

S.W.B.T. Co.

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KANSAS SUPPLEMENT TO ISC PLAN 6  
GENERAL COMMERCIAL BULLETIN NO. 134

TITLE: Kansas Supplement to ISC Plan Section 010-520-908SW and General Commercial Bulletin 134

SUBJECT: Service Order Procedures for Wide Area Telephone Service (WATS) and Refusal or Termination for Cause.

REVISED: April, 1973

1. GENERAL

- 1.1 The purpose of the memorandum is to outline Interdepartmental routines for handling Outward WATS and Inward WATS Service in the Kansas Area.
- 1.2 In general, this supplements ISC Plan Section 010-520-98SW dated May, 1968, and General Commercial Bulletin 134 dated May, 1967, and supersedes those portions relating to handling orders.
- 1.3 This supplement establishes the use of the Universal System Service Order (USSO) routine for Outward WATS and Inward WATS Service.
- 1.4 Assignment information and other details about each WATS line are entered by Traffic Business Services on WATS Assignment Form P-25 and by Special Services on Mechanized Circuit Layout Record Card Form SW 9350A.
- 1.5 Orders for moves, changes and disconnects follow the same routines as "start" orders except that Form SW-9350A and P-25 are not issued on disconnects.
- 1.6 IMPORTANT -- Inward WATS Service Only
  - 1.61 Marketing will make certain that each Interstate or Intrastate Inward WATS customer is fully informed of the tariff regulation covering refusals and termination at the time of initial sale.

"Termination of Service for Cause" as shown below is applicable for both Inter and Intrastate WATS Inward Service.

"Termination of Service for Cause

Inward service is furnished upon condition that the customer obtain adequate service to permit the use of this service without injurious effects upon it or any other service rendered by the Telephone Company. The Telephone Company customer, without incurring any liability, if the use of the service would interfere with or impair wide area telephone service or any other service rendered by the Telephone Company, provided, that in the case of the termination of service, at least five days have lapsed following written notification to the subscriber by mail or in person of the Telephone Company's intention to terminate the service for such cause."

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- 1.62 Traffic will have the responsibility of closely observing the usage of each Intrastate or Interstate Inward WATS Service access line and will promptly notify the Area WATS Committee of any jamming or overload conditions.
- 1.63 Marketing will handle all contacts with customers in regard to Inward WATS Service problems of jamming or overloading except those in Independent Company areas.
- 1.64 It will be the responsibility of the Area WATS Committee to see that proper procedures are used in each case warranting a refusal or termination for cause. It will also be the responsibility of the Area WATS Committee to see that each case in their area warranting a refusal or termination for cause are handled efficiently and without delay. The procedures for handling these cases are outlined in attachment No. 1.1.

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## 2. INSTALLATION SCHEDULES

## 2.1 Schedule for new connects of WATS Service - General

The normal minimum installation schedule is nine working days to install a WATS Service line for a new customer or to install an additional line for an existing customer. This schedule is contingent upon the following qualifications and those specified in paragraph 2.4 for Inward WATS and paragraph 2.5 for Outward WATS.

2.11 The interval to establish WATS service shall be determined by the longest interval for any service being installed in conjunction with the WATS line.

2.12 If the WATS line is to terminate in a PBX or in a key telephone, spare jacks or keys and associated equipment must be in place. For WATS Service, the schedule to provide the necessary PBX or key equipment is determined as follows:

- A. KEY SYSTEM - The salesman will use the standard interval to provide key equipment. This will determine the due date for the WATS line, not to be less than nine working days.
- B. MANUAL AND 756 DIAL PBX - The salesman will contact the local plant forces and they will determine if trunk equipment is available and appropriate dial access code. If it is, the WATS line can be installed in the normal interval. If not, local plant will provide an approximate interval to Marketing and a FDD date will be established on the USSO for the WATS line. The Local Plant Department will provide a firm due date to Marketing when trunk equipment is available.
- C. FEATURE AND PACKAGE PBX - The salesman will contact Area Traffic Engineering Business Services to determine if trunk equipment is available. If trunk equipment is available, the salesman will issue the USSO due in not less than nine working days. If it is not available the salesman will issue a SW1525 order for the equipment. When the date the equipment will become available for assignment has been determined, Marketing will contact Plant for a firm due date. Marketing at this time will issue a USSO with the firm due date established by Plant. On new installations such as changing from one serving vehicle to another, feature to package and outside moves, etc., the USSO will be issued at the same time as the SW1525 with an FDD date followed by "(or with cutover of PBX)". Marketing upon receipt of P-25 will issue a SOM. The due date for the SOM will show the same date as the USSO, but will be shown as a firm due date. When the due date is changed to either a firm date or another FDD date a supplement to the USSO will be issued and a change of due date advise will be forwarded to change the due date on the local Service Order.

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2.2 Due Dates

2.21 FIRM

A USSO for WATS service should carry a due date of not less than nine working days.

2.22 FDD

If it is determined by local Marketing that any facility associated with the WATS line is not available, the USSO should be issued with a FDD date due in not less than nine working days. The remarks section of the USSO shall clearly state the reason for FDD date, such as no local facilities, no intercity facilities, no Central Office equipment etc.

Note - Also include in remarks section of USSO the name, title, and telephone number of the Telephone Company employee who provided information of the no facility condition.

Special Services Engineering will determine a realistic due date based on all information and notify Area Marketing. This will be either a firm due date or an extended FDD as determined by Engineering.

