (C)	NO. REPOR EMPL (D)
INTRASTATE					
CLASS OF SERVICE					
01	SSTP	403	0	0	
02	SPXT	629	0	0	
03	IWAT	402	0	0	
04	OWAT	402	0	0	
05	SSN	402	0	0	
07	SSTG	201	0	0	
08	PLDT	201	0	0	
09	SWDT	101	0	0	
10	WBDT	80	0	0	
11	DDS	40	0	0	
12	VIDO	40	0	0	
13	EPCS	40	0	0	
INTERSTATE					
CLASS OF SERVICE					
01	SSTP	440	0	0	
02	SPXT	960	0	0	
03	IWAT	480	0	0	
04	OWAT	490	0	0	
05	SSN	480	0	0	
07	SSTG	230	0	0	
08	PLDT	240	0	0	
09	SWDT	120	0	0	
13	EPCS	40	0	0	

REPORT FOR 4Z STAFF OPERATIONS
 PERIOD ENDING 10/09/77

SPECIAL MAINTENANCE OF SERVICE

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B	COMPANY B	NO. CKT WITH CPE (A)	NO. TOTAL REPAIR VISITS (B)	NO. REPC CUSTOMERS (C)	NO. REPC EMP (D)
INTERSTATE	CLASS OF SERVICE				
01	SSTP	1	0	0	

SVB TROUBLES								
SQ	ER	IS	SVB	TOK	CC	NPC	INF	RO
(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
0000	0000	0000	0000	0000	0000	0000	0000	0000
0000	0000	0000	0000	0000	0000	0000	0000	0000

FORM AT 4 T PMSIO 20# CLEVELAND DATA SERVICE CENTER-LONG LINES REV. 1-71

COMPANY A
GENERAL OPERATIONS MGR
110 BELMONT DR
SOMERSET NJ
A COMPANY

FIGURE 2

UCPE

SVB TROUBLES

SQ (M)	ER (N)	IS (O)	SVB (P)	TOK (Q)	CC (R)	NPC (S)	INF (T)	RO (U)
-----------	-----------	-----------	------------	------------	-----------	------------	------------	-----------

0000	0000	0000	0000	0000	0000	0000	0000	0000
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0000	0000	0000	0000	0000	0000	0000	0000	0000
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10

FORM AT & T 114310 20R CLEVELAND DATA SERVICE CENTER-LONG LINES REV 10/71

COMPANY A
GENERAL OPERATIONS MGR
110 BELMONT DR
SOMERSET NJ
A COMPANY

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A UCPE SVB TROUBLES
(K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U)

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0000 0000 0000 0000 0000 0000 0000 0000 0000 0000

0000 0000

COMPANY A
GENERAL OPERATIONS MGR
110 BELMONT DR
SOMERSET NJ
A COMPANY

FORMAT A: MASSIO 20# CAPVT AND DATA SERV LE DEV/EM LONG LINES REV 1-71

SVB TROUBLES

SQ (M)	ER (N)	IS (O)	SVB (P)	TOK (Q)	CC (R)	NPC (S)	INF (T)	RO (U)
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0000 0000 0000 0000 0000 0000 0000 0000 0000

