SERVICE ORDER ROUTINE
SERVICE ORDER
WRITING AND CLASSIFICATION

1. GENERAL

1.01 This Section provides information concerning the service order format, typed entries placed in various portions of the service order by the Commercial Department and certain procedures pertaining to various classifications of service orders. This section establishes the use of the Universal Service Order (USO) and Uniform Service Order Codes (USOC).

1.02 This Section is issued due to the adoption of the USO/SORD system in the Southwestern Company.

1.03 Service orders are issued by the Commercial Department to authorize work requested by the customer for establishing, changing, or disconnecting the various services furnished by the company. Service orders may be issued to cover work authorized by the Commercial Department.

1.04 A "blanket" type service order may be issued by the Commercial Department when a general rate change involves all or a group of customers within an exchange and no field work is involved.

1.05 Conversion of PBX stations to CENTREX stations may be performed upon authority of a listing (IBM printout, 2733, etc.) produced by the Accounting Department. This procedure is only applicable if no physical change other than the designation card is performed on the involved stations. A Form SW-9261 (Blue Memo) along with the listing authority shall be sent to the Central Editing Group (CEG) for work unit credit, where applicable.

1.06 Service orders are written by the Commercial Department and are delivered to the Plant Department manually or via the SORD network.

1.07 The Commercial Department service order writing group will forward the typed service orders to the Plant Department as quickly as possible. Local Procedures should be established between the Commercial and Plant organizations to meet the customer, department and company requirements in connection with speed of service order issuance objectives (Refer to P.A.P. V66.202). This Section covers only standard USO/SORD procedures. Variations due to local requirements which require modified SORD procedures and related forms should have locally prepared instructions and procedures.

1.08 Plant work sheets, system layout plans, etc., will not be necessary except as described in (a) and (b) below. Key features and operating details of each feature, location and designation of instructions, trunk numbers, station numbers and all other data necessary to perform the work will be shown on the service order. If more than one page is required to present the information, the subsequent pages will be numbered in consecutive order. Work sheets, floor plans, etc., are provided as follows:

(a) A floor plan is issued to show a PTN (Public Telephone Service, Coin, Nonguarantee) and booth location in all cases, by the Marketing Department. (Refer to P.A.P. V66.210)

(b) In a very few instances of large and complex installations, a plant work sheet will be prepared for the person working on the job and the SOC (Service

Order Completion) center. This work sheet
will not be forwarded to any other depart-
ment. The Marketing Department should
issue a plant work sheet if the installation
foreman feels that it is necessary. These
requests should be kept to a minimum.
(Refer to P.A.P. V66.210)

2. SERVICE ORDER FORMS

2.01 Service order forms are multi-copy
assemblies designed to provide each
work group involved in providing telephone
service with one or more copies. Each copy
is preprinted in a different colored ink
with an abbreviation (title) to provide
work group identification as follows:

(a) SORD Originating Network, Form SW-9276a-e:

① CC --- Service Order Completion Copy
(SOC)

② IW --- Plant Installer Work Copy

③   F --- Plant Frame Copy

④ PR --- Plant Record Copy

⑤ ESS --- Electronic Switching System
Copy

(b) SORD Completion Network, Form SW-9277a-c:

⑥ LC --- Plant Line Card

⑦ LIO --- Plant Left-In Office Copy

⑧ LIF --- Plant Left-In Field Copy

The individual copies are interleaved with
one-time carbons. The right hand portion of
each individual copy (excluding LC) is pre-
printed with work items used in completing
and working the service order. See Exhibits
1 and 2.

NOTE: Forms SW-9276 and SW-9277 are designed
for use in the majority of work locations;
however, other assemblies are available for
use in special situations as determined
locally. Refer to the "Catalog of Standard

Forms" for information concerning various
assemblies and the contents of each.

2.02 The Forms SW-9276 and SW-9277 are
furnished in continuous strips, flat
folded and normally packed 500 to a carton.

2.03 The service order is imprinted with
"fielded" spaces or blocks and associ-
ated individual entry identification, e.g.,
TN (telephone number), EX (exchange), CS
(class of service), etc. The service order
writing group will type appropriate entries
in these portions of the service order as
defined in Paragraph 3. The encircled
number associated with the definitions appear
on Exhibits 3 and 4 to indicate their posi-
tion on the service order.