If the order is issued FDD by Special Services Engineering, the Department responsible for providing the unavailable facility will notify Area Marketing of the firm due date and/or any extended FDD date.

Area Marketing will notify the local Marketing Office of any change in the FDD due date. A USSO supplement shall be issued to indicate the new date.

Exception - Installation of PBX  
See Section 2.12 B & C.

2.23 DTF

All orders for WATS service involving an Independent Telephone Company will carry a due date of DTF followed by the date the customer would like the service.

2.3 Issuance and delivery of Sales Orders -

The installation schedules in paragraphs 2.1 and 2.2, of nine working days are counted from the first working day after the USSO is received by the Area Marketing office.

For example:

1. An order taken on 10-2-73 (Tues.) and received by Area Marketing on 10-2-73 would have a due date of nine working days; hence, 10-15-73 (Monday).

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## 2.3 Issuance and Delivery of Sales Order - (Cont.)

2. An order taken on 10-12-73 (Friday) and received by Area Marketing on 10-12-73 would have a due date of nine working days; hence, 10-26-73 (Friday).
3. An order taken on 10-12-73 (Friday) and received by Area Marketing on 10-15-73 (Monday) would have a due date of nine working days; hence, 10-29-73 (Monday).

NOTE: Saturdays, Sundays and Holidays are not considered working days.

## 2.4 Inward WATS

Installation schedules longer than nine working days are used whenever more than nine working days will be needed to complete the customer's implementation of the service i.e. advertising, mailing lists, training etc.

## 2.41 Schedule to Change Inward WATS Service from FULL to MEAS.

The normal minimum schedule is nine working days to change an existing Inward WATS Service line from FULL to MEAS.

A definite due date of not less than nine working days must be used to change from full time to measured. The Accounting Department does not receive any type of tickets on Inward WATS Service for billing purposes. Billing is established by the actual time appearing on the clock timer. Therefore, any change from FULL to MEAS requires the installation and reading of the clock timer on a definite due date to change the service.

## 2.42 Schedule to Change Inward WATS Service from MEAS to FULL:

The normal schedule is nine working days, however this schedule can be improved by Local Marketing. Marketing will contact Local Plant and secure the reading on the clock timer. A USSO and Local Service Order may then be issued by Marketing with an "as of" date showing the date the clock timer was read and the clock timer reading. Note: It is not permitted to "as of" an order back to the last billing period.

## 2.5 Outward WATS

Installation schedules longer than nine working days are used whenever more than nine working days will be needed to complete the implementation of the service i.e. list of telephone numbers to be called, operating instructions, training, etc.

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## 2.5 Outward WATS (Cont.)

## 2.51 Schedule to Change Outward WATS Service from FULL to MEAS:

A schedule of not less than nine working days must be used for changing from full time to measured. "As of" dates cannot be used on changes from full time to measured because the Accounting Department will not receive any tickets to permit measured billing until physical changes are made in the WATS line.

## 2.52 Schedule to Change Outward WATS Service from MEAS to FULL:

On orders to change from measured to full time, the order is made due in not less than nine working days, but may be made "as of" the day after the change order is received or any subsequent date prior to the due date. (Note: It is not permitted to "as of" an order back to last Billing Period.) The Accounting department will then disregard any tickets received after the "as of" date, and will bill on a full-time basis in accordance with the "as of" date regardless of the completion date of the order. When an order is issued with an "as of" date, a typed copy of the Universal System Service Order (USSO) must be sent to Accounting immediately by the Originating Marketing Office. It will be sent at the same time the USSO is teletyped to Area Marketing. This is necessary to insure the billing is changed on the "as of" date. Following are the mailing addresses for Accounting:

## NORTHERN DIVISION:

Accounting Manager - Room 214  
823 Quincy  
Topeka, Kansas 66612

## SOUTHERN DIVISION:

Accounting Manager - CRB - Room 121  
105 E. 2nd  
Wichita, Kansas 67201

## 2.53 Touch-Tone Service on Outward WATS:

When touch-tone service is required, the salesman will call the Dial Administrator for the Outward WATS number. The salesman will inform the Dial Administrator that he wants touch-tone service. If touch-tone is available, the normal interval for WATS can be used. If not, the salesman will call Area Marketing. Area Marketing will contact Area Traffic Engineering Business Services for determination of the serving office and the Outward WATS number. Area Traffic Engineering Business Services, in conjunction with Special Services Engineering will determine the serving office and Outward WATS number. Area Marketing will advise the salesman of the Outward WATS number. Area Traffic Engineering Business Services will provide the number series and advise Accounting in writing.

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2.6 Emergency orders -

If the customer has emergency needs for Outward or Inward WATS Service in less than the normal minimum schedule, the Marketing supervisor involved will call the Area Marketing Office to determine if the schedule can be improved.

