

TRUNK SERVICE RESULTS PLAN

CONTENTS	PAGE
1. GENERAL	1
2. OUTAGE RECORD PROCEDURES	2
3. REPORT PREPARATION PROCEDURES	4
4. FORWARDING OF REPORTS	10
5. ORDERING INFORMATION	10

1. GENERAL

1.01 The purpose of the Trunk Service Results Plan is to measure the availability of all types of message trunks used for customer-dialed and operator-handled traffic.

1.02 This section provides a common Plan for measuring trunk availability, replacing the Toll Service Results Plan and the trunk outage components of the No. 5 Crossbar and the No. 1 ESS Service Results Plans. The Plan includes all message trunks terminated in all types of central offices except intraentity trunks as defined in 1.05.

1.03 Trunking performance is viewed from the standpoint of *average outage hours* per trunk during the Normal Business Day (NBD) as defined in 1.06. In general, NBD outage time is included *regardless of the cause* of the outage, responsibility for clearing a trouble condition, or other activities related to the outage. The only exclusions are:

- (a) *Outages of 9 minutes or less* duration where the trunk is providing satisfactory service.
- (b) Outages ordered by Traffic to *condition the network* to provide service.

1.04 Reporting of NBD outage time on a trunk group is the responsibility of the control or assigned office as defined in 1.09. The index,

based on the Average NBD Outage Hours per trunk per month, is an indicator of service, and of the maintenance performed at all offices involved on the trunks covered by the summary, as well as of overall coordination by the control office.

1.05 All message network trunks normally used to connect one subscriber to another subscriber, except intraentity, are measured by this Plan. Message trunks are classified by type and code in the Common Language B.S.P. Section 795-400-100 used by Engineering, Traffic and Plant. Excluded from this Plan are intraentity trunks classified as intraoffice (IA), intermarker group (IM), and miscellaneous (MI, directory assistance, junctor, repair service, permanent signal, busy tone, etc.). Intraentity trunks interconnect subscribers served by the same switching machine or perform some Traffic or Plant administrative or Plant maintenance function. For the purpose of this Plan, message trunks are indexed by the following types:

- (a) **Local Trunks:** Trunks of this type interconnect subscribers in different end offices (class 5), local tandems or toll tandems (any class) for routing of local and/or multiple message unit traffic only.
- (b) **Toll Connecting:** Trunks of this type interconnect end offices (class 5) and the intertoll DDD network.
- (c) **Intertoll Trunks:** Trunks of this type interconnect offices with an office class of 1 through 4 inclusive.
- (d) **International:** Trunks of this type interconnect central offices in the continental United States and Canada with other countries, including Alaska, Hawaii, Mexico, Central America, and the Caribbean.

1.06 For the purpose of determining average outage hours per trunk, only those outages occurring during the NBD shall be counted.

SECTION 660-400-010

The NBD is defined as follows for the various types of trunks:

TRUNK TYPE	DAYS	NBD HOURS
Local	Mon - Fri	9A - 10P*
Toll Connecting	Sun - Fri	9A - 10P
Intertoll	Sun - Fri	9A - 10P
International	Sun - Fri	24 hrs/day

*An abbreviated NBD (9A - 6P) may be authorized if the requirements specified in B.S.P. Section 201-114-001 are met.

1.07 All message trunk outages are categorized using the "Outage Classification" flow chart, page 3. The NBD outages are then weighted into the index as follows:

OUTAGE CATEGORY	WEIGHTING	NOTE
Trouble	80%	1
Rearrangements	10%	2
Routine and all Other	10%	2,3

Note 1. Trunk not providing satisfactory service.

2. Exclude outages 9 minutes or less.

3. Exclude outage due to Network Management. Network Management is defined as any action taken by Traffic to directionalize or busy out a trunk to improve service.

1.08 Summary results are prepared for each reporting office and for higher organizational units per instructions in paragraph 3. Trunk Service Results are summarized by type of trunk, Local, Toll Connecting, Intertoll and International; and by category of outage, Trouble, Rearrangements and Routine/Other. These results are then combined into one Trunk Service Results Index based on the quantity of each type of trunk.

Results are summarized up to and including district level on a monthly basis. Summary reports for all district level and higher organizational units are prepared quarterly. Annual reports are prepared for Area and Companies.

1.09 Preparation and maintenance of the necessary records and summary reports required by the Plan are the responsibility of the designated reporting office. Reporting offices are designated as follows:

(a) The control office is the reporting office for all trunks which have an assigned control office.

