

**TOLL SERVICE RESULTS PLAN
TOLL SERVICE REPORT
FORMS E-1025 AND E-1025A**

1. GENERAL

1.001 This addendum supplements Section 660-620-011, Issue 5.

1.002 This addendum deletes all references to the Plant Maintained Report.

1.003 This addendum revises Fig. 1 and 2, and deletes Fig. 5.

1.03 References to the following associated sections are deleted:

Section 660-620-012—Toll Service Results Plan
—Troubles in Toll Plant
Maintained—Forms
E-3988A and B.

Section 660-620-013—Toll Service Results Plan
—Toll Plant Maintained
Results—Forms
E-3991A and B.

2. DESCRIPTION OF THE FORMS

2.03 Add the following sentence:

The Plant Maintained Report Data portion of the form is no longer used. Equipment trouble data is recorded on Form E-5840 (Section 010-300-010).

3. INITIATING A REPORT FORM E-1025

3.01 (Revised)

At secondary toll testboards and other locations from which overall service and maintenance activities on toll trunks are directed, a toll service report form should be initiated for each trunk in trouble, or used to make good another trunk or circuit in accordance with the procedures given in Section 660-625-300, and also for each activity on a toll trunk for which a record is desired.

3.03 (Revised)

In general, one form should be prepared for each trunk involved. However, certain exceptions are permitted, as described in Section 660-625-300 and elsewhere in this section, in connection with the use of Form E-1025A.

4. DETAILS ON "TRUNK OR CHANNEL REPORT"

4.01 (Revised)

Serial Number: It is essential that controls be established to ensure that all tickets are accounted for. This shall be accomplished by serially numbering all tickets and by establishing other controls to ensure that tickets are not misplaced or lost. Serial numbers of all "Referred To" or "Referred From" tickets should be recorded on Form E-1025 in appropriate spaces, to facilitate follow-up procedures.

5. (Canceled)

6. EXAMPLES OF N.B.D. OUTAGE TIME

6.01 The following examples indicate how outage time described in Section 660-620-010 is applied:

(1) *Example 1:*

(a) "A" control trunk between "A" and "C".

(b) 10:00 A.M.—Traffic reports trunk trouble to "A". (Trunk outage starts.)

10:15 A.M.—"A" checks, finds trunk in trouble between "A" and "C", and decides man is required at intermediate point "B".

10:30 A.M.—Man dispatched to "B".

11:50 A.M.—Man clears trouble at “B” and notifies “A”.

11:55 A.M.—Trunk restored to Traffic.
(Trunk outage ends.)

(c) Trunk Outage: 10:00 A.M. to 11:55 A.M.;
1 hour, 55 minutes.

Note: Equipment outage at “B” recorded on Form E-5840 per Section 010-300-010.

(2) **Example 2:**

(a) Conditions same as for Example 1.

(b) 10:00 A.M.—Traffic reports trunk trouble to “A”. (Trunk outage starts.)

10:15 A.M.—“A” checks and believes trouble is at “B”.

10:30 A.M.—Man sent to “B”.

11:40 A.M.—Man reports no trouble at “B”.

11:50 A.M.—“A” refers trouble to “C” (noncontrol office). (“C” makes noncontrol, memo ticket.)

12:15 P.M.—“C” clears trouble and reports same to “A”.

12:30 P.M.—Trunk restored to Traffic.
(Trunk outage ends.)

(c) Trunk Outage: 10:00 A.M. to 12:30 P.M.—2 hours, 30 minutes. Entire outage time taken by “A” (control office). “C” records no outage time on this trunk.

7. EXAMPLES OF USE OF FORM E-1025

7.01 (Revised)

Fig. 1 and 2 show examples of how the ticket is used at both the trunk control and the trunk noncontrol offices.

TRUNK OR CHANNEL REPORT										
SERIAL NO. 101	TRUNK CONTROL <input checked="" type="checkbox"/>	NON-CONTROL	FACILITY CONTROL	MEMO	HOME PLANT					
TOLL TRUNK, CIRCUIT OR CHANNEL #1 A-C					OTHER PLANT					
DATE 6/14	TIME 10 A	REC. BY RKB	START OF N.B.D. OUTAGE TIME 10 A	END OF N.B.D. OUTAGE TIME 11:50 A	TRAFFIC !					
REPORTED TROUBLE					TEST OK					
REPORTING OFFICE					REPORTED BY					
REFERRED TO	AT	"OS" OR "LO"								
DATE	TIME	E & M OPENED								
TURNED DOWN TO TRAFFIC					TURNED DOWN TO DISTANT OFFICE					
TURNED UP TO TRAFFIC 11:50 A					TURNED UP TO DISTANT OFFICE					
TROUBLE FOUND, CAUSE, AND ACTION TAKEN 10:30 SENT MAN TO B 11:30 MAN AT B 11:45 REPT. TROUBLE AT B-CLEARED					NUMBER OF CONTROLLED TRUNKS IN TROUBLE 1					
					N.B.D. OUTAGE TIME PER TRUNK 1 HOURS 50 MINS.					
PLANT MAINTAINED REPORT										
INITIAL STATUS OF SERVICE				MEMO	TROUBLE CODE					
OUT OF SERVICE	MADE GOOD ON		WORKING ON REG. FAC.							
WORKING FAC.	SPARE FAC.									
CHANNEL OR CIRCUIT										
DATE	TIME RECEIVED	REC. BY	START OF N.B.D. OUTAGE TIME							
REPORTING OFFICE	REPORTED BY		END OF N.B.D. OUTAGE TIME							
REPORTED TROUBLE										
TROUBLE FOUND, CAUSE, AND ACTION TAKEN										
					TOTAL CHANNEL OUTAGE TIME					
					HOURS					
					MINS.					
					NORMAL BUSINESS DAY					
					HOURS					
					MINS.					
E-13.025.1 Printed in U.S.A.					E-1025 (1-61)					
TOLL SERVICE REPORT TICKET										