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## 3. ACTION REQUIRED BY MARKETING

- 3.1 The local Marketing office will prepare a Universal System Service Order (USSO) for each order affecting Outward WATS and Inward WATS Service -- See exhibits in the Private Line Practice (Plaid Book). The local Marketing office will teletype the USSO to the Area Marketing office. The Area Marketing office will forward the USSO to ISC Plant, ISC Engineering, and ISC Traffic. Changes in or cancellation of pending orders are handled by issuing and distributing a USSO supplement. Form P-25, prepared by Area Traffic Engineering Business Services, will arrive 4 working days after issuance of the USSO.
- 3.1a Upon receipt of the P-25 Form, Local Marketing will prepare a SOM. One copy of the SOM will be sent to the appropriate Service Order writers for preparation of a 7 copy service order. The Service Order writers will prepare and send to Plant a 7 copy Service Order no later than 5:30 PM of the following working day after receiving the SOM. The above procedure will apply to customers of an Independent Company that is served by a Bell WATS serving office.
- 3.2 Change in Due Date -
- A change in due date is handled by issuing a USSO supplement to Area Marketing and a "Change Due Date Advise," Form S-8103, for the local service order. Area Marketing will forward copies of the USSO supplement to ISC Plant, ISC Engineering, and ISC Traffic.
- The installation of WATS involves coordinated action by all departments. Usually, telephone personnel in two or more cities are involved. Requests to change due dates on WATS orders must be issued sufficiently in advance of both the new and the old due dates to permit time for proper coordination by everyone involved. On all change of due dates and supplemental orders Marketing will coordinate by telephone with Plant personnel at the serving central office and the customer location.
- In the event the due date change is caused by a supplemental order it will be Marketing's responsibility to advise Plant personnel of the change. This procedure is essential; particularly in areas where the WATS serving office is in a different town than the customer location. Due dates may not be changed to less than normal minimum schedules except as provided in Paragraph 2.6 for emergency orders.
- 3.3 Independent Telephone Companies - See Section 4
- 3.4 Service Order Writers - See Paragraph 3.1a.
- 3.5 If the exchange in which the WATS line is to be installed is not listed on attachment 3, the salesman shall contact Area Marketing who will obtain the appropriate serving office from Area Traffic Engineering Business Services and Special Services Engineering.
- 3.6 Marketing and Commercial personnel will take action as appropriate to coordinate with Traffic personnel to accomplish subscriber training.

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## 3.7 Inward WATS

It is the responsibility of the Marketing Department to ascertain the proper number of Inward WATS Service lines required for a particular customer.

The salesman having the initial contact, must determine how the customer proposes to use the service. Listed below are some of the facts he should consider.

- A. How does the customer plan to publish the proposed service?
  - B. Who will be calling on the service? (Salesmen, drivers, customers, etc.)
  - C. How many calls can be expected in his busy hour?
  - D. In what hour or hours of the day could these calls be expected?
  - E. What is the expected length of the calls?
- 3.8 To obtain a new Inward WATS service number, the salesman will call Area Traffic Engineering Business Services, Northern Division 913-357-2845 and Southern Division 913-357-2928.

## 3.9 Change in Class of Service and calling scope (Inward)

In the event of a change from MEAS to FULL or FULL to MEAS no number change will be required.

Example:

<u>Meas. Band 6</u>	<u>Full Band 6</u>
800-255-1234	800-255-1234

In changing bands, the salesman shall contact the Area Traffic Engineering Business Services.

- 3.10 In addition to the usual USSO and SOM entries the Inward WATS order must include the following information:
1. WATS number - Marketing calls the Area Traffic Engineering Business Services on 913-357-2845 for Northern Division and 913-357-2938 for Southern Division.
  2. Calling scope -- Band 1 to 7
  3. Type of WATS line -- full time or measured
  4. Terminating equipment -- Describe such as type of PBX key equipment or HC instrument, etc.
  5. Listing under the Directory Heading on the USSO and under the Remarks space on the SOM -- show if listing is to be published or non-published in the National Information Center.
  6. Customer's local Telephone Number.
  7. The Uniform Classification of Business (UCB) Code

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- 3.11 Referral of calls on disconnect of Inward WATS, whether Inter or Intrastate and if the listing is published or non-published, should be offered. The customer should be advised that it may take several days for the referral of calls to be established, especially if the WATS serving office is in a different town than the customer location.

To establish referral of calls, show in the remarks space of the Universal System Service Order (USSO) and the Sales Order Memorandum the following:

Att. Traffic

Refer calls to (city) Telephone No. ( )  
for ( ) days

Example

Refer calls to Great Bend, Kansas Telephone No.  
316-793-4600 for 30 days.

- 3.12 Inward WATS Service customers are not listed in the local directory because all calls will originate in other cities. Area Traffic Engineering Business Services will arrange for the customer's listing to appear in the National Information Center's Records unless designated as non-published on the USSO.

Foreign listings for Inward WATS will be handled as follows:

1. All foreign listings on interstate WATS will be referred to National Yellow Pages Service (NYPS) including Independent Companies.
  - A. For customers in the Southern Division Marketing will call 316-268-1548.
  - B. For customers in the Northern Division Marketing should call 913-357-2303.
2. Foreign listings for Band 7 intrastate WATS will be handled by Marketing in accordance with the S.O.M. Part III, Exhibit No. 35 and the B.O.P. Part V, Section 9, Page 13.
3. Customers who request Band 7 intrastate WATS listings in Independent Company directories should be advised to contact the Independent Telephone Company direct.
  - A. If the customer does not know where or how to contact the Independent Co., Marketing will provide the name, address and telephone number of the Independent Co. business office to contact. If that information is unknown to Marketing, Marketing will obtain it from Commercial.
  - B. If the customer wishes the salesman to contact the Independent Co., he will pass the information to the business office of the Independent Telephone Co.