(b) Either the United States or the Canada terminal office is the reporting office for all international trunks, regardless of assigned control office.

(c) When a control office has not been assigned, the reporting office is the originating office for 1-way trunks and the higher class or tandem office for 2-way trunks. The reporting office for 2-way trunks between offices of the same class must be assigned by the Company or if more than one Company is involved by mutual agreement.

1.10 This Plan measures the availability of trunks during the NBD as an indicator of service. It *cannot* be used to determine trunk restoral priorities. Local management must be aware of the high traffic demand periods and must maintain a maximum number of trunks in service during this period. Management must also identify and appropriately administer particularly critical trunks groups even though all trunks of the same type are measured equally. In addition, this Plan does not relieve the Plant forces of the responsibility for prompt action outside the NBD on major failure or when, in the opinion of the control office, such action is necessary for the protection or restoration of service during times when the trunks are needed.

2. OUTAGE RECORD PROCEDURES

2.01 This Plan provides two methods for recording information related to trunk outages and for maintaining this information for the purpose of preparing the Trunk Service Results Summary, Form E-3994.

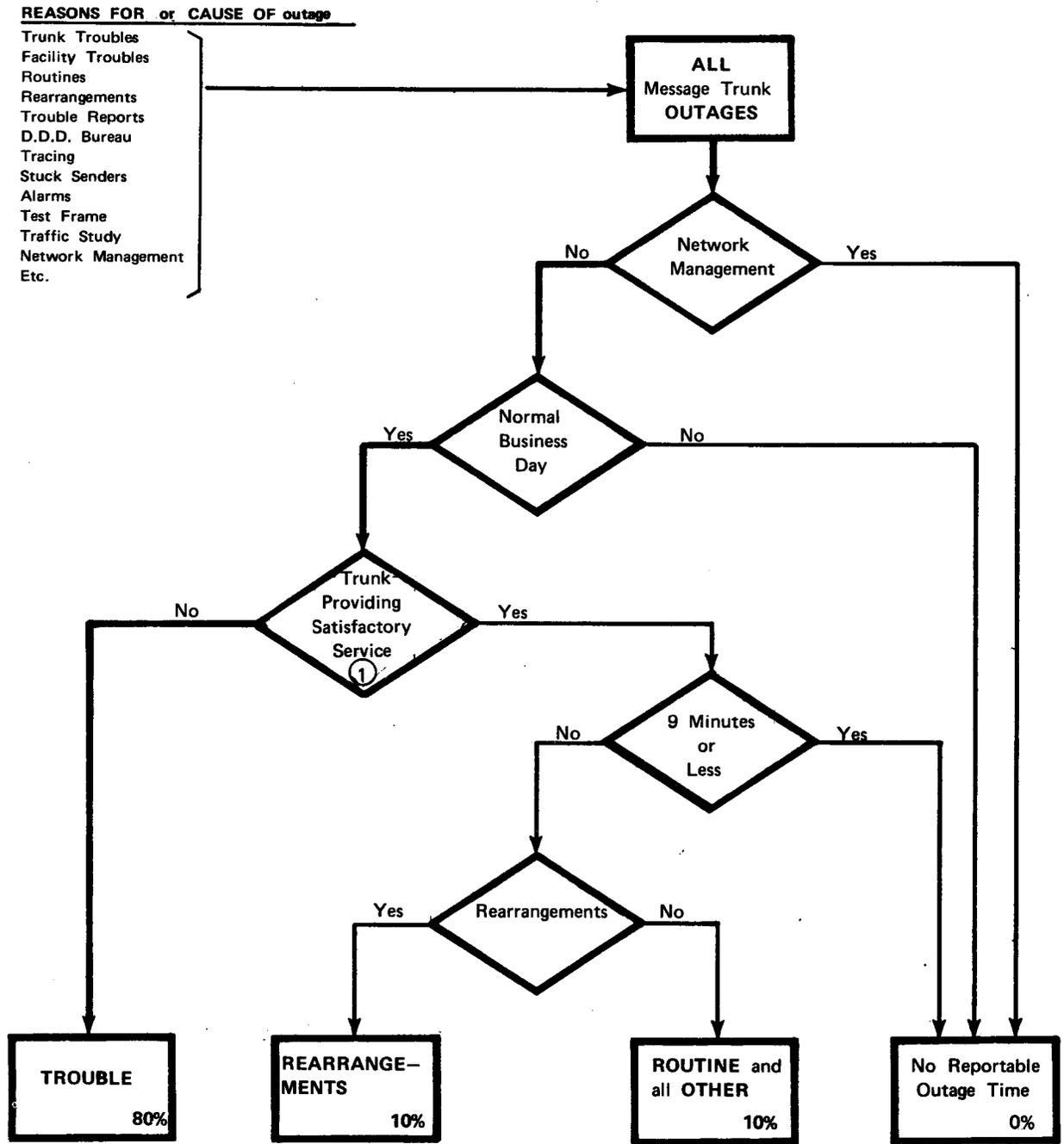
(a) Trunk Outage Report — Form E-1025 (or equivalent).