3. TYPED ENTRIES

3.01 The Commercial Department prepares and
types certain entries on the service
order in predetermined positions. These
positions consist of blocks and spaces with
imprinted titles to designate the type of
entry. These entries convey instructional
and informational data to all departments
involved in establishing, changing and dis-
connecting a customer's service. Definitions
and a brief general description concerning
these entries are contained in Paragraph 3.02.

3.02 Typed entries on the service order
include the use of authorized "Service
Order Abbreviations and Codes" (P.A.P.
V66.206) and "Uniform Service Order Codes"
(USOC). Words not in the authorized lists
will be typed in full or abbreviated as
appropriate. Following are the sections of
the service order:

ORIGINATING SORD NETWORK (Form SW-9276)
(Exhibit 3)

1 The SORD computer enters the time the order is distributed (1541); the code assigned to the circuit that the order was sent over (DY); the sequence that the order was distributed (104); the date of distribution (09-13); and the initials of the originating typist (DH) and originating proofer (JF).

2 TN --- The telephone number to which the service order applies. This entry shall normally be made by the Commercial Department.

NOTE: For multiparty services where party position is a factor in determining the assignment of telephone numbers, the assignment forces will normally assign telephone numbers from lists furnished by the Traffic Department.

3 EX --- An abbreviation of the exchange is typed in this space.

4 CS --- An abbreviation of the class of service is typed in this space. The class of service is the class of the account; it is not necessarily the class of service for any particular line, station, or trunk. (Refer to 660-100-011SW)

5 SLS --- Each business office manager group is assigned a four-digit sales code. In addition, a one-digit alphabetic letter code is assigned each customer contact employee in the manager group.

6 This space is for the date (month and day) that the customer applied for service.

7 ORD --- This space is for the order number. The first digit of the number must be alphabetic indicating the classification of the service order as follows:

T	-	To new address
F	-	From old address
N	-	New connect
D	-	Disconnect (complete)
C	-	Change
R	-	Record
SS	-	Suspend Service
RS	-	Restore Service

NOTE: When an individual service order is related to another service order and for company and/or customer reasons both orders must be worked and completed at the same time, the related service order number is normally typed on Line 1 of the service order.

8 CUS --- This is the customer code and is typed by the Commercial Department on subsequent service orders.

9 DD --- Due Date - This is the Month and Day agreed upon with the customer or another appropriate due date, such as "R", "W", "X", "Y", and "Z". Definitions of these codes are found in the "Customer Installation Service Results Plan". Special Access Instructions are indicated in the block immediately following the due date; "A" for AM, "P" for PM, and "*" for See Remarks.

NOTE: The asterisk is used when there are remarks entries involving emergency work, the timing for working the order, or special access arrangements, etc. (See Item 14).

10 Listing information is shown immediately following the order identification on the order form. This positioning eliminates the need for a major heading being typed. Each listing entry is identified by either a Field Identifier (FID) or a USOC code. These codes appear in the code column (first five spaces) of the order. If listing information is being established, removed or changed by the order, an action code precedes the FID or USOC code in the code column. ("I" for in or new; "O" for out or old.) The absence of an action code indicates existing information.

11 BILL --- Billing instructions for the Accounting Department, which apply to the entire order, are shown in this section. Billing information relating to less than the entire service order is shown following the USOC code for the item involved. As discussed in Item 10, action codes are used to indicate new (in) or old (out) entries.

12 TFC --- Specific instructions, primarily those dealing with intercepting, are entered under the "--- TFC" heading. In addition, this section is used to indicate transfer of call instructions.

13 DIR --- Normally, details required for processing directory listings are obtained from information contained in other sections of the order. Any time there are exceptional situations, or additional information is needed for directory purposes, the information is entered on the order under the major heading "---DIR". As in Item 10, action codes are also used in this section of the service order.

14 RMKS --- Information contained in the Identification, Listing, Directory, Traffic, Billing and S&E sections must, in many cases, be supplemented in order to meet all the requirements of all departments. The information shown may specifically pertain to one department or it may be of a general nature. When such information is shown, it will be under the major heading "RMKS" and will be flagged by the presence of an "*" in the block following the due date (See Item 9).