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## 3.13 Outward WATS

In addition to the usual Universal System Service Order (USSO) and the Sales Order Memo (SOM) entries, the Outward WATS order must include the following information:

1. WATS Number
2. Type of WATS line -- full time or measured
3. Calling Scope -- Band 1 to 7
4. Terminating equipment (describe such as manual or dial access, key equipment, HC instrument etc. and if service is to be touch tone. (Outward WATS only). If manual or 756 Dial PBX the salesman shall determine and include on the USSO and the SOM, the trunk key or jack number assignment and dial access code number. Note: On a 756 PBX the dial access code, if required, must be 9+. (See 2.12 para B)
5. Customer's local telephone number
6. The Uniform Classification of Business (UCB) Code

## 3.14 To obtain a new Outward WATS service number -

The salesman will call the Serving Office Dial Administrator as shown on attachment 2.

## 3.15 Change in Class of Service

In the event of a change from measured to full, full to measured, or change in bands, it is necessary to call the Dial administrator for a new WATS number.

## 3.16 Outward WATS Service customers are not listed in any directory because the service is outward only.

## 3.17 Touchtone

If touchtone service is required and the regular serving office is not equipped for touch tone (as shown on attachment 2). Salesmen shall contact Area Marketing who will obtain the appropriate serving office from Area Traffic Engineering Business Services and Special Services Engineering.

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4. ACTION REQUIRED BY BELL INDEPENDENT RELATIONS DIRECTOR -

- 4.1 When a customer in an Independent Company requests Inward or Outward WATS service and will be served by a Bell System WATS serving office, it will be the responsibility of the Bell Independent Relations Director to obtain all information necessary such as circuit location, due date, billing, listing, service address, type of service, calling scope, type of termination and customer contact.

This information will be called to the appropriate local Southwestern Bell Marketing office. Local Marketing will call the Dial Administrator for the Outward WATS number and Area Traffic Business Services for Inward WATS numbers. At that time a USSO will be issued by the local Southwestern Bell Marketing office. Upon receipt of the P-25 form, Local Marketing will prepare a SOM. One copy of the SOM will be sent to the appropriate service order writers for preparation of a 7 copy service order. The service order writers will prepare and send to Plant a 7 copy service order no later than 5:30 PM of the following working day after receiving the SOM.

The Bell Independent Relations Director shall obtain all local loop information at the time he is notified of a new WATS order by the Independent Company. This information shall be furnished to Special services Engineering.

- 4.2 When a customer in an Independent Company requests Inward or Outward WATS service and will be served by an Independent Company WATS Serving Office, it will be the responsibility of the Bell Independent Relations Director to obtain all information necessary. This information will be called to the appropriate Southwestern Bell local Marketing office which will issue the SOM to the local service order writers for preparation of a 7 copy service order. This service order is required to establish billing. No USSO will be issued.

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## 5. ACTION REQUIRED BY THE ENGINEERING DEPARTMENT -

- 5.1 Upon receipt of the USSO or USSO Supplement from Area Marketing and Form P-25 from Area Traffic Engineering Business Services, Special Services Engineering performs the following functions:
  - 5.11 Obtain local loop information and Central office Equipment Reservations from appropriate assignment location. (If required).
  - 5.12 Obtain IXC assignment from T & P Engineer when required. Assign PCO or RDO as appropriate. (Complete Form K-586)
  - 5.13 Initiate Form K-610 to request local loop information, C.O. Equipment Reservations, interval to provide service etc. from the Bell Independent Relations Director (If required).
  - 5.14 Prepare USSO Engineering Supplement and Form SW-9350W Mechanized Format Layout Record Card and distribute in accordance with current distribution lists.
  - 5.15 If any facility associated with the WATS line is not available, Special Services, in conjunction with those directly responsible for providing the facility, will determine a realistic due date based on all information and notify Area Marketing. This will be either a firm due date or an extended FDD as determined by Engineering.
  - 5.16 Upon receipt of change of due date supplement, Special Services Engineering will forward that supplement to Plant in accordance with current distribution lists.
- 5.2 In conjunction with Area Traffic Engineering Business Services determine serving office for the following:
  - 5.21 Those locations for which there is no existing service office listed.
  - 5.22 Those locations whose normal serving office is not equipped for touch tone (Outward WATS only, if customer requires touch tone calling).

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## 6. ACTION REQUIRED BY THE TRAFFIC DEPARTMENT

## 6.1 General

The Traffic Supervisor will reproduce a copy of each USSO, and each change due date supplement for WATS, and forward a copy to the Division Traffic Superintendent involved. Division Traffic should forward a copy to the Dial Administrator involved for general information and disconnects. The Dial Administrator should review the USSO. If errors or mistakes are noticed the Local Marketing representative should be contacted immediately.

6.2 The TC copy of the WATS service order assembly is sent to the Traffic Dial Administrator. After checking the Serving Central Office records the TC copy is forwarded to the customer location business office.

6.3 Local Traffic will coordinate with Commercial and Marketing Personnel to accomplish subscriber training.

6.4 If additional equipment is required for a Traffic Engineered PBX, Marketing will issue an SW1525 order and a Traffic Order will be prepared. After a firm due date has been established the USSO will be issued by Marketing.

## 6.5 Inward WATS -

Upon receipt of a telephone call from Marketing requesting Inward WATS Service, (new connect or a change in band number), Area Traffic Engineering Business Services will determine the Serving Office, taking into consideration the following:

- A. Switching Capacity for handling Inward WATS Service.
- B. Whether additional facilities are required at the Serving Office.