(b) Trunk Outage Log — Form E-4255

2.02 Offices or force groups which are the reporting office for *Intertoll* or *International trunks* should use the Trunk Outage Report, E-1025 (or equivalent). Offices or force groups which are the reporting office for *Toll Connecting* or *Local* trunks should use the Trunk Outage Log, Form E-4255.

OUTAGE CLASSIFICATION

Message Network Trunks



① Satisfactory service limits as specified in the B.S.P.'s
(Transmission, noise, pulsing, and signaling)

SECTION 660-400-010

2.03 A Trunk Outage Report is prepared or a Trunk Outage Log entry is made by any office receiving a report of a trunk out of service or removing a trunk from service. If this office is not the reporting office as specified in 1.09, the report must be relayed to the reporting office which shall prepare an appropriate record of the outage. Outage time starts at the time the trunk is known to be out of service or the trunk is removed from service. Outage time stops at the time the trunk meets all performance requirements and is restored to service.

2.04 Normally a separate Trunk Outage Report is prepared or a Trunk Outage Log entry is made for each trunk outage. However, multiple-trunk outages may be recorded on a single record when it can be determined that they are due to a common cause. Regardless of trunks covered by a single record, the outage information must reflect the total trunk outage hours.

2.05 *Description and Use of Trunk Outage Report, Form E-1025:* The Trunk Outage Report is a ticket format, 3-1/2 inches by 6 inches. Space is provided on the front side to record most of the information required to maintain control of the outage as well as to collect detail data for preparation of summary reports. The reverse side of the form provides space for recording test results, a chronological record of the outage, and other pertinent data not provided for in other parts of the form. Facsimilies of the two sides of Form E-1025 are shown in Fig. 1 along with a detailed description of its preparation.

2.06 The Trunk Outage Report includes a pre-printed serial number. It is essential that controls be established to ensure that all tickets are accounted for. All offices involved with outage reports should exchange ticket serial numbers to facilitate cross reference of reports and follow-up procedures at the respective offices.

2.07 *Description and Use of Trunk Outage Log, Form E-4255:* The Trunk Outage Log, 11 inches by 8-1/2 inches, provides space to maintain control of the outage as well as collect detailed data for the preparation of summary results. Other records such as the Controlled Maintenance Trouble Ticket, a Test and Inspec-

tion Work Order, a Trunk Rearrangement Order, etc., may also be required. A facsimile of Form E-4255 is shown in Fig. 2 along with a detail description of form preparation. (See B.S.P. Section 201-114-001 for other applications of the Trunk Outage Log, Form E-4255).

2.08 In general all NBD outages will be reported for the month in which they occur. However, outages which occur in the latter part of a report month may not be cleared by the end of the report period and should be reported in the month in which restoral occurs. However, no outage time should be carried over more than one report period.

3. REPORT PREPARATION PROCEDURES

3.01 Trunk Service Results Summary, Form E-3994 (Fig. 3) is used for all summary reports. It is used by reporting offices to summarize detail outage data from Trunk Outage Reports and Trunk Outage Logs. It is used by District level and higher organizational units to summarize Trunk Service Results Summaries prepared by lower organizational units.

3.02 Monthly reports are prepared by each reporting office from the detail outage data. District monthly reports are prepared by summarizing the Trunk Service Results Summary prepared by all reporting offices in the District.

3.03 Quarterly reports are prepared by each District by summarizing the three District monthly reports. All higher organizational units, Divisions, Areas, and Companies prepare quarterly reports by summarizing the quarterly reports prepared by the next lower organizational unit.

