

INTERNATIONAL SERVICE

INTERNATIONAL SERVICE COORDINATION CENTERS AND INTERNATIONAL NETWORK MANAGEMENT CENTERS

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1. GENERAL

1.01 This section is issued to define the functions of international network management and service coordination. These guidelines apply to all circuits from AT&T locations to terminals outside of the fifty states of the United States except those which terminate in Canada, Mexico, and certain points in the Caribbean which require individual arrangements.

1.02 The International Consultative Committee for Telephone and Telegraph (CCITT) has indicated the requirements for an organization dedicated to the systematic quality control of international telephone service. It is titled International Service Coordination Center (ISCC). The specified responsibilities and functions will reflect the CCITT Recommendations involved as adapted to the US environment.

1.03 The Bell System has developed a close liaison between those responsible for reducing difficulties in the intertoll traffic flow between national Numbering Plan Areas—Area Network

Service Centers (ANSCs) and those responsible for the flow of traffic in local areas—Network Analysis Bureaus (NABs) and Network Service Centers (NSCs). Those responsible for international traffic, the International Service Coordination Centers (ISCCs), should, in turn, closely relate to the ANSCs to distinguish between problems which locate in the international network and those in the national network.

1.04 The ISCCs in the United States are presently operated by Long Lines Areas. These Area ISCCs locate service deficiencies in a manner which can be compared to the ANSC's activities with respect to fault location. The comparison can be extended to the fact that some ANSC organizations are colocated with network management groups and some of the ISCCs are colocated with International Network Management Centers (INMCs).

1.05 The CCITT defines network management mechanisms but does not recommend a specific organization to fulfill the relevant functions. Other countries, therefore, are not now generally staffed with specific network management organizations, and network management functions may very well be performed by the foreign ISCCs. This is one of the important reasons why the central INMC/ISCC operated by Long Lines Headquarters is arranged to relate to both network management and service coordination functions. The Headquarters INMC/ISCC is a part of the Network Operation Center (NOC) which also includes national network management and facilities management.

2. INMC AND ISCC FUNCTIONS

2.01 The ISCC and INMC functions are interdependent for international traffic.

2.02 The *international network management* functions are fulfilled in Long Lines Area

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or Associated Company locations in some proximity to their associated International Switching Centers. These Network Management Centers are kept informed of service deficiencies by National Network Management, Facility Management, and the Long Lines ISCC groups. Network Management actions which affect traffic flow to or from any country with IDDD/IOTC service or any country served by more than one US IOC will be initiated by or concurred in by the Long Lines Headquarters INMC. This is required to permit the necessary coordination of international and national network management activities. An Area or Associated Company INMC may initiate network management action, except for "X" type or special announcements, without HQ INMC prior approval, at its associated ISC/IOC to affect traffic to or from a country served by only one ISC/IOC when IDDD/IOTC is not provided to that country. All traffic reroutes will, however, be initiated or concurred in by the HQ INMC. The Area INMCs shall also inform the Long Lines Headquarters INMC of all network management actions taken. The Headquarters INMC will assist the various implementation Restoration Liaison Officers in establishing the priorities of circuit requirements when ad hoc restorations require such decisions.

2.03 The *service coordination* functions are fulfilled principally in Long Lines Area Locations in close liaison with the International Network Management Centers (INMCs), International Switching Centers (ISCs), International Operating Centers (IOCs), and International Transmission Maintenance Centers (ITMCs). These service coordination centers will, as required, receive assistance from the INMC/ISCC operated by Long Lines Headquarters.

2.04 Each Long Lines Area ISCC will accept trouble reports from its ANSC, the US ITMC(s) it relates to, and from all other ISCCs. It will review fault patterns developed from NOTIS, IOC trouble reports, and when necessary, report them to the appropriate foreign ISCC for action. It is also responsible for analyzing all call completion data and promoting service improvement efforts. Each ANSC will refer all international troubles to a single ISCC in accordance with Appendix 3.

2.05 An ISCC should refer a trouble report to the appropriate other US ISCC when it does not apply to a trunk group or switching center maintained by an ITMC or ISC to which it relates.

When it appears that a trouble report or series of trouble reports suggest maintenance or repair in connection with a trunk group or switching center in its territory, the report or pattern should be referred to the related ITMC or ISC, as appropriate. Each such matter that is referred shall be acknowledged with a report of the essential actions taken to correct the indicated condition. Troubles on a specially identified circuit shall always be referred to the US ITMC involved.