After the Serving Office is selected for an Inward WATS Service, Area Traffic Engineering Business Services furnishes the originating Marketing Office the Inward WATS Service telephone number.

This information is included on the originating Universal System Service Order (USSO) issued by Marketing.

6.6 Area Traffic Engineering Business Services, after receiving the USSO, shall originate a WATS Assignment Sheet Form P-25. To complete Form P-25 Area Traffic Engineering Business Services will obtain information from the following sources:

## The USSO

- Termination Arrangements
- Local Service Number
- Due Date
- Name of Customer & location
- Terminal Hunt (if required)

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## 6.6 (Cont.)

Dial Administrator

Line Assignments  
Peg Count and Overflow Registers  
Clock Timer

In the event an Inward WATS is terminated in an engineered PBX, Area Traffic Engineering Business Services will provide the trunk relay assignment (number and type of trunk if available) and Console/Swbd assignment.

Form P-25 will be distributed to:

Special Services Engineering  
Local Marketing Office  
Division Traffic Superintendent

The above procedure is for routine handling of an Inward WATS customer. Occasionally a WATS line will be required in a Traffic Engineered PBX that will require trunk rearrangements to provide the service. Area Traffic Engineering Business Services will issue a Traffic Order specifying rearrangements using the USSO for authority.

- 6.7 The Area Traffic Engineering Business Services, after receiving the USSO, will be responsible for reporting all Inward WATS listing information to the National Information Center. The Inward WATS number will be published unless specified as non-published on the USSO.
- 6.8 The Traffic Studies Supervisor receives one copy of the Form SW-9350W for his records. The Division Traffic Superintendent receives two copies of the Form SW-9350W. These two copies are forwarded to the District Traffic Superintendent and the Dial Administrator of the Serving Office. An attached memo will instruct them to work the order in the Serving Office assignment records when notified by Plant of the completion of the Order. They will enter the completion date and clock hour on the Form SW-9350W and return one copy to the Traffic Supervisor via the Division Traffic Superintendent.
- 6.9 If the USSO requests a referral of calls on a disconnect, the Dial Administrator of the serving office shall arrange for the Intercept Service.
- 6.10 OUTWARD WATS

Upon receipt of a call from the local Marketing representative requesting a new or change of Outward WATS service, the Traffic Dial Administrator responsible for the serving office will provide the local Marketing representative with the new or change of Outward WATS service telephone number. It is essential from Accounting's standpoint that the last four digits of the Outward WATS number be changed when there is a change from MEAS to FULL or FULL to MEAS or a change of Band. This number is included on USSO issued by Marketing.

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- 6.11 Area Traffic Engineering Business Services, after receiving the USSO, shall originate a WATS Assignment Sheet From P-25. To complete Form P-25 Area Traffic Engineering Business Services will obtain information from the following sources:

The USSO

OutWATS number  
Termination Arrangements  
Local Service number  
Due Date  
Name of customer and location  
Touch Tone (if required)  
Terminal Hunt (if required)

Dial Administrator

Plant Test Number  
Line Assignments  
Recorder Group and Office Index

In the event the Outward WATS is terminated in an engineered PBX, Area Traffic Engineering Business Services will provide the trunk relay Assignment (number and type of trunk if available), Console/Swbd assignment and Dial Codes if required.

Form P-25 will be distributed to:

Special Services Engineer  
Local Marketing Office  
Division Traffic Superintendent  
Accounting Supervisor

The above procedure is for routine handling of Outward WATS customers. Occasionally a WATS line will be required in a Traffic Engineered PBX that will require trunk rearrangements to provide the service. Area Traffic Engineering Business Services will issue a Traffic Order specifying rearrangements using the USSO for authority.

- 6.12 The Division Traffic Superintendent receives two copies of Form SW-9350W. One copy is for his record and the other forwarded to the District Traffic Superintendent and Dial Administrator so the verbal information furnished Area Traffic Engineering Business Services can be verified. If there is a mistake on the Form SW-9350W, the Dial Administrator should contact Area Traffic Engineering Business Services by telephone immediately.
- 6.13 Upon receipt of a call from Area Marketing stating that there is no number series assigned to the location of the new Outward WATS customer or if Touch Tone is required and the regular serving office is not equipped for Touch Tone, Area Traffic Engineering Business Services in conjunction with Special Services Engineer will determine the serving office. Area Traffic Engineering Business Services will assign number series, notify Accounting of the number series and obtain the Outward WATS number from the Dial Administrator.

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## 7. ACTION REQUIRED BY PLANT DEPARTMENT

7.1 The Plant Department shall provide local loop assignments, make-ups and reservations of central office equipment when contacted by the Engineering Department.

7.2 Manual and 756 Dial PBX

Upon request from a local Marketing salesman, the Plant Wire Chief or installation foreman shall provide trunk equipment availability. It will not be necessary for Plant to specify a specific trunk assignment if it can be determined a trunk is currently available. The dial access code, if required, should be provided by Plant to Marketing. Note: The dial access code must be 9+.

Jack assignment will be made by the salesman.

If trunk equipment is not available Local Plant will provide an appropriate availability date to Marketing and an FDD date will be established on the USSO.

The Plant department will provide to Marketing a firm due date when the date is known the trunk equipment will be available.

7.3 Upon receipt of the local service order assembly and the USSO, the customer location plant assignment office enters the outside plant assignments.

If the customer location office is not also the serving office, sufficient memo copies of the service order (IW, F & PR) are prepared for local handling, associated with the Form SW-9350W, and used to complete the order in the customer location office. The original local service order assembly is forwarded by the customer location Plant Department to the serving office plant assignment center.