3.04 All monthly reports cover the period from the 23rd of one month to the 22nd of the next month (i.e., the January report covers December 23 through January 22). Quarterly reports cover three monthly reports.

3.05 *Preparation of Trunk Service Results Summary, Form E-3994, by a Reporting Office:* Summarize the NBD outage hours by outage category for each type of trunk from the Trunk Outage Logs (Form E-4255) and/or Reports (Form E-1025) for each reporting office.

Inventory the total number of reportable message trunks from current sources. Figure 4, Inventory (Controlled Trunks work sheet), can be reproduced locally for this purpose. This inventory form will facilitate identifying and maintaining a record of the infrequently thought of groups, i.e., route back, AMA junctor, inward operator, EAS, etc. Following the inventorying of the trunks and the summarization of the outage hours, Form E-3994 is completed as follows:

Note: Issue 1 of this Section does not provide index tables. Do not complete the following lines on Form E-3994 until index tables are provided: lines 4, 5, 9, 10, 14, 15, 19, 20, and 23 through 29.

(a) Local Trunks:

- (1) Enter the total number of local trunks on line 1, column D.
- (2) Enter the NBD outage hours for each outage category on line 2, columns A, B, and C. Compute the sum of columns A, B, and C, and enter in column D.
- (3) Compute the average NBD outage hours per trunk for each category by dividing each of the figures on line 2, columns A, B, C, and D by the figure on line 1, column D. Enter the results, rounded to two decimal places, on line 3, columns A, B, C, and D.
- (4) Determine the weighted component for each category by applying the figure on line 3, columns A, B, and C, to the index tables for local trunks, Table 1, page XX. Enter the weighted components on line 4, columns A, B, and C.
- (5) Complete the Trunk Service Index for local trunks by adding the figures on line 4, columns A, B, and C, and enter on line 5, column D.

(b) Toll Connecting Trunks:

- (1) Enter the total number of toll connecting trunks on line 6, column D.
- (2) Enter the NBD outage hours for each outage category on line 7, columns A, B, and C. Compute the sum of columns A, B, and C, and enter in column D.

(3) Compute the average NBD outage hours per trunk for each category by dividing each of the figures on line 7, columns A, B, C, and D, by the figure on line 6, column D. Enter the results, rounded to two decimal places, on line 8, columns A, B, C, and D.

(4) Determine the weighted component for each category by applying the figure on line 8, columns A, B, and C, to the index tables for toll connecting Trunks, Table 2, page XX. Enter the weighted components on line 9, columns A, B, and C.

(5) Compute the Trunk Service Index for toll connecting trunks by adding the figures on line 9, columns A, B, and C, and enter on line 10, column D.

(c) Intertoll Trunks:

- (1) Enter the total number of intertoll trunks on line 11, column D.
- (2) Enter the NBD outage hours for each outage category on line 12, columns A, B, and C. Compute the sum of columns A, B, and C, and enter in column D.
- (3) Compute the average NBD outage hours per trunk for each category by dividing each of the figures on line 12, columns A, B, C, and D, by the figure on line 11, column D. Enter the results, rounded to two decimal places, on line 13, columns A, B, C, and D.
- (4) Determine the weighted component for each category by applying the figure on line 13, columns A, B, and C, to the index tables for intertoll trunks, Table 3, page XX. Enter the weighted components on line 14, columns A, B, and C.
- (5) Compute the Trunk Service Index for intertoll trunks by adding the figures on line 14, columns A, B, and C, and enter on line 15, column D.

(d) International Trunks:

- (1) Enter the total number of international trunks on line 16, column D.
- (2) Enter the NBD outage hours for each outage category on line 17, columns A, B, and C. Compute the sum of columns A, B, and C, and enter in column D.

SECTION 660-400-010

(3) Compute the average NBD outage hours per trunk for each category by dividing each of the figures on line 17, columns A, B, C, and D, by the figure on line 16, column D. Enter the results, rounded to two decimal places, on line 18, columns A, B, C, and D.

(4) Determine the weighted component for each category by applying the figure on line 18, columns A, B, and C, to the index tables for international trunks, Table 4, page XX. Enter the weighted components on line 19, columns A, B, and C.

(5) Compute the Trunk Service Index for international trunks by adding the figures on line 19, columns A, B, and C, and enter on line 20, column D.

(e) **All Trunks:**

(1) Enter the number of each type of trunk on line 21, columns E, F, G, and H, from column D, lines 1, 6, 11, and 16. Compute the sum of columns E, F, G, and H, and enter in column J.