15 S&E --- The S&E section of the service order is used to show the information relating to all items of service and equipment. The information shown may be in the form of an action code, quantity, USOC, rate and one or more of many informational entries. All information is entered in such a way that it is normally sufficient in detail to indicate the Plant work involved and may be read and acted upon by either people or machines for processing in the Accounting Department. Following are the "action codes" used in the S&E section:

I	---	Inward Item
O	---	Outward Item
R	---	Recap Item
M	---	Move
C	---	Item to be Changed
T	---	Changed To
X	---	Changed To and Moved
D	---	Delete Item from Record
E	---	Enter Item to Record

These action codes will be entered in the first typing position in the code column on the service order.

⑯ Instrument separators ("----") are used to separate instruments and all items associated with that instrument, such as cords.

⑰ PG --- All orders have the page number listed as the last entry on the service order. For single-page orders, the page number is entered as "PG 1L". On multi-page orders each page will have the number entered as PG 2, PG 3, etc. The final page will have the letter "L" (last page) following the number, i.e., "PG 5L".

COMPLETION SORD NETWORK (Form SW-9277 (Exhibit 4)

⑱ Immediately following the application date (Item 6), the Commercial Department will type either "R" for regular, "C" for complex, or "S" for special and will also indicate the number of stations worked on. This information is provided by the Plant Department as entered in the upper right hand corner of the "CC" copy of the service order (See Exhibit 3).

⑲ CD --- This is the date that the service order was completed as reported by Plant Forces.

⑳ The completed orders include any additions, deletions, or changes to the S&E section of the order from that originally requested. In this example, there was a Plant Sale, identified with FID "PS" following the USOC item.

㉑ STAT --- Statistical information is entered on the completed order in the "---STAT" section.

㉒ ASGM --- Assignment information is entered on the completed order in the "---ASGM" section of the order. This includes any additions, deletions or changes from the original assignment.

㉓ The initials of the completion typist and the completion proofreader are entered on the completion order.

4. MEMORANDUM ORDER FORMS SW-9261 AND SW-9262

4.01 Form SW-9261 (memo) is a memorandum order printed on blue paper. This form is used as a Plant Service Order, supplemental sheet, provisional "IW" copy, or any other purpose as prescribed locally. The "memo" may be used by any department or group to provide an additional order copy. SW-9261 (memo) is identical to the "IW" copy in the service order assembly. (Exhibit 5A). It is preprinted with the "STAT" section included to stroke applicable statistical entries for obtaining work unit credit.

4.02 In preparing memo orders in the field, it is important that the complete information normally shown on the service order be written on the Form SW-9261 (memo).

4.03 Form SW-9262 (memo) is identical in composition to the "F" (Frame) copy in the service order assembly. It is used in lieu of the "F" copy for frame assignments where the original "F" copy is not available at the frame (i.e., Call Assignments, Line or Station Transfer, etc.) The SW-9262 form is printed on goldenrod colored paper and has the necessary preprinted frame wiring information blocks included. (Exhibit 5B).

5. EMERGENCY SERVICE ORDERS

5.01 Emergency orders include those involv-
     ing serious illness or disability,
death in the family, critical job or employ-
ment needs and essential public service
requirements. Such emergency requests may
be granted without the prior approval of
management. However, Commercial will notify
the Installation Control Foreman so that
these orders may be expedited.

NOTE: On emergency orders for new service
      (including both "N" and "T" orders),
      whenever possible, Commercial will
      provide only for the reconnection of
      left-in instruments. In such cases,
      a subsequent order due at the normal
      interval for any remaining work will
      be issued. If the customer advises
      that no left-in instruments are avail-
      able for use, an emergency order for
      the entire service will be issued.

EXHIBIT 1

Multi-copy Form SW-9276a-e

ORIGINATING SORD NETWORK

| EX | CS | OCS | SLS | | R APP | S | D |

9276-e 7-74 SEC II

9276-d 7-74 SEC II

9276-c 7-74 SEC II

9276-b 7-74 SEC II

SW-9276-a
REV. 7-74
USOP SEC II

ESS ← 5
PR ← 4
F ← 3
IW ← 2
CC ← 1

STAT

Ni		RI	
RF		RFC	
RFM		DPN	
DPR		BD	
RCO		LIF	
LIC		TSR	
NFW			
COC			
VER		TRM	
ERM		NCG	
XKJ		PFR	
CPR		FCO	
OCB			
HRS		CN	
AE			