0000 0000 0000 0000 0000 0000 0000 0000 0000

COMPANY A
GENERAL OPERATIONS MGR
110 BELMONT DR
SOMERSET NJ
A COMPANY

FORM A.18 T P-4310 20# CLEVELAND DATA SERVICE CENTER-LONG LINES REV 1-71

SPECIAL SERVICE RESULTS MEASUREMENT PLAN
SVB/CLD AND NAME CROSS-REFERENCE LIST

ALPHABETIC TABLE BY DPI CODE

COMPANY - NEW ENGLAND

AB83A	LEWISTON	1-2	ACNGA	FRAMINGHAM TT	1
AB80A	PORTLAND TOLL	1-2	ACNGB	NATICK TT	1
ABC8B	BANGOR TOLL	1-2	ACPBA	NORTHAMPTON TT	1
ABC8C	PRESCUE ISLE	1-2	ACPBB	HOLYOKE TT	1
ABCCA	PORTLAND TOLL	1-2	ACPBC	NORTH ADAMS TT	1
ABCCB	WATERVILLE	1-2	ACPBD	PITTSFIELD TT	1
ACLBA	NEWTON TT	1	ACPBE	GREENFIELD TT	1
ACLCA	CAMBRIDGE TT	1	ACPCA	SPRINGFIELD TT	1-2
ACLCB	BRIGHTON TT	1	ACPCB	WESTFIELD TT	1-2
ACLCC	WAL WST ST TT	1	ACSBA	CHELSEA TT	1
ACLCE	BROOKLINE TT	1	ACSBB	EAST BOSTON TT	1
ACLCF	WATERTOWN TT	1	ACSBC	REVERE TT	1
ACLDA	ARLINGTON TT	1	ACSBD	WAKEFIELD TT	1
ACLDB	LEXINGTON TT	1	ACSBE	LYNN TT	1
ACLDC	WINCHESTER TT	1	ACSBF	SALEM TT	1
ACLOD	BURLINGTON TT	1	ACSBG	PEABODY TOLL	1
ACLOE	BEDFORD TT	1	ACSBH	MALDEN TT	1
ACLOF	SOMERVILLE TT	1	ACSCA	LOWELL TT	1
ACLEA	FRANKLIN TT	1	ACSCB	WLMG TWBY TT	1
ACLFA	KENDALL 4/A TT	1	ACSCC	DANVERS TT	1
ACLGA	LAWR 4/A TT	1	ACSCD	BEVERLY TT	1
ACLHA	WAL SPR ST TT	1	ACSC E	LAWRENCE TT	1
ACLHB	WELLESLEY TT	1	ACSCF	BILLERICA TT	1
ACMBA	HARRISON TT	1	ACSCG	HAVERHILL TT	1
ACMBB	HARRISON DATA	1	ACSCH	ANDOVER TT	1
ACMBC	HARRISON WUVE	1	ACSCJ	NEWBURYPORT TT	1
ACMCA	BOWDOIN TT	1	ACSDA	WORCESTER TT	1-2
ACMOA	NGRWOOD TT	1	ACSEA	MARLBORO TT	1
ACMOB	DEDHAM TT	1	ACSEB	MAYNARD TT	1
ACMEA	DORCHESTER TT	1	ACSEC	CONCORD TT	1
ACMH3	HYDE PARK TT	1	ACSED	AYER CONCORD	1
ACMJA	BACK BAY TT	1	ACSEE	FITCHBURG TT	1-2
ACN8A	QUINCY TT	1	ACSEF	LEOMINSTER	1
ACN8B	BRAINTREE TT	1	AEAKB	LITTLETON	1-2
ACN8D	HINGHAM TOLL	1	AEAKC	LACONIA	1-2
ACN8F	PLYMOUTH TT	1	AEAKE	CONCORD	1
ACNDA	FALL RIVER TT	1	AEAKF	CLAREMONT	1
ACNDC	TAUNTON TT	1	AEAKL	KEENE	1
ACNDD	WALPOLE TT	1	AEAMD	DOVER	1-2
ACNDF	MLFR ATLB	1	AEAMF	PORTSMOUTH	1-2
ACNEA	HYANNIS TT	1	AEAMG	MANCHESTER	1-2
ACNEB	WAREHAM TT	1	AEAMJ	NASHUA	1
ACNEC	NEW BED TT	1	AFFFA	WASHINGTONST	1
ACNFA	BROCKTON TT	1	AFFGA	WOONSOCKET	1-2
ACNFB	ROCKLAND TT	1	AFGFA	BROAD ST PROV	1-2