(2) Compute the portion of total trunks in each type by dividing each of the figures on line 21, columns E, F, G, and H, by the figure on line 21, column J. Enter the results, rounded to two decimal places, on line 22, columns E, F, G, and H.

(3) Enter the Trunk Service Index for each type of trunk on line 23, columns E, F, G, and H, from column D, lines 5, 10, 15, and 20.

(4) Compute the overall component for each type of trunk by multiplying the figures on line 22 by the figure in the same column on line 23. Enter the results, rounded to two decimal places, on line 24 in the same column.

(5) Compute the Composite Trunk Service Index by adding the figures on line 24, columns E, F, G, and H, and enter on line 25, column J. Round sum to one decimal place.

(f) **Trend Data:**

(1) Enter the Trunk Service Index for each type of trunk and the Composite Trunk Service Index on line 26, columns E, F, G, H, and J, from line 5, column D; line 10,

column D; line 15, column D; line 20, column D; and line 25, column J, respectively.

(2) Enter the Trunk Service Index for the previous month for each type of trunk on line 27, columns E, F, G, H, and J, from the Trunk Service Results Summary prepared the previous month, line 26, columns E, F, G, H, and J, respectively.

(3) Enter the Trunk Service Index for the second previous month for each type of trunk on line 28, columns E, F, G, H, and J, from the Trunk Service Results Summary prepared the *previous month*, line 27, columns E, F, G, H, and J, respectively.

(4) Enter the Trunk Service Index for the third previous month for each type of trunk on line 29, column E, F, G, H, and J, from the Trunk Service Results Summary prepared the *previous month*, line 28, columns E, F, G, H, and J, respectively.

(g) **Monthly Report:**

(11) Enter the month and year covered by the report on line 30.

(2) Enter the office or force group designation on line 31.

(3) Enter the District on line 32.

(h) **Quarterly Report:** Lines 33-37 are not used by reporting offices.

Note: Issue 1 of this Section does not provide index tables. Do not complete the following lines on Form E-3994 until index tables are provided: lines 4, 5, 9, 10, 14, 15, 19, 20, and 23 through 29.

3.06 Preparation of Trunk Service Results Summary, Form E-3994, for a District level organization — Monthly Report: The District Monthly Trunk Service Results Summary is prepared by summarizing the reporting office reports. An intermediate level report can be prepared in a similar manner if required, with the District report prepared from the intermediate level reports. Complete the District monthly Form E-3994 as follows:

(a) **Local Trunks:**

(1) Compute the sum of all reporting office reports for the following lines and columns and enter the results on the same line

and column of the District report: line 1, column D; line 2, column A; line 2, column B; line 2, column C; and line 2, column D.

(2) Complete the steps to derive the Trunk Service Index for local trunks as described under 3.05(a)(3) through (5).

(b) Toll Connecting Trunks:

(1) Compute the sum of all reporting office reports for the following lines and columns, and enter the results on the same line and in the same column of the District report: line 6, column D; line 7, column A; line 7, column B; line 7, column C; and line 7, column D.

(2) Complete the steps to derive the Trunk Service Index for toll connecting trunks as described under 3.05(b)(3) through (5).

(c) Intertoll Trunks:

(1) Compute the sum of all reporting office reports for the following lines and columns, and enter the results on the same line and in the same column of the District report: line 11, column D; line 12, column A; line 12, column B; line 12, column C; and line 12, column D.

(2) Complete the steps to derive the Trunk Service Index for intertoll trunks as described under 3.05(c)(3) through (5).

(d) International Trunks:

(1) Compute the sum of all reporting office reports for the following lines and columns, and enter the results on the same line and in the same column of the District report: line 16, column D; line 17, column A; line 17, column B; line 17, column C; and line 17, column D.

(2) Complete the steps to derive the Trunk Service Index for international trunks as described under 3.05(d)(3) through (5).

(e) All Trunks: Complete the steps to derive the Composite Trunk Service Index as described under 3.05(e)(1) through (5).

(f) Trend Data: Complete the steps to derive the trend data as described under 3.05(f)(1) through (4).

(g) Monthly Report:

(1) Enter the month and year covered by the report on line 30.

(2) Leave line 31 blank.

(3) Enter the District on line 32.

(h) Quarterly Report: Lines 33-37 are not used for monthly reports.

