

PRIVATE LINE SERVICES  
REPORT OF OVERTIME AND INTERRUPTIONS

1. GENERAL

1.01 This section describes Form SW-6068, Private Line Service Billing Information Report, which is prepared by Plant on an individual circuit basis for any interruptions to a Southwestern Company private line service.

1.02 This section is being reissued as a general revision and applies only to the Toll Private Line Services of the Southwestern Company. Marginal arrows have been omitted.

1.03 Form SW-6068, (Exhibit 1), is required to determine the amount of credit a customer is to be given on a private line service interruption. The importance of correct reporting shall be stressed at all offices. Particular attention should be given in cases where the principle office of the customer is not located in the same city as the Control Office of the circuit.

1.04 These reports are to be originated by the Plant Control Office (PCO) and sent to the Area Marketing Service Supervisor, who is the Marketing member of the Interdepartmental Service Coordination (ISC) Team.

1.05 Form SW-6068 should be prepared on each outage of a single circuit or service daily. On all outages that exceed 24 hours, prepare Form SW-6068 immediately after service is restored.

1.06 If a service is handled by a Company other than the Southwestern Company, it shall be the responsibility of the P.C.O. to arrange with the other Company to forward reports of interruptions to the Control Office.

1.07 Each office having a drop or a terminal on a private line circuit controlled by another office shall furnish the necessary information regarding the interruptions on the drop or terminal to the Control Office so that a report can be initiated.

1.08 The amount of time lost due to interruptions shall be verified with the customer and any discrepancies will be resolved before the report is submitted. The initials or name of the customer or the customer's representative with whom the interruption was verified must be entered on the trouble ticket.

2. DATA TO BE TRANSMITTED

2.01 Reports of interruptions are not required on troubles for which the customer assumes responsibility. These include:

- (a) Troubles in customer-owned and maintained facilities or equipment (COAM).
- (b) Troubles in station equipment not maintained by the Southwestern Company.
- (c) Improper operation of the equipment by the customer.
- (d) When the interruption is the result of a "turn-down" of a facility for rearrangement or other maintenance activity and a release of the facility has been arranged thru the customer or his representative.
- (e) The trouble was the result of the customer or his representative rearranging, moving, disconnecting or

attempting to repair any equipment or facility provided by the Southwestern Company.

(f) When the interruption was due to an electrical power failure where the customer is responsible for supplying the power.

2.02 Form SW-6068 shall be prepared for each private line service to show continuous or intermittent interruptions during any one day, totaling 30 minutes or more, affecting a particular drop or the entire circuit, for the following types of services.

- (a) Private Line Telephone
- (b) Private Line Telegraph (Teletype)
- (c) Private Line Data
- (d) Digital Dataphone Service (DDS)
- (e) Miscellaneous types (i.e., Telemetering, 30 Baud Signal Channels, etc.)

2.03 Form SW-6068 for both Television and Program Transmission services, should include Unfurnished Broadcasts ("UFB") troubles of 30 seconds or more duration, attributable to the failure of the Southwestern Company plant, equipment, or operation. Reports should be prepared in the order in which they were taken. The following procedure for credit allowances applies to Television (combined Video and Audio), to Video, and to Program Transmission which includes Television Audio.

2.04 Credit allowance is made to the customer when use of facilities is interrupted for a period of 30 seconds or more due to any cause other than negligence on the part of the customer or the failure of facilities provided by the customer. This allowance may be for either the Audio portion, the Video portion, or for both, even though only the Audio or the Video

portion was interrupted. This allowance will be made for the entire network when there has been a total service interruption. It is essential that testroom personnel involved determine definitely with the local customer, whether the fault was with the Southwestern Company or customer provided facilities.

2.05 The report is not required for permanent services, when there have been no "UFB" Southwestern Company troubles of 30 seconds or longer.

2.06 For a one-time service, however, the report should be prepared by the reporting office shown on the Service Order. Subcontrol offices on these services are responsible for furnishing the reporting office with testwire trouble reports for the section subcontrolled. No report is required if there were no UFB Southwestern Company troubles for 30 seconds or longer.

#### Specially Constructed Facilities

2.07 Specially Constructed Facilities are defined in Joint Practice 3. Any questions regarding Specially Constructed Facilities may be referred to your Area Toll and Special Service Supervisor (Toll Plant Supervisor).

2.08 Plant Control Offices, in which a Specially Constructed Facility terminates, have the responsibility for preparing Form SW-6068 for the following:

- (1) All outages on Minimum Service Charge (MSC) Circuits.
- (2) All temporary use of MSC circuits which have been used for the service restoration of working circuits.
- (3) Outages involving Recurring Monthly Charges (RMC) when all services or channels in the Specially Constructed

Facility are affected by the interruption. Credit is allowed on the RMC when 100% of the services are interrupted for 30 minutes or more.

(4) All outages involving RMC when between 50% and 99% of the total equivalent voice grade services or channels in Specially Constructed Facilities are affected by the interruption. Credit is allowed for interruptions of two hours or more.

### 3. PREPARATION OF REPORTS

3.01 A separate report on Form SW-6068 shall be made for each private line circuit involved on which reports of interruptions are required. Information relating to the circuit outages, in a 24 hour period, shall be reported on Form SW-6068. No report is required for circuits on which only the regular service was furnished during the month and on which no interruptions occurred.