FIGURE 3A

SPECIAL SERVICE RESULTS MEASUREMENT PLAN
SVB/CLD AND NAME CROSS-REFERENCE LIST

ALPHABETIC TABLE BY OFFICE NAME

COMPANY - ALL					
ABERDEEN	ECNNA	1-2	ASHEVILLE NC	VNANA	1-2
ABERDEEN	MFACB	1-2	ASHLAND	KABDB	1-2
ABILENE	NCNBA	1-2	ASTORIA	QRBKA	1-2
ABILENE	NHDBA	1-2	ATCHISON	NCNDA	1-2
AIRPORT	RCEED	1-2	ATHENS GA	VGASH	1-2
AKR TOLL TEST	GCBEA	1	ATLANTA 1 TEL	ICG710	1-2
AKRON 2 TOLL	GCBEC	1-2	ATLANTIC CITY	CEGCA	1-2
ALAMOGORDO STC	PFACE	1-2	AUBURN TOLL	QWJKB	1-2
ALAMOSA STC	PCBGA	1-2	AUGUSTA	VGASU	1-2
ALBANY	ORBEA	1-2	AURORA FAAST	LHABL	1-2
ALBANY GA	VGASA	1-2	AURORA PSC	LHABK	1-2
ALBANY-2-LL	1AC421	1-2	AUSTIN	LBADH	1
ALBERT LEA	MCAFB	1-2	AUSTIN	MCAFC	1-2
ALBUO SS & FAC	1FP211	1-2	AUSTIN TOLL	NHBUA	1-2
ALEXANDRIA	WVCBA	1-2	AYER CONCORD	ACSED	1
ALICE	NHCUA	1-2	B R SUMMIT 2	1BR313	1-2
ALLENTOWN 1	DCACA	1	BACK BAY TT	ACMJA	1
ALLENTOWN 1A	1BF417	1	BAKER	QRBE3	1-2
ALLIANCE TOLL	GCEFA	1-2	BAKERSFIELD	R3CKC	1-2
ALMA	UBCDB	1-2	BALTIMORE 2	ECNBA	1-2
ALTON	LECFA	1-2	BALTIMORE 2	1BE416	1
ALTCONA	1BF411	2	BALTIMORE 2	1BE417	2
ALTCONA 1	DCEEA	1	BANGOR TOLL	ABC33	1-2
AMARILLO	NHCPA	1-2	BARNESVILLE	GDEEA	1-2
ANAHEIM	RCFHF	1	BARRIE DATA	UGCCA	1
ANAHEIM DATA	RCFHG	1	BARRIE V/TGH	UGBCA	1-2
ANDERSON	JNAMA	1-2	BARTLESVILLE	NEAKA	1
ANDERSON SC	VSANA	1-2	BATON ROUGE	WWSOB	1-2
ANDOVER TT	ACSCH	1	BATTLE CREEK	HSAKA	1-2
ANN ARBOR	HTWFA	1-2	BAUDETTE	MCAKF	1-2
ANNAPOLIS	ECSAA	2	BEAUMONT	NGBBE	1-2
ANNAPOLIS	ECSNA	1-2	BEAVER DAM	KABC3	1-2
ANNISTON	WBNBA	1-2	BECKLEY	EES33	1-2
ANOKA	MCAJB	1	BEDFORD	JSABD	1-2
ANTIOCH PSC	LHACK	1-2	BEDFORD TT	ACLDE	1
APPLETON	KABCA	1-2	BEL AIR	ECNNB	1-2
ARBUTUS	ECNDA	1-2	BELEN	PFAH8	1-2
ARDMORE	NEAFA	1-2	BELLAIRE	GDECD	1-2
ARKANSAS CITY	NCSUA	1-2	BELLEVILLE	LECGA	1-2
ARL HTS PSC	LHACA	1-2	BELLEVILLE	UEFCA	1-2
ARLINGTON #2	1BR114	1-2	BELLINGHAM	QWJKA	1-2
ARLINGTON TT	ACLCA	1	BELLWOOD PSC	LHACR	1-2
ARMIGER	ECNCA	1-2	BEMIDJI	MCAKA	1-2
ARMGNK	BCMCB	1	BEND	QRBEE	1-2
ASBURY PARK	CEEBA	1-2	BENNINGTON	AGAQM	1