Note: Issue 1 of this Section does not provide index tables. Do not complete the following lines on Form E-3994 until index tables are provided: lines 4, 5, 9, 10, 14, 15, 19, 20, and 23 through 29.

3.07 Preparation of Trunk Service Results Summary, Form E-3994, for a District level organization — Quarterly Report: The District quarterly report is prepared by summarizing three monthly District reports.

(a) Local Trunks:

(1) Compute the sum of the three District monthly reports for the following lines and columns, divide each by three, and enter the results on the same line and in the same column of the quarterly report: line 1, column D; line 2, column A; line 2, column B; line 2, column C, and line 2, column D.

(2) Complete the steps to derive the Trunk Service Index for local trunks as described under 3.05(a)(3) through (5).

(b) Toll Connecting Trunks:

(1) Compute the sum of the three District monthly reports for the following lines and columns, divide each by three, and enter the results on the same line and in the same column of the quarterly report: line 6, column D; line 7, column A; line 7, column B; line 7, column C; and line 7, column D.

(2) Complete the steps to derive the Trunk Service index for toll connecting trunks as described under 3.05(b)(3) through (5).

(c) Intertoll Trunks:

(1) Compute the sum of the three District monthly reports for the following lines and columns, divide each by three, and enter the results on the same line and in the same column of the quarterly report: Line 11, col-

umn D; line 12, column A; line 12, column B; line 12, column C; and line 12, column D.

(2) Complete the steps to derive the Trunk Service Index for intertoll trunks as described under 3.05(c)(3) through (5).

(d) **International Trunks:**

(1) Compute the sum of the three District monthly reports for the following lines and columns, divide each by three, and enter the results on the same line and in the same column of the quarterly report: line 16, column D; line 17, column A; line 17, column B; line 17, column C; and line 17, column D.

(2) Complete the steps to derive the Trunk Service Index for international trunks as described under 3.05(d)(3) through (5).

(e) **All Trunks:** Complete the steps to derive the Composite Trunk Service Index as described under 3.05(e)(1) through (5).

(f) **Trend Data:**

(1) Enter the Trunk Service Index for each type of trunk and the Composite Trunk Service Index on line 26, columns E, F, G, H, and J, from line 5, column D; line 10, column D; line 15, column D; line 20, column D; and line 25, column J, respectively.

(2) Enter the Trunk Service Index for the previous quarter for each type of trunk on line 27, columns E, F, G, H, and J, from the Trunk Service Results Summary prepared the previous quarter, line 26, column E, F, G, H, and J, respectively.

(3) Enter the Trunk Service Index for the second previous quarter for each type of trunk on line 28, columns E, F, G, H, and J, from the Trunk Service Results Summary prepared the *previous quarter*, line 27, columns E, F, G, H, and J, respectively.

(4) Enter the Trunk Service Index for the third previous quarter for each type of trunk on line 29, columns E, F, G, H, and J, from the Trunk Service Results Summary prepared the *previous quarter*, line 28, columns E, F, G, H, and J, respectively.

(g) **Monthly Report:** Lines 30-32 are not used for quarterly reports.

(h) **Quarterly Report:**

(1) Enter the quarter and year covered by the report on line 33.

(2) Enter the District, Division, Area, and Company on lines 34-37.

Note: *Issue 1 of this Section does not provide index tables. Do not complete the following lines on Form E-3994 until index tables are provided: lines 4, 5, 9, 10, 14, 15, 19, 20, 23 through 29.*

3.08 Preparation of Trunk Service Results Summary, Form E-3994, for all organizational levels above district level — Quarterly Reports: Quarterly reports for all organizational units above district level are prepared by summarizing all reports prepared at the next lower organizational level. Complete the quarterly Form E-3994 as follows:

(a) **Local Trunks:**

(1) Compute the sum of all reports to be summarized for the following lines and columns and enter the results on the same line and in the same column of the report being prepared: line 1, column D; line 2, column A; line 2, column B; line 2, column C; and line 2, column D.

(2) Complete the steps to derive the Trunk Service Index for local trunks as described under 3.05(a)(3) through (5).

(b) **Toll Connecting Trunks:**

(1) Compute the sum of all reports to be summarized for the following lines and columns and enter the results on the same line and in the same column of the report being prepared: line 6, column D; line 7, column A; line 7, column B; line 7, column C; and line 7, column D.