3.02 Information shall be entered on Form SW-6068 as follows:

#### Period Covered by Report:

- 1 The 24-hour period this report covers concerning any outages, whether they be continuous or intermittent, which total 30 minutes or more on a private line service.

#### Marketing Service Supervisor:

- 2 Enter the address of the Area Marketing ISC Team Member.

#### Plant Control Office:

- 3 Enter the designated PCO on the circuit. This is also the originator of this report.

#### City or Town:

- 4 Enter the city or town in which the PCO is located.

#### Date:

- 5 Indicate the date on which the report is prepared. It should never be more than 24 hours after the closing day of the report period.

#### Report No.:

- 6 Enter the serial number of the report. Reports should be numbered consecutively starting with report number one at the beginning of each year.

#### Reporting Office:

- 7 Enter the office which was responsible for referring the outage report to the PCO. If this office is the PCO, it should be indicated in this space.

#### Type of Service:

- 8 Enter the type of service affected; Voice, Pvt. Line, Teletype Pvt Line, Data, Program, Misc. (includes metering and signaling channels), DDS and OCCs.

#### Circuit No.:

- 9 Enter the circuit number on which the service interruption occurred.

#### Telephone No. (FX-SVC):

- 10 Enter the telephone number associated with the FX circuit number.

#### Customer's Name:

- 11 Enter the name of the customer whose service was interrupted.

2-Point Circuit:

- 12 Place a check mark (✓) if the circuit is a 2-point private line.

Multi-Point Circuit:

- 13 Place a check mark (✓) if the circuit has more than 2 points.

Special Constructed Facility:

- 14 Place a check mark (✓) if the report relates to the loss of a Specially Constructed Facility. (Refer to Joint Practice 3.)

Fax I.D.:

- 15 Enter the facility number or identification of the Specially Constructed Facility.

100% Loss of Svc.:

- 16 Place a check mark (✓) if the entire facility was interrupted and all circuits were affected.

50% But Less Than 100%:

- 17 Place a check mark (✓) if at least half of the available circuits or channels, but not all, were affected by the interruption.

Ticket Number:

- 18 Enter the Plant Control Office's trouble ticket number which is associated with the service interruption.

Date:

- 19 Enter the date of the interruption.

Time-From:

- 20 Enter the time the interruption was reported.

Time-To:

- 21 Indicate the time the interruption was cleared and service was restored.

Total Outage:

- 22 Compute and enter the total time period of the interruption (less no access time).

Station or Sections Involved:

- 23 Name the section or stations involved in the interruption. If all stations are involved show "all stations". If all except a few are involved show "all except" and name the exceptions.

Trouble Caused By:

- 24 State briefly the cause of the trouble and it's location, if known.

Signed-Title:

- 25 The report shall be signed by a toll testroom supervisor. The supervisor's title shall also be entered.

Effectuated Billing-Signed-Title:

- 26 This block is to be filled in by the Marketing Service Supervisor.

4. FORWARDING REPORTS

4.01 The Form SW-6068 shall be prepared in duplicate and mailed no later than 24 hours after the occurrence of the outage. One copy shall be retained in the Toll Testroom and filed numerically by report number.

4.02 The original copy of the Form SW-6068 is to be sent directly to the Area Marketing Service Supervisor who will enter the effected billing information from Marketing's records. The Area Marketing Service Supervisor will then forward the Form SW-6068 to the proper business office.

#### 5. RECORDS

5.01 Form SW-6068 shall be retained in the Toll Testroom files for a period of one year, after which they may be disposed of in accordance with J.P. 47.

BSP 660-295-905 SW

Form SW-6068  
(Revised 7-75)

SOUTHWESTERN BELL TELEPHONE COMPANY  
PRIVATE LINE SERVICE  
BILLING INFORMATION REPORT

Period Covered by Report: \_\_\_\_\_ ①

To: Marketing Service Supervisor \_\_\_\_\_ ②  
(Area Marketing ISC) \_\_\_\_\_  
(Address)

From: Plant Control Ofc. \_\_\_\_\_ ③ Date \_\_\_\_\_ ⑤

City or Town \_\_\_\_\_ ④ Report No. \_\_\_\_\_ ⑥

Reporting Office \_\_\_\_\_ ⑦

Type of Service \_\_\_\_\_ ⑧

2-Point Circuit ⑫

Circuit No. \_\_\_\_\_ ⑨

Multi-Point Circuit ⑬

Telephone No. (FX-SVC) \_\_\_\_\_ ⑩

Special Constructed Fax ⑭

Fax I.D. \_\_\_\_\_ ⑮

100% Loss of Svc ⑯

50% But Less than 100% ⑰

Customer's Name: \_\_\_\_\_ ⑪

Ticket Number	Date	Time From	To	Total Outage	Stations or Section Involved	Trouble Caused By
⑱	⑲	⑳	㉑	㉒	㉓	㉔

Effected Billing \_\_\_\_\_ ⑳

Signed \_\_\_\_\_

Title \_\_\_\_\_

Signed \_\_\_\_\_ ㉕

Title \_\_\_\_\_