EXAMPLE OF TICKET AT "A"

"A" CONTROLS TRUNK "A" TO "C" WITH REPEATER AT "B"
 10:00 A.M. TRAFFIC REPORTS TRUNK TROUBLE TO "A" (TRUNK OUTAGE TIME STARTS).
 10:15 A.M. "A" CHECKS, FINDS NO TROUBLE AT "A" AND DECIDES MAN SHOULD BE SENT TO "B".
 10:30 A.M. MAN IS SENT TO "B".
 11:30 A.M. MAN ARRIVES AT "B".
 11:45 A.M. MAN FINDS REPEATER TROUBLE AT "B" AND CLEARS TROUBLE.
 11:50 A.M. TRUNK RESTORED TO TRAFFIC (TRUNK OUTAGE TIME ENDS).

Fig. 1

TRUNK OR CHANNEL REPORT										
SERIAL NO. 935	TRUNK CONTROL	NON-CONTROL	FACILITY CONTROL	MEMO	HOME PLANT	RECEIVED FROM	OTHER PLANT	TRAFFIC	TEST OK	CAME CLEAR
TOLL TRUNK, CIRCUIT OR CHANNEL #101 C-A					TOLL TRUNK, CIRCUIT OR CHANNEL #101 C-A					
DATE 6/14	TIME 9.50 A^M	REC. BY DSC	START OF N.B.D. OUTAGE TIME	END OF N.B.D. OUTAGE TIME	TRUNK TERMINAL	TRAFFIC REPORT CLASSIFICATION	TRUNK TERMINAL	TRAFFIC REPORT CLASSIFICATION	TRUNK TERMINAL	TRAFFIC REPORT CLASSIFICATION
REPORTED TROUBLE					REPORTED TROUBLE					
REPORTING OFFICE					REPORTING OFFICE					
REPORTED BY					REPORTED BY					
REFERRED TO CTD	AT A #701	"OS" OR "LO"		E & M OPENED	TRUBLE FOUND	TRUBLE REFERRED	"OS" OR "LO"		E & M OPENED	TRUBLE FOUND
DATE 6/14	TIME 10.00 A^M	JACK NO.		TURNED DOWN TO TRAFFIC	TURNED DOWN TO TRAFFIC	TURNED DOWN TO TRAFFIC	JACK NO.		TURNED DOWN TO TRAFFIC	TURNED DOWN TO TRAFFIC
TURNED UP TO TRAFFIC					TURNED UP TO TRAFFIC					
TROUBLE FOUND, CAUSE, AND ACTION TAKEN Ref to Control at 10 am					TROUBLE FOUND, CAUSE, AND ACTION TAKEN Carrier trouble B-C Patched					
E & M CLOSED					E & M CLOSED					
PLANT MAINTAINED REPORT					PLANT MAINTAINED REPORT					
INITIAL STATUS OF SERVICE					INITIAL STATUS OF SERVICE					
OUT OF SERVICE					OUT OF SERVICE					
MADE GOOD ON					MADE GOOD ON					
WORKING ON REG. FAC.					WORKING ON REG. FAC.					
CHANNAL OR CIRCUIT					CHANNAL OR CIRCUIT					
DATE	TIME RECEIVED	REC. BY	START OF N.B.D. OUTAGE TIME	END OF N.B.D. OUTAGE TIME	TROUBLE OUTAGE TIME	NUMBER OF CHANNELS	TROUBLE OUTAGE TIME	NUMBER OF CHANNELS	TROUBLE OUTAGE TIME	
REPORTING OFFICE					REPORTING OFFICE					
REPORTED BY					REPORTED BY					
REPORTED TROUBLE					REPORTED TROUBLE					
TROUBLE FOUND, CAUSE, AND ACTION TAKEN					TROUBLE FOUND, CAUSE, AND ACTION TAKEN					
TOTAL CHANNEL OUTAGE TIME					TOTAL CHANNEL OUTAGE TIME					
POSTED					POSTED					
E-13.025.1 Printed in U.S.A.					E-13.025.1 Printed in U.S.A.					
TOLL SERVICE REPORT TICKET					TOLL SERVICE REPORT TICKET					

EXAMPLE OF TICKET AT "C"

EXAMPLE OF TICKET AT "A"

"A" CONTROLS TRUNK "A" TO "C" (TRUNK IS ASSIGNED TO CARRIER "B" TO "C")
 9:50 A.M. TRAFFIC REPORTS TRUNK TROUBLE AT "C".
 10:00 A.M. "C" FINDS TRUNK IN TROUBLE AND REFERS TO "A" (TRUNK OUTAGE TIME STARTS).
 10:15 A.M. "A" SECTIONALIZES TROUBLE TO CARRIER BETWEEN "B" AND "C".
 10:30 A.M. TRUNK MADE GOOD ON SPARE CARRIER FACILITIES.
 10:35 A.M. "A" RESTORES TRUNK TO TRAFFIC (TRUNK OUTAGE TIME ENDS).

Fig. 2