7.4 Upon completion of the order, the serving office shall place on the local service order the completion date and time of day; on Inward WATS orders include "clock timer" peg count and overflow readings. It is absolutely essential that this information be placed on the local service order. The TC copy of the local service order is forwarded to the serving office Traffic Dial Assignment Office. The WA copy is forwarded to the Revenue Accounting Office to serve as a completion report.

7.5 SPECIAL NOTE:

All Plant test calls on measured Inward WATS and Outward WATS service require a "credit memorandum" ticket to the Division Accounting Office whether originated locally or from a foreign area.

7.6 The Form SW-9350W is associated and filed with the test center line card record covering WATS service at both the "serving" and "customer location" offices, segregated by "Inward WATS Service" and "Outward WATS Service."

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## 8. ACTION REQUIRED BY ACCOUNTING DEPARTMENT

OUTWARD WATS SERVICE

- 8.1 Upon receipt of Form P-25, arrangements are made to establish the WATS line number in the S-360 computer program in order to process the AMA tapes when received.
- 8.2 Plant test calls will appear on the tape for a particular customer prior to the effective date of the WATS service as indicated on the USSO, and any normally billable messages included in these test calls should be removed from the Master Message File on the basis of AMA credit tickets prepared by the Plant Department forces.
- 8.3 The required billing records are established upon receipt of the completed WA copy of the service order. The effective date of billing is obtained from the WA copy of the service order.
- 8.4 Billing for WATS, including messages billed at standard message toll rates, is rendered on a Regular WATS Bill. A separate bill is rendered for each full time WATS access line unless group billing has been requested. Two or more measured WATS lines of the same class of service for the same customer are always group billed since applicable charges are to be determined collectively for the several access lines.

INWARD WATS SERVICE

- 8.5 When Plant Test Calls are made after service connection, credit memorandum tickets will be prepared by the Plant Department forces showing date, WATS register number and amount of test call time, and forwarded to the Revenue Accounting office for processing.
- 8.6 Upon receipt of the completed WA copy of the service order, the required billing records are established. The effective date of billing and the initial "clock time", peg count, and overflow register readings are obtained from the WA copy of the service order.
- 8.7 A separate bill is rendered for each full time WATS line unless group billing has been requested. Two or more measured WATS lines of the same class of service for the same customer are always group billed since applicable charges are to be determined collectively for the several access lines.

S.W.B.T. Co.

KANSAS SUPPLEMENT TO ISC PLAN &

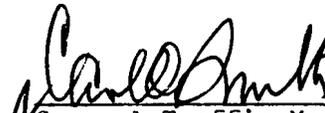
GENERAL COMMERCIAL BULLETIN NO. 134

- Attachments
1. Inward WATS Terminations & Refusals
  2. Alphabetical and Numerical Listing for Outward WATS
  3. Inward WATS Serving offices.

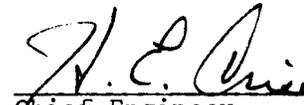
Approved:

  
for General Accounting Manager  
6/25/73

  
General Commercial Manager 6/23/73

  
General Traffic Manager

  
General Plant Manager

  
Chief Engineer

GENERAL COMMERCIAL BULLETIN NO. 134Inward WATS Terminations and Refusals

The following are the procedures for handling Inward WATS cases warranting a termination for cause or refusal, both in our Company and in Independent Company Areas:

Terminations for Cause

- 1.00 The following steps should be taken on each Inward WATS case that involves a termination for cause: (When an Independent Company is involved, the procedure as modified in 3.00 attachment 2 for Independent Company cases should be followed.)
- 1.01 The Traffic Area WATS Committee representative shall be responsible for requesting usage data on Inward WATS access lines (groups) and for determining when a particular customer's call or usage volumes are adversely affecting the service of other customers. These overload cases shall be referred to the Area WATS Committee without delay.
- 1.02 The Area WATS Committee should review the overload problem and determine how the problem can be alleviated, i.e., by the provision of additional access lines, by equipment rearrangements, etc. If the problem cannot be alleviated by rearrangement, Marketing with the assistance of Traffic, shall determine what service arrangement will alleviate the problem and recommend it to the Area WATS Committee.
- 1.03 The Area WATS Committee should review each such recommendation to determine if it reflects the best interests of both the Company and the customer, e.g., is the cost to the customer for additional facilities the minimum necessary to eliminate unsatisfactory service to other customers. A more acceptable solution from the customer's point of view may be a change in customer use of his access line(s), e.g., a spread of his call volumes over the total day to reduce the busy overload.
- 1.04 The Rate Representative of the Area WATS Committee should notify the General Commercial Engineer's office by telephone of each Inward WATS jamming or overloading case under study.
- 1.05 Marketing should promptly contact the customer in an attempt to determine the cause of the jamming or overloading problem and strive to get the customer's agreement to accept the recommended service arrangement.
- 1.06 Marketing should immediately notify the Area WATS Committee via the General Sales and Service Manager of the customer's reaction to the recommended service arrangement. When the customer accepts the recommendation (in full or an acceptable partial recommendation) the additional service adopted should be installed as soon as possible. Should the customer refuse to accept our recommendation, Marketing should prepare a letter to the customer advising him of our intent to terminate his Inward WATS service.