2.06 The Area ISCC is responsible for reviewing all current performance indicators including troubles reported to it, No Circuit (NC) and traffic control results, Outage Per Trunk, Customer Attitude Survey Summary, Call Disposition Results, Routing Test Results, IMA and Machine Service Results, Service Observations, and IDDD Call Completion Results. In addition, it should be aware of circuit unavailability, facility failures affecting international service, and all deficiencies in switching machine common equipment together with switching congestion and potential service problems.

2.07 The ISCC interface responsibilities with the foreign ISCC for circuits terminating in more than one ISC in the US shall be handled by a "Principal ISCC" as indicated in Appendix 4. This also defines the Long Lines Area with the responsibility to coordinate field service improvement efforts with the foreign country when circuits terminate in more than one US city.

2.08 Each ISCC is responsible for obtaining systematic call disposition results for each trunk group for which it is responsible, viz, all trunk groups in the International Switching Center(s) with which it is associated. The Overseas Call Disposition System (OCDS) is the device to be used to automatically obtain these dispositions.

Method

2.09 The OCDS should collect data, by direct access, on the international trunk groups and the Overseas Loop-Around (OLA) circuits. All disposition data collected is to be reported. Dispositions are to be categorized by and recorded on Form OS635. This form is available at the Long Lines stockroom in pads of fifty.

2.10 Data, to meet the requirements listed in 2.11 through 2.14, should be collected during the normal business day hours as defined in Section

660-630-010 (1.13, 1.15, and Fig. 2). Additional data can be collected outside of these hours, and if so, should be included in results reported.

Requirements of Sample Sizes Per Report Period

- 2.11 **OLA Circuits:** 1200 dispositions.
- 2.12 **International Trunk Groups:**
 - (a) With more than twelve circuits—1800 dispositions
 - (b) With twelve or less circuits—1200 dispositions.

Periodicity

- 2.13 **OLA Circuits (Outgoing Only):** Monthly, with a portion collected each week.
- 2.14 **All International Trunk Groups:**
 - (a) Outgoing—Quarterly with a portion collected at least once a month
 - (b) Incoming—Annually with a portion collected at least once each quarter.

Forwarding of Reports (Form OS635)

- 2.15 Results for trunk groups served by a single International Switching Center (ISC) should be forwarded directly to the Long Lines Headquarters ISCC.
- 2.16 Results for trunk groups served by more than one ISC should be forwarded to the respective principal ISCC, per Appendix 4 of this section and the Long Lines Headquarters ISCC.
- 2.17 Reports forwarded to the Long Lines Headquarters ISCC should be sent to ensure receipt by the fifth work day of the month following each report period.
- 2.18 Reports should be addressed to the appropriate ISCCs per Appendix 1.
- 2.19 Where automatic call dispositions cannot be obtained, the responsible ISCC shall arrange for manual observations to be performed to meet the criteria in Table A.

2.20 The Headquarter ISCC will summarize this data and publish:

- (a) Monthly OLA results
- (b) Quarterly outgoing results on international trunk groups
- (c) Annual incoming results on international trunk groups.

2.21 Table A summarizes the requirements specified above.

TABLE A

RECOMMENDED INTERVALS

OUTWARD (DIAL)	MANUAL OBSERVATIONS	AUTOMATIC OBSERVATIONS
All trunk groups	Every 6 months	Quarterly
Overseas loop around trunks		Monthly
INWARD (DIAL)	Annually	Annually
All trunks groups		

2.22 Where the ISCC does not access the circuits involved directly, it shall request the ITMC involved to perform the call disposition observations.

2.23 The Long Lines Headquarters ISCC responsibilities are concerned with overall quality control and service improvement in relation to methods, procedures, Bell System Practices, standards, new tools and systems, and AT&T participation in CCITT. The Headquarters ISCC can assist in particular service problems when requested by a Long Lines Area ISCC or when it affects more than one country and more than one Long Lines Area. The Headquarters ISCC will refer trouble reports to the appropriate Area ISCC as required.

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2.24 The Long Lines Headquarters INMC/ISCC is located in the Network Operations Center (NOC). This center combines the National Network Management, International Network Management/Service Coordination, and Facility Management groups. International Network Management actions will be directed by this INMC to take into account IDDD, IOTC, IOC services, and the interdependencies of all the international centers with each other and the national network. Area network management actions must be concurred in by Headquarters INMC/ISCC except as described in 2.02. All network management controls taken must be reported to the Long Lines Headquarters INMC/ISCC.

2.25 International facility restoration is not fundamentally an ISCC or INMC function. Restoration control is defined in Section 660-630-322 as a set of functions relating to the implementation of restoration plans. They may be carried out together with ISCC functions if convenient but should be identified separately because the ISCC label is internationally recognized to pertain to certain internationally defined functions. The

foreign administrations often appear to associate network management and status center functions with the ISCC. They are also beginning to consider restoration as a maintenance function. In any case, the ISCC must be aware of all relevant facility failures and restoration progress in each case. This does not preclude our use of ISCC forces for restoration control purposes if identified as a separate operation.

