

SERVICE ORDER ROUTINE

CENTRAL OFFICE FRAME COPY

1. GENERAL

1.01 This section describes the various entries on a service order used by the Central Office forces for completing frame work.

1.02 This section is issued to update the description of entries on the Central Office Frame Copy due to the adoption of the Universal Service Order (USO).

2. FRAME COPY

2.01 The primary purpose of the Frame (F) copy of the service order is to notify the Central Office force to place, rearrange, or remove the customer's line connections in the Central Office.

2.02 The following subparagraphs describe the abbreviations used to mark those entries applicable to frame work. The numbers preceding the subparagraphs coincide with the numerical "call-outs" in Exhibit 1.

① TN - The customer's telephone number is typed in this space when known by the business office. When the telephone number is assigned by the assignment force, this entry appears in longhand.

② ORD - This is the service order number and is always a typed entry. The first digit of the order number is an alpha character and designates the type of order involved (i.e., N - new connect, D - disconnect, C - miscellaneous, etc.).

③ CS - The Class of Service of the account is typed in this space (i.e.; 1FR, 2FR, 1FB, etc.).

④ DD - This is the date agreed upon with the customer for completion of the service order.

⑤ Dist Ca - 1st Pair - This is the space for the number of the distribution cable and the first cable pair appearing in the count at the terminal location.

⑥ OE - This space is used for entering the in or out originating Central Office equipment. The group number and terminal of a line finder or line switch in a step-by-step office; the line link frame, vertical group and vertical file in a No. 5 Crossbar Office; the Column number, switch number, and vertical number in a No. 1 Crossbar Office; or the LEN number in an E.S.S. Office is entered here.

⑦ PTY - This space is for the party position of party line service. When the assignment is for individual line service, no entry is made.

⑧ BRG - If an entry is made under item #7, enter the party line telephone number of the bridged party and the party positions. Also, enter the circuit number, usually the Bunch Block.

⑨ F1 - These spaces are used to enter the following assignment data:

- . number of the feeder cable terminated on mainframe
- . MDF cable pair number
- . Terminal location information (For installer's use)

10 These spaces are used to enter the assignment data for multiline services and are entered the same as discussed in Item 6 through 9.

11 LST - The serial number of an associated Line or Station Transfer is entered here. A copy of the transfer should be attached to the "F" copy of the service order.

12 SUP. ATT. - This space is used to indicate that supplementary assignment information is attached and must be completed in conjunction with the service order. Supplementary assignments will be attached to the service order "F" copy.

13 LOG NO. - This space is used to record the log number from Form E-5499, "Central Office Frame Activity Log - Service Orders."

14 Time Called - Enter in this space the time called to change, add, or delete assignment information of a Central Office wiring nature.

15 Called By - Enter in this space the name of the person requesting change in assignment information.

16 RMKS - Enter in these spaces any remarks. These remarks are also entered on the Frame Activity Log, Form E-5499.

17 No Field Work - This space will be stroked if no field work is required to complete the service order.

18 Time Order OK - Enter the time that the order was completed and the Service Order Completion (SOC) clerk was notified of completion.

19 Jumpers - Tally MDF and other C.O. jumpers placed, changed, or removed.

20 BILL - This section of the service order may indicate that additional wiring in the Central Office is required. Examples: GRP - Group Billing; BTN - Billing Telephone Number.

21 TFC - This section of the service order may indicate that additional wiring in the Central Office is required. Example: TC - Transfer Calls.

22 RMKS - This section of the service order may indicate that additional wiring in the Central Office is required.

(1) Due dates on related F and T orders when they are different.

(2) When the master billing number changes, a cross reference to the "billed on" number is entered in the remarks section so Central Office wiring can be changed.

23 S&E - This section of the service order may indicate that additional wiring in the Central Office is required. Example: RGN - Register Number; RGR - Register Reading; HTG - Hunting; SUS - Suspend Service; RES - Restore Service.

NOTE: Items 20 through 23 list only some of the examples of additional wiring which may be required to complete the service order. Refer to Appendix 1, Section 680-500-901SW for a complete listing of Field Identifiers (FIDs) which indicate wiring is required.