- 1.07 The Rate Representative of the Area WATS Committee will notify the General Commercial Engineer's office by telephone of all cases where a letter of intent to terminate an Inward WATS service is being prepared and the expected date that it is to be delivered to the customer.
- 1.08 The Area WATS Committee should review and get their Area Legal Department's concurrence on each letter prior to its delivery to the customer. It will be the Area WATS Committee's responsibility to make sure that all possible acceptable solutions to the problem have exhausted prior to allowing a letter of intent to terminate an Inward WATS service to be delivered to the customer.
- 1.09 The General Commercial Engineer's office will notify the appropriate Rate personnel at AT&T of each interstate jamming or overloading case and our proposed action.
- 1.10 The Rate Representative of the Area WATS Committee will immediately notify the General Commercial Engineer's office by telephone after each termination for cause and immediately follow up with a telegram giving the following information concerning the termination case:
  - A. Customer's name
  - B. Customer's address (street, city and state).
  - C. Number of lines by type and service area.
  - D. Date written notification of termination received by the customer.
  - E. Date service connected
  - F. Date service terminated
  - G. Reason for termination
  - H. Service arrangement recommended to the customer
  - I. The customer's reaction to our recommendation
- 1.11 The General Commercial Engineer's office, after receiving the information in 1.10, will prepare a TWX message to the F.C.C. on all interstate cases. Prior to sending the TWX, the appropriate Rate personnel at AT&T will be notified and the TWX message reviewed.

## Refusals

- 2.00 The following steps should be taken on each Inward WATS case that involves a refusal of service: (When an Independent Company is involved, the procedure, as modified in 3.00 in attachment 2 for Independent Company cases, should be followed).
- 2.01 Marketing shall determine the customer's intended use of the Inward WATS service and estimate the number of access lines required. If the Marketing representative is in doubt regarding the number of access lines required, he should consult with his Traffic Engineering contact who can assist him with this estimate of requirements, particularly when a group of several lines are indicated for a new access line group. If the customer refuses to accept the number of access lines required to carry the expected traffic load, the customer should be advised that facilities must be checked before an appointment or due date for the installation can be established. The customer should not be refused service at this point.
- 2.02 Marketing should promptly notify the Area WATS committee via General Sales and Service Manager of a pending refusal case and furnish the Committee with all the facts concerning the case, such as how the customer plans to use the service, how many Inward WATS access lines the customer desires, their recommendation to the customer and his reaction to their recommendation. No letter is to be sent to the customer concerning a refusal.
- 2.03 The Area WATS Committee should review the case thoroughly and decide if a partial acceptance of the recommendation can be accepted or if the service should be refused based on the facts of the case. Prior to contacting the customer, the Area Legal Department should be advised of the proposed refusal action.
- 2.04 The Rate Representative of the Area WATS Committee should notify the General Commercial Engineer's office by telephone of the pending refusal case.
- 2.05 Marketing should promptly advise the Area WATS Committee via General Sales and Service Manager of the customer's reaction to the recommended service arrangement.
- 2.06 The Rate Representative of the Area WATS Committee should notify the General Commercial Engineer's office by telephone after any refusal case and immediately follow up with a telegram giving the following information concerning the refusal case:
- A. Customer's name
  - B. Customer's address (street, city, and state)
  - C. Number of lines by type and service area
  - D. Date service requested
  - E. Date service refused
  - F. Reason for refusal to connect
  - G. Service arrangement recommended to the customer
  - H. Customer's reaction to our recommendation and refusal to serve

- 2.07 The General Commercial Engineer's office, after receiving the information in 2.06, will prepare a TWX message to the F.C.C. on all interstate cases. Prior to sending the TWX the appropriate Rate personnel at AT&T will be notified and the TWX message reviewed.

#### Independent Company Cases

- 3.00 The above procedures are to be modified when an Inward WATS customer is located within an Independent Company area as follows:
- 3.01 When Traffic determines that a jamming or overloading condition exists on an Inward WATS line terminated within an Independent Company area, the Area WATS Committee will notify the Bell-Independent Relations group. The Bell-Independent people, with the assistance of the Area WATS Committee, will work with the Independent to relieve the problem cause.
- 3.02 All customer contacts will be by representative of the Independent Company. If a letter of intent to terminate service is required, the letter is to be originated by the Independent. The Bell-Independent people will keep the Area WATS Committee informed of the Independent Company's intended action concerning each case.
- 3.03 A refusal or discontinuance of service to an Inward WATS customer in an Independent Company area must be accomplished by the Independent Company.
- 3.04 When an Independent Company Inward WATS service is refused or is to be terminated for cause, the Bell-Independent people will secure from the Independent the information required as listed above and written concurrence for its transmittal to the F.C.C. if an interstate Inward WATS line is involved. The Rate Representative of the Area WATS Committee will notify the General Commercial Engineer's office by telephone of each refusal or termination for cause case in an Independent Company area and immediately follow with a telegram giving the same information as required for a case in our Company as well as the Independent's agreement for Southwestern Bell Telephone Company to notify the F.C.C. if interstate Inward WATS is involved.
- 3.05 The General Commercial Engineer's office, after receiving the information as called for in 3.04, will prepare a TWX message to the F.C.C. on all interstate cases. Prior to sending the TWX, the appropriate Rate personnel at AT&T will be notified and the TWX message reviewed.

Due to the requirement that at least five days written notice to be given the customer prior to termination of an interstate Inward WATS service for cause, it is imperative that these cases as well as intrastate cases be handled as promptly and efficiently as possible in order to minimize customer reaction as well as traffic problems.