FIGURE 3B

REPORT FOR A COMPANY
 PERIOD ENDING 10/18/77

SPECIAL SE
 COMPANY SE

OFFICE	TOTAL	CIRCUITS LL	UTC
INTRASTATE			
CLASS OF SERVICE 01 SSTP			
ABBJM CLD 13	****115	****115	*****
TOTAL CLASS OF SERVICE	*****115	*****115	*****
CLASS OF SERVICE 02 SPXT			
ABBJM CLD 12	****101	****101	*****
ABBJX *** NO NAME*****	*****5	*****5	*****
TOTAL CLASS OF SERVICE	*****106	*****106	*****
CLASS OF SERVICE 10 WBT			
ABBJM CLD 12	*****40	*****40	*****
TOTAL CLASS OF SERVICE	*****40	*****40	*****
CLASS OF SERVICE 11 DDS			
ABBJM CLD 12	*****20	*****20	*****
TOTAL CLASS OF SERVICE	*****20	*****20	*****
CLASS OF SERVICE 12 VIDD			
ABBJM CLD 12	*****20	*****20	*****
TOTAL CLASS OF SERVICE	*****20	*****20	*****
INTERSTATE			
CLASS OF SERVICE 01 SSIP			
AABEE CLD 05	*****1	*****	*****1
ABBJM CLD 13	****143	****143	*****
TOTAL CLASS OF SERVICE	*****144	*****143	*****1
CLASS OF SERVICE 02 SPXT			
ABBJM CLD 12	****240	****240	*****
TOTAL CLASS OF SERVICE	****240	****240	*****
CLASS OF SERVICE 04 OWAT			
AABEE CLD 05	****10	****10	*****
TOTAL CLASS OF SERVICE	****10	****10	*****
SUMMARY ALL CLASSES OF SERVICE			
AABEE	*****11	*****10	*****1
ABBJM	*****421	*****421	*****
ABBJN	****258	****258	*****
ABBJX	*****5	*****5	*****
COMPANY TOTAL	****695	****694	*****1

SERVING LINKS
TOTAL LL OTC

****262 ****262 *****
*****262 *****262 *****

2404 ***2404 **
****225 ****225 *****
****2629 ****2629 *****

****160 ****160 *****
*****160 *****160 *****

*****80 *****80 *****
*****80 *****80 *****

*****80 *****80 *****
*****80 *****80 *****

*****46 *****46 *****
****143 ****143 *****
****189 ****143 *****46

****920 ****920 *****
****920 ****920 *****

1188 ***1188 **
****1188 ****1188 *****

****1234 ****1188 *****46
****3644 ****3644 *****
****405 ****405 *****
****225 ****225 *****
****5508 ****5+62 *****46

FIGURE 4A

REPORT FOR BELL SYSTEM
 PERIOD ENDING 10/18/77

SPECIAL SER
 BELL SYSTEM SER

COMPANY	TOTAL	CIRCUITS		% OF TOTAL
		LL	OTC	
INTERSTATE				
CLASS OF SERVICE 07 SSTG				
LONG LINES COMPANY	*****528	*****528	*****	100.0
TOTAL CLASS OF SERVICE	*****528	*****528	*****	4.5
CLASS OF SERVICE 09 SWDT				
LONG LINES COMPANY	*****406	*****406	*****	100.0
TOTAL CLASS OF SERVICE	*****406	*****406	*****	3.4
CLASS OF SERVICE 10 WBDT				
LONG LINES COMPANY	*****32	*****32	*****	100.0
TOTAL CLASS OF SERVICE	*****32	*****32	*****	0.3
CLASS OF SERVICE 13 EPCS				
LONG LINES COMPANY	*****42	*****42	*****	100.0
TOTAL CLASS OF SERVICE	*****42	*****42	*****	1.4
SUMMARY ALL CLASSES OF SERVICE				
A COMPANY	*****695	*****694	*****1	5.9
LONG LINES COMPANY	***11103	***11103	*****	94.1
BELL SYSTEM TOTAL	***11798	***11797	*****1	100.0

TOTAL	SERVING LINKS		% OF TOTAL
	LL	OTC	
****1346	****1346	*****	100.0
****1346	****1346	*****	3.7
****766	****766	*****	100.0
****766	****766	*****	2.1
*****32	*****32	*****	100.0
*****32	*****32	*****	0.1
****260	****260	*****	100.0
****260	****260	*****	0.7
5508	***5462	**46	15.2
30740	***30740	**	84.8
36248	***36202	**46	100.0

FIGURE 4B