2.26 The official ISCC locations in the United States as listed with the CCITT are in Appendix 1. Each Long Lines Area is responsible to keep the Long Lines Headquarters ISCC advised as to the current postal and telephone addresses of the ISCC locations in its territory together with the names of the supervisory personnel involved.

2.27 The official INMC locations in the United States are listed in Appendix 2.

2.28 The INMC/ISCC functions are summarized in Table B of this section.

TABLE B

SUMMARY OF INTERNATIONAL NETWORK MANAGEMENT AND
SERVICE COORDINATION FUNCTIONS**NETWORK MANAGEMENT**

See 2.02.

Long Lines Area and Headquarters

Exercise surveillance of international traffic flows extending beyond the North American Network and relate to complementary information regarding circuit and switching availability.

Supervise traffic flow to International Switching and Operating Centers. Gather and disseminate information, ie, traffic flow to and from foreign countries.

Long Lines Area or Associated Company

Applies network management actions at associated International Operating Centers (IOCs), International Switching Centers (ISCs), and International Transmission Maintenance Centers (ITMCs). Coordinates with local national network management centers to control traffic flow to its International Switching and Operating Centers in accordance with 2.02. Collaborates with service coordination personnel in the Long Lines Areas for interface with foreign centers and keeps the Long Lines Headquarters INMC/ISCC informed in accordance with 2.02.

Long Lines Headquarters

Directs network management actions at International Switching Centers and related ITMC locations.

Coordinates with national network management organizations at the Network Operations Center (NOC) and in the appropriate network management centers.

Coordinates and directs verification of national routing changes, ie, international traffic.

Interfaces with foreign network management centers or designated personnel responsible for network management actions or delegates interface responsibility to a Long Lines Area on an ad hoc basis.

Assists appropriate Implementation Restoration Liaison Officer to relate immediate traffic pressures in establishing the most critical service routes when an ad hoc restoration configuration is applied by a given RLO.

SERVICE COORDINATION

See 2.03 through 2.28.

Long Lines Area and Headquarters

Monitor all available machine, network, and maintenance performance results and relate to complementary information, ie, traffic flow.

Initiate special studies to determine corrective actions needed to improve service and optimize traffic flow.

TABLE B (Cont)

SUMMARY OF INTERNATIONAL NETWORK MANAGEMENT AND
SERVICE COORDINATION FUNCTIONS

Recommend possible remedial actions relating to problems with foreign terminals and networks.

Long Lines Area and Headquarters should exchange facility failure information related to international service.

Promote improvements in international call completion.

Long Lines Area

Service coordination interface with foreign ISCCs when single trunk group or "Principal ISCC" responsibility is designated. Acts as centralized trouble report receiving center for its related IOC(s), its related Long Lines Area Network Service Center (ANSC), the ITMCs in its territory, and other ISCCs.

Detects circuit, trunk group, and machine deficiencies and reports same to its related ITMC(s) and to other Service Coordination Centers, as appropriate.

Collaborates with and supplies information to the international network management personnel in its Long Lines Area or related Associated Company location and the Headquarters INMC/ISCC organization.

Long Lines Headquarters

Evaluates service results and performance indicators periodically.

Recommends and develops standards, methods, and procedures. Interfaces foreign ISCCs when matters involve broad problems or methods and procedures affecting service to more than one foreign point and more than one Long Lines Area.

Be aware of all facility failures in the US and abroad affecting service with the United States.

Assists Area ISCC organizations when so requested.

**ASSIGNMENT OF AREA NETWORK SERVICE CENTERS (ANSCs) TO
INTERNATIONAL SERVICE COORDINATING CENTERS (ISCCs)
FOR INTERNATIONAL FAULT PATTERNS ***

New York City Area 204 East 38 Street Room 1801 New York, NY 10016 (212) 334-4799 ADNet LYO-888	New York
Northeastern Area 400 Hamilton Avenue Room 1200C White Plains, NY 10601 (914) 320-3389 ADNet LNO-888	White Plains
Eastern Area 2055 L. St, NW Seventh Floor Washington, DC 20036 (202) 457-3260 ADNet LEO-888	Pittsburgh
Southern Area Route 3 Salem Road Conyers, GA 30207 (404) 483-4741 ADNet LSO-888	Jacksonville
Central Area 10 South Canal Street Twenty-sixth Floor Chicago, ILL 60606 (312) 641-7307 ADNet LCO-888	Denver
Midwestern Area 811 Main Street Room 113 Kansas City, MO 64141 (816) 391-2803 ADNet LMO-888	Denver
Western Area 74 New Montgomery Street Room 735 San Francisco, CALIF 94119 (415) 442-2500 ADNet LWO-888	Denver

* A fault pattern that relates to a domestic network deficiency should be reported to the ANSC in whose territory the pattern applies.

