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The Bell System has recently received serious complaints on transmission quality on 800 Service. These reports range from "low level" to "virtually inaudible". There were also some allegation of incorrect routing and preliminary investigations indicate that they may not be too far wrong.

It appears that in some cases an excessive number of links in a built-up connection may be encountered. It is planned to have a member of the Transmission Improvement Task Force contact you in the near future. The purpose of this will be to review the routing in the final chain to the T.S.O. and from the T.S.O. to the serving offices. This will identify the problem areas so that corrective activity may be initiated. Any situation where there is a possibility of encountering more than 9 links (including the end office links) is in violation of the transmission parameters and the switching plan (see paragraph 3.07 in section 3 Notes on Distance Dialing). These cases, if any, should be eliminated as soon as possible.

It is felt that we (295) have been remiss in not emphasizing the relationship of network basics in the documentation on the different services. These errors of omissions obviously lead to errors of commission and degraded service. Therefore it is planned to revise Notes on Distance Dialing, and various TFP(s) and BSP(s) to more closely relate the documentation.

Copies of section 3 of the TRG have been given to the task force members for contact purposes. I will be pleased to answer questions you may have on this matter.

W. B. Plossl
Assistant Manager - Circuit Administration

copies to all Routing Groups