

TRUNK PERFORMANCE RECORD FORM E-5685

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1. GENERAL

1.01 This section describes the use of the Trunk Performance Record, Form E-5685. This form is designed for use at any testboard to record call failures reported by lockouts, verbal reports, or any other report of unsatisfactory trunk performance which does not immediately result in the detection of trouble.

1.02 This section replaces Section 660-601-010, cancels Form E-1027, Intertoll Trunk Trouble History Record, and authorizes Form E-5685, Trunk Performance Record, at all testboards.

1.03 Form E-5685 is designed to provide the testboard with a record of call failures which, by analysis, will highlight trunks which should be *tested in depth* to determine the cause of the failure.

1.04 Section 660-625-501, Analysis and Correction of Trunk Troubles — Testing In Depth, describes in more detail the principles of analysis applicable to the use of the Trunk Performance Record.

2. DESCRIPTION AND PREPARATION

2.01 Form E-5685 is printed on 8-1/2 by 11-inch white paper. Space is provided for entries for a six-month period. In addition, space is provided for a one-month carry-over from a previous record, to facilitate month-by-month comparisons.

2.02 Entries on each form should be made as follows: (See Fig. 1)

(a) **Month and Week:** Enter in these spaces the month and date of the Sunday starting each week in the month.

(b) **Trunk Group and Type:** Enter in this space the far-end designation for the trunk group or groups included on this form. The type of operation should also be entered on the record; for example, 2MF for a 2-way multifrequency signaling trunk, etc. An "X" should be entered in the space above the vertical line that separates adjacent trunk groups.

(c) **Trunk Number:** Enter one trunk number in each column. Blank columns may be left at the end of a trunk group, to allow for growth and to prevent frequent preparation of forms. Entries of four-digit trunk numbers may be accommodated by placing the first two digits above the last two digits of the trunk number.

(d) **Notes:** The space at the bottom of the form and the reverse side of the form should be used for notes pertaining to the performance of a particular trunk.

3. POSTING ENTRIES

3.01 Form E-5685 is a record of the number of times a trunk is involved in a call failure report on which initial tests did not detect trouble. (See Fig. 2)

3.02 These failure reports may originate from many sources, such as:

(a) Lockouts resulting from a report of trouble on an operator-handled call.

(b) Lockouts resulting from sender signaling integrity checks.

(c) Reports from DDD Service Bureaus.

(d) Direct reports from traffic operators.

(e) Traced calls by DDD Service Bureaus or other testboards.

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3.03 Each trunk involved in a call failure report should be tested to Code 104 (Code 102, if 104 is not available) and 103 test lines to toll centers, or to a test number on toll connecting or other trunks.

3.04 In those cases where a trouble is detected, Form E-1025 or an equivalent trouble ticket should be prepared and the trouble cleared. It is not intended that an entry be made on Form E-5685 in this case.

3.05 When the trunk tests do not reveal a trouble condition, the trunk is immediately restored to service and a stroke is entered in the appropriate space on Form E-5685.

3.06 All terminating trunks associated with a hold and trace report, and therefore not tested, should be stroked on this form. Both incoming and outgoing trunks should be stroked when a through call is traced.

3.07 Form E-5685 should be maintained at the testboard, so that reports may be stroked directly to the form. This serves three purposes:

- (a) The report is promptly stroked to the form.
- (b) It eliminates the need to transcribe report strokes.
- (c) It provides the opportunity to note trouble patterns as they develop, rather than after the fact.

4. ANALYZING TRUNK PERFORMANCE RECORDS

4.01 Hard-and-fast rules cannot be established for determining when a trunk reaches the point of requiring special testing to find the source of frequent call failure reports. However, some general guidelines are:

- (a) Comparison with the number of reports on adjacent trunks in the same group.
- (b) A significant increase in the number of reports received on a particular trunk for a comparable period.
- (c) Complete absence of strokes on an individual trunk, especially on early choice trunks, may indicate trouble in accessing the trunk.

4.02 Those trunks determined as *chronic marginal trunks* should be *tested in depth*, as covered in Section 660-625-501.

4.03 Identification of these trunks, coupled with the application of the *testing in depth* principle, will direct the maintenance effort to those trunks providing the poorest service to the customer. All testboard personnel should be aware of these procedures, and there should be daily supervisory reviews of Form E-5685 to ascertain the proper identification of *poor performance trunks* and the progress of *testing in depth*.

TRUNK PERFORMANCE RECORD

M O N T H	W E E K	TRUNK GROUP AND TYPE																																			
		NEW YORK 4-1MF								X ATLANTA-2MF							X MEMPHIS-2D																				
		TRUNK NUMBER																																			
		01	02	03	04	05	06	07	08											1	2	3	4	5	6	7											
J A N 68	7	1				1		1	1											1	1		1	1							1	1		1			
	14		1	1																	1		1										1				
	21	1			1	1			1													1	1			1						1					
	28		1	1																				1	1								1				
	-																																				
F E B	4	1	1	1			1		1												1		1	1		1								1			
	11		1	1	1															1					1						1	1		1			
	18	1		1		1		1	1														1							1	1	1					
	25																				1					1	1										
	-																																				
M A R	3	1		1	1	1														1		1	1									1	1		1	1	
	10		1				1		1																1								1				
	17	1			1	1														1	1					1				1	1						
	24	1		1																			1								1	1	1	1			
	31	1			1	1		1												1		1	1							1	1	1					
A P R	7			1	1				1											1	1		1	1		1						1					
	14	1	1																			1				1							1				
	21			1	1	1		1														1											1			1	
	28	1																			1	1	1	1									1				
	-																																				
M A Y	5	1	1					1												1		1	1		1							1			1	1	
	12			1	1	1			1												1	1		1		1					1	1	1				
	19	1						1																								1		1			
	26	1	1	1																1	1												1				
	-																																				
J U N E	2	1						1												1		1	1		1							1	1	1			
	9	1	1		1				1											1	1			1		1						1		1	1	1	
	16			1	1	1														1		1											1		1	1	
	23	1	1		1			1														1		1								1					
	30	1		1																													1				
J U L Y	7	1				1			1											1	1			1												1	
	14			1				1																1								1	1	1	1	1	
	21	1	1						1											1	1					1	1				1	1	1	1			
	28			1		1																	1										1				
	-																																				

NOTES: * 02 NEW YORK PLACED ON 10 MOST WANTED LIST 2/12. TBL FOUND 2/14 - BAD SF AT NY 4.
 φ 4 ATLANTA PLACED ON 10 MOST WANTED LIST 2/6. TBL FOUND 2/8 - BAD DROP AT ATLANTA.
 & DEFECTIVE ECHO SUPPRESSOR CLEARED AT NEW YORK 4/10.

Fig. 2