PRINCIPAL ISCC LOCATIONS

Those foreign countries served by trunk groups to more than one International Switching Center are indicated below together with the location of the principal ISCC. The normal interface with foreign ISCCs for other countries will be handled by the ISCC in the US city in which the trunk group terminates. The principal ISCC city is in the Long Lines Areas which is responsible for overall service to the foreign country involved.

	NY 10	NY 4	PITTS.	W.P.	JKVL.	DEN.	OAK.	PRINCIPAL ISCC
Argentina	X		X					Pittsburgh
Australia			X			X	X	Denver
Belgium	X		X					New York
Colombia	X		X					Pittsburgh
Denmark	X		X					New York
France	X		X					Pittsburgh
Germany Federal Republic of	X		X			X		New York
Hong Kong			X			X	X	Denver
Israel		X	X					New York
Japan		X	X			X	X	Denver
Netherlands		X	X					New York
Norway	X		X					New York
Philippines			X			X	X	Denver
Sweden	X		X					New York
Switzerland	X		X					New York
United Kingdom		X	X	X	X	X		White Plains
Venezuela	X				X			Jacksonville

INTERNATIONAL SERVICE COORDINATING CENTERS

New York City
32 Avenue of the Americas
New York, NY 10013
(212) 393-7211
24 hours/7 days
ADNet LYO-885

White Plains
440 Hamilton Avenue
Room 1200C
White Plains, NY 10601
(914) 320-2611
8:30 am — 4:30 pm
Monday through Friday-
other times (914) 320-3671
ADNet LNO-885

Pittsburgh
635 Grant Street
Ninth Floor
Pittsburgh, PA 15219
(412) 644-7592
24 hours/7 days
ADNet LEO-885

Jacksonville
400 West Ashley Street
Room 703
Jacksonville, FLA 32202
(904) 353-3713
8:30 am — 5:00 pm
Monday through Friday
Other times (904) 355-7596
ADNet LSO-885

Denver
1881 Pierce Street
Room 032
Lakewood, COLO 80214
(303) 233-3641
8:00 am — 4:30 pm
Monday through Friday
Other times (805) 544-1621
ADNet LWO-885

Long Lines Headquarters
32 Avenue of the Americas
New York, NY 10013
(212) 466-0218
24 hours/7 days
ADNet LOS-885

INTERNATIONAL NETWORK MANAGEMENT CENTERS

1. LOCATION	2. POSTAL ADDRESS	3. TEL. NO.	4. HOURS	5. ADNET
1.	New York, New York			
2.	32 Avenue of the Americas, Room 1542, 10013			
3.	212-393-7211			
4.	24 Hours Daily, 7 Days Per Week			
5.	ADNet LYO-45			
1.	White Plains, New York			
2.	440 Hamilton Avenue, Room 1200C, 10601			
3.	914-320-2611			
4.	1300-2130 GMT, Monday through Friday. Other times call 914-878-9628			
5.	ADNet LNO-885			
1.	Pittsburgh, Pennsylvania			
2.	416 7th Avenue, Room 500, 15219			
3.	412-644-7613			
4.	1300-0600 GMT Monday through Thursday 1300-2130 GMT Friday 2100-0600 GMT Sunday. Other times call 412-644-7585			
5.	ADNet LEO-554			
1.	Denver, Colorado			
2.	930 15th Street, Room 126, 80202			
3.	303-624-7156			
4.	1300-0600 GMT Monday through Thursday 1300-2230 GMT Friday 2200-0600 GMT Sunday			
5.	ADNet LNO-25			
1.	Jacksonville, Florida			
2.	400 West Ashley Street, Room 703, 32202			
3.	904-353-3713			
4.	1230-2030 GMT Monday through Friday. Other times call 904-355-7596			
5.	ADNet LSO-30			
1.	Oakland, California			
2.	1587 Franklin Street, Room 1512, 94612			
3.	415-645-7441			
4.	1530-0100 GMT Monday through Friday			
5.	ADNet PTB-5621			
1.	Long Lines Headquarters, New York			
2.	32 Avenue of the Americas, Room 2431, 10013			
3.	212-925-0667			
4.	24 Hours Daily, 7 Days Per Week			
5.	ADNet LOS-35			