(2) Complete the steps to derive the Trunk Service Index for toll connecting trunks described under 3.05(b)(3) through (5).

(c) **Intertoll Trunks:**

(1) Compute the sum of all reports to be summarized for the following lines and columns and enter the results on the same line and in the same column of the report being prepared: line 11, column D; line 12,

column A; line 12, column B; line 12, column C; and line 12, column D.

(2) Complete the steps to derive the Trunk Service Index for intertoll trunks as described under 3.05(c) (3) through (5).

(d) International Trunks:

(1) Compute the sum of all reports to be summarized for the following lines and columns and enter the results on the same line and in the same column of the report being prepared: line 16, column D; line 17, column A; line 17, column B; line 17, column C; and line 17, column D.

(2) Complete the steps to derive the Trunk Service Index for international trunks as described under 3.05(d) (3) through (5).

(e) All Trunks: Complete the steps to derive the Composite Trunk Service Index as described under 3.05(e) (1) through (5).

(f) Trend Data: Complete the steps to derive the trend data as described under 3.07(f) (1) through (4).

(g) Monthly Report: Lines 30-32 are not used for quarterly reports.

(h) Quarterly Report:

(1) Enter the quarter and year covered by the report on line 33.

(2) Leave line 34 blank.

(3) Enter the Division Area, and Company as applicable on line 35-37.

Note: Issue 1 of this Section does not provide index tables. Do not complete the following lines of Form E-3994 until index tables are provided: lines 4, 5, 9, 10, 14, 15, 19, 20 and 23 through 29.

3.09 Preparation of Trunk Service Results Summary, Form E-3994, for Areas and Companies — Annual Reports: Annual reports for areas and companies are prepared by summarizing the four quarterly reports for the same organizational level: Complete the annual Form E-3994 as follows:

(a) Local Trunks:

(1) Compute the sum of the four quarterly reports for the following lines and columns, divide each by 4, and enter the results

on the same line and in the same column of the annual report: line 1, column D; line 2, column A; line 2, column B; line 2, column C; and line 2, column D.

(2) Complete the steps to derive the Trunk Service Index for local trunks as described under 3.05(a) (3) through (5).

(b) Toll Connecting Trunks:

(1) Compute the sum of the four quarterly reports for the following lines and columns, divide each by 4, and enter the results on the same line and in the same column of the annual report: line 6, column D; line 7, column A; line 7, column B; line 7, column C; and line 7, column D.

(2) Complete the steps to derive the Trunk Service Index for toll connecting trunks as described under 3.05(b) (3) through (5).

(c) Intertoll Trunks:

(1) Compute the sum of the four quarterly reports for the following lines and columns, divide each by 4, and enter the results on the same line and in the same column of the annual report: line 11, column D; line 12, column A; line 12, column B; line 12, column C; and line 12, column D.

(2) Complete the steps to derive the Trunk Service Index for intertoll trunks as described under 3.05(c) (3) through (5).

(d) International Trunks:

(1) Compute the sum of the four quarterly reports for the following lines and columns, divide each by 4, and enter the results on the same line and in the same column of the annual report; line 16, column D; line 17, column A; line 17, column B; line 17, column C; and line 17, column D.

(2) Complete the steps to derive the Trunk Service Index for international trunks as described under 3.05(d) (3) through (5).

(e) All Trunks: Complete the steps to derive the Composite Trunk Service Index as described under 3.05(e) (1) through (5).

(f) Trend Data:

(1) Enter the Trunk Service Index for each type of trunk and the Composite Trunk Service Index on line 26, columns E, F, G,

SECTION 660-400-010

H, and J, from line 5, column D; line 10, column D; line 15, column D; line 20, column D; and line 25, column J, respectively.

(2) Enter the Trunk Service Index for the previous year for each type of trunk on line 27, columns E, F, G, H, and J, from the Trunk Service Results Summary prepared the previous year, line 26, columns E, F, G, H, and J, respectively.

(3) Enter the Trunk Service Index for the second previous year for each type of trunk on line 28, columns E, F, G, H, and J, from the Trunk Service Results Summary prepared the *previous year*, line 27, columns E, F, G, H, and J, respectively.

(4) Enter the Trunk Service Index for the third previous year for each type of trunk on line 29, columns E, F, G, H, and J, from the Trunk Service Results Summary, prepared the *previous year*, line 28, columns E, F, G, H, and J, respectively.

(g) *Monthly Report*: Line 30-32 are not used for the annual report.