TT   TB

	OPS CODE	QTY
C		
E		
G		

EXHIBIT 2
Multi-copy Form SW-9277a-c
COMPLETION SORD NETWORK

EXHIBIT 3
ORIGINATING SORD NETWORK
TYPED ENTRIES

```
1541 DY104 09-13 DHs JEcs    SLs          R  3  s____ D____
                                          APP

644-1052        STL 2FR    1151-V 9-13                SW-9276-0
                                                      REV. 10-71
N24000T      9  9-14-73 9-14 *W                       USOP SEC II
```

```
ILN    WHIGS,ROBT N
ILA    4321 DELMAR
ILOC   /FLR 2/WNG E

---BILL
IPC    08
ITAR   RMH
ICC    B

---TFC
TC     NO

---DIR
IDDA1  00
IDPO   00

---RMKS
RMK    *AFT 9 AM, GO TO SIDE DOOR

---S&E
I      2FRBC
I      9CM

-----
I      EXTBC /PS E-3I

PG     1L
```

STAT

NI	2	RI		
RF		RFC		
RFM		DPN	1	
DPR		BD		
RCO		LIF		
LIC		TSR		
NFW				
COC				
VER		TRM		
ERM		NCG		
XKJ		PFR		
CPR		FCO		
OCB	HS 1045A			
HRS	1.3	CN	325	
AE				

CC

TT	TB	
	OPS CODE	QTY
C		
E		
G		

```
ASCM    6    1
1-14-05        2   644-7424
6-21    R 7466 WARNER-E5
```

```
14      JW
```

EXHIBIT 4
COMPLETION SORD NETWORK
TYPED ENTRIES

```
FILE NO.          BB OR MDF NO.         ㉓
 1541 DY104 09-14 DH   JH   MW   DB                        ㊀
 644-1052        STL 2FR      1151-V 9-13 R2 ⑱      SW-9277-a
 N240000            C  9-14-73 D 9-14*W                     (1 70)
                          ⑲                         USOP SEC II

                                                      LC
 2 ILN    WHIGS,ROBT N
 3 ILA    4321 DELMAR
 4 ILOC   /FLR 2/WNG E

 6 ---BILL
 7 IPC    08
 8 ITAR   RMH
 9 ICC    B

11 ---TFC
12 TC     NO

14 ---DIR
15 IDDA1  00
16 IDPO   00

18 ---RMKS
19 RMK    *AFT 9 AM, GO TO SIDE DOOR

21 ---S&E
22 I      2FRBC
23 I      9CM
24 ----
25 I      EXTBC /PS E-3I ⑳

27 ---STAT
28 NI     2/DPN 1/OCB HS 1045A/HRS 1.3
29  ㉑    /CN 325

31 ---ASGM
32 IOE    114-05/PTY 2/BRG 644-7424/FP
33  ㉒    6-21 R 7466 WARNER E-5/RT 14
34        /OAB JW

36 PG     1L
```

EXHIBIT 5A

Form SW-9261

(MEMO)

EXHIBIT 5B

Form SW-9262

(MEMO)

Exhibit 5A — Form SW-9261 (MEMO)

EX CS OCS SLS

R__S__D__
APP

SW-9261
REV. 10 72
USOP

___STAT

NI	RI
RF	RFC
RFM	DPN
DPR	BD
RCO	LIF
LIC	TSR
NFW	
COC	
VER	TRM
ERM	NCG
XKJ	PFR
CPR	FCO
OCB	
HRS	CN
AE	

TT

MEMO
IW

OPS CODE	QTY
C	
E	
G	

ASGM DIST CA -1ST PAIR

OE /PTY /HG
FI
IOR0

OE /PTY /HG
FI
IOR0

RT /TZ /OAB /LST /LI /RM /LS
LID SUP. ATT.

Exhibit 5B — Form SW-9262 (MEMO)

EX CS OCS SLS

R__S__
APP

SW-9262
REV. 7-68
USOP

LOG. NO.	TIME CALLED	A P
CALLED BY:		
NO FIELD WORK	TIME ORDER OK	A P

MEMO
F

	PL	TERM	CHG	RM		DATE
MDF						
IDF						
LDF						
BRF						
ANI						
NG						
TRL						
LST						

C E G	OPS CODE	QTY

LEFT-IN TEL. SETS

REMOVED	RECONN	ERM(SW-6311A)	
		LOST	FOUND

COMP. BY	DATE	CN	MEAS. HRS.

ASGM DIST CA -1ST PAIR

OE /PTY /SG
FI
IOR0

OE /PTY /SG
FI
IOR0

RT /TZ /OAB /LST /LI /RM /LS
LID SUP. ATT.