(h) *Quarterly Report*:

(1) Enter on line 33 "ANNUAL" and the year.

(2) Leave lines 34 and 35 blank.

(3) Enter the Area and Company on lines 36 and 37 as applicable.

Note: Issue 1 of this Section does not provide index tables. Do not complete the following lines on Form E-3994 until index tables are provided: lines 4, 5, 9, 10, 14, 15, 19, 20, and 23 through 29.

4. FORWARDING OF REPORTS

4.01 Reporting office monthly reports and District monthly reports shall be forwarded as specified by Company or local instructions.

4.02 District quarterly reports and reports for other organizational units below Area level shall be forwarded as specified by Company instructions.

4.03 Area and Company quarterly and annual Trunk Service Results Summaries, Form E-3994, are required for preparation of System summaries. Quarterly summaries are due, at the address shown below, on the 25th day of the month following the end of the quarter. Annual summaries are due January 31.

4.04 Forward quarterly and annual summaries to:

Plant Operations Manager — Statistics
American Telephone and Telegraph Company
195 Broadway — Room 722B
New York, New York 10007

4.05 Detailed data and summary reports must be retained at least one year to substantiate the reported results.

5. ORDERING INFORMATION

5.01 Forms are available in pads of 25 forms each. Forms should be ordered in multiples of 25. Orders should be worded as follows:
(Quantity) Form E-3994 (10-71)
(Quantity) Form E-4255 (10-71)

Trunk Outage Reports are available in prenumbered packages of 500 (1-500). Orders should be worded as follows:

(Quantity) Form E-1025 (10-71)

TRUNK SERVICE RESULTS SUMMARY

TYPE		A	B	C	D
		TROUBLES	REARRANGE- MENTS	ROUTINE- OTHER	TOTAL
1	LOCAL	NUMBER OF TRUNKS			
2		N.B.D. OUTAGE HOURS PER MONTH			
3		AVG. OUTAGE HRS. (2 ÷ 1D)			
4		WEIGHTED COMPONENT (USE TABLE 1)			
5		TRUNK SERVICE INDEX (4A+4B+4C)			

6	TOLL CONNECTING	NUMBER OF TRUNKS			
7		N.B.D. OUTAGE HOURS PER MONTH			
8		AVG. OUTAGE HRS. (7 ÷ 6D)			
9		WEIGHTED COMPONENT (USE TABLE 2)			
10		TRUNK SERVICE INDEX (9A+9B+9C)			

11	INTER- TOLL	NUMBER OF TRUNKS			
12		N.B.D. OUTAGE HOURS PER MONTH			
13		AVG. OUTAGE HRS. (12 ÷ 11D)			
14		WEIGHTED COMPONENT (USE TABLE 3)			
15		TRUNK SERVICE INDEX (14A+14B+14C)			

16	INTER- NATIONAL	NUMBER OF TRUNKS			
17		N.B.D. OUTAGE HOURS PER MONTH			
18		AVG. OUTAGE HRS. (17 ÷ 16D)			
19		WEIGHTED COMPONENT (USE TABLE 4)			
20		TRUNK SERVICE INDEX (19A+19B+19C)			

		E	F	G	H	J
		LOCAL	TOLL CONNECTING	INTER- TOLL	INTER- NATIONAL	TOTAL
21	ALL TRUNKS CURRENT PERIOD	NUMBER OF TRUNKS (1D, 6D, 11D, 16D)				
22		PORTION OF TOTAL TRKS. (21 ÷ 21J)				
23		TRUNK SERVICE INDEX (5D, 10D, 15D, 20D)				
24		OVERALL COMPONENT (22 x 23)				
25		COMPOSITE TRUNK SERVICE INDEX (24E + 24F + 24G + 24H)				
26	TREND DATA	CURRENT PERIOD (5D, 10D, 15D, 20D, 25J)				
27		PREVIOUS PERIOD (PREVIOUS REPORT, LINE 26)				
28		2nd PREVIOUS PERIOD (PREVIOUS REPORT, LINE 27)				
29		3rd PREVIOUS PERIOD (PREVIOUS REPORT, LINE 28)				

MONTHLY REPORT	
30	MONTH:
31	OFFICE:
32	DISTRICT:

QUARTERLY REPORT	
33	QUARTER:
34	DISTRICT:
35	DIVISION:
36	AREA:
37	COMPANY:

Fig. 3