GENERAL COMMERCIAL BULLETIN NO. 134

Attachment 2

ALPHABETICAL LISTING FOR OUTWARD WATS

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>TT. Avail.</u>	<u>Dial Admin. Tele. No.</u>
63XX	Abilene	Abilene	Yes	1+913+263+9933
45XX	*Arkansas City	Arkansas City	7-73	1+316+665+6688
61XX	Atchison	Atchison	9-73	1+913+367+9933
24XX	Augusta	Wichita - TLS-741	Yes	1+316+268+1522
15XX	Baxter Springs(Ks.St.Tel.)	Pittsburg	9-73	1+316+421+9957
03XX	Beloit	Concordia	Yes	1+913+243+9933
87XX	Bethel (Sunset)	Bethel	Yes	1+913+287+9944
85XX	Bonner Springs	Bonner Springs	Yes	1+913+287+9944
07XX	Bonner North	Bonner North	Yes	1+913+287+9944
13XX	Caney	Coffeyville	10-73	1+316+421+9957
33XX	Chanute	Chanute	Yes	1+316+421+9957
70XX	Cheney	Wichita - TLS-741	Yes	1+316+268+1522
08XX	Chetopa	Parsons	Yes	1+316+421+9957
20XX	Cimarron	Wichita - TLS-741	Yes	1+316+268+1522
76XX	Clay Center	Abilene	Yes	1+913+263+9933
03XX	Coffeyville	Coffeyville	10-73	1+316+421+9957
70XX	Concordia	Concordia	Yes	1+913+243+9933
97XX	Colby	Abilene	Yes	1+913+263+9933
58XX	Dighton	Wichita - TLS-741	Yes	1+316+268+1522
42XX	Dodge City	Wichita - TLS-741	Yes	1+316+268+1522
23XX	El Dorado	El Dorado	5-73	1+316+665+6688
04XX	Ellis	Abilene	Yes	1+913+263+9933
66XX	Emporia	Emporia	Yes	1+316+342+9933
19XX	Ensign	Wichita - TLS-741	Yes	1+316+268+1522
64XX	Enterprise	Abilene	Yes	1+913+263+9933
36XX	Eureka	El Dorado	5-73	1+316+665+6688
02XX	Fort Scott	Fort Scott	Yes	1+316+421+9957
59XX	Fredonia	Independence	Yes	1+316+421+9957
55XX	Galena	Pittsburg	9-73	1+316+421+9957
82XX	Gardner	Olathe	Yes	1+913+782+0132
34XX	Garden City	Wichita - TLS-741	Yes	1+316+268+1522
71XX	Garden Plain	Wichita - TLS-741	Yes	1+316+268+1522
11XX	Girard	Pittsburg	9-73	1+316+421+9957
79XX	Goodland	Abilene	Yes	1+913+263+9933

\* Serving office Wichita after approximately 8-74

GENERAL COMMERCIAL BULLETIN NO. 134ALPHABETICAL LISTING FOR OUTWARD WATS

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>TT Avail.</u>	<u>Dial Admin. Tele. No.</u>
53XX	Great Bend	Wichita - TLS-741	Yes	1+316+268+1522
05XX	Gridley	Emporia	Yes	1+316+342+9933
57XX	Harper	Wichita - TLS-741	Yes	1+316+268+1522
62XX	Hays	Abilene	Yes	1+913+263+9933
73XX	Herington	Abilene	Yes	1+913+263+9933
21XX	Hesston	Newton		1+316+665+6688
94XX	Hill City	Abilene	Yes	1+913+263+9933
22XX	Hillsboro	Newton		1+316+665+6688
99XX	Holton	Topeka AM	Yes	1+913+357+2787
09XX	Hoxie	Abilene	Yes	1+913+263+9933
17XX	Hugoton	Wichita - TLS-741	Yes	1+316+268+1522
16XX	Humboldt	Chanute	Yes	1+316+421+9957
46XX	Hutchinson	Wichita - TLS-741	Yes	1+316+268+1522
05XX	Independence	Independence	Yes	1+316+421+9957
06XX	Iola	Chanute	Yes	1+316+421+9957
54XX	Junction City	Wichita - TLS-741	Yes	1+316+268+1522
26XX	Kingman	Wichita - TLS-741	Yes	1+316+268+1522
31XX	Kinsley	Wichita - TLS-741	Yes	1+316+268+1522
62XX	Kiowa	Wichita - TLS-741	Yes	1+316+268+1522
87XX	KC Bethel (Sunset)	Bethel	Yes	1+913+287+9942
07XX	KC Bonner North	Bonner North	Yes	1+913+287+9944
85XX	KC Bonner Springs	Bonner Springs	Yes	1+913+287+9944
88XX	KC Drexel	Bethel	Yes	1+913+287+9942
91XX	KC Dupont	Dupont	Yes	1+913+831+9933
89XX	KC Hedrick	Hedrick No. 5	Yes	1+913+831+9933
10XX	KC Hedrick	Hedrick No. 5	Yes	1+913+831+9933
90XX	KC Lenexa	Lenexa	Yes	1+913+831+9933
92XX	KC Melrose (Shawnee)	Shawnee	Yes	1+913+831+9933
86XX	KC Olathe	Olathe	Yes	1+913+782+0132
84XX	KC Stanley	Olathe	Yes	1+913+782+0132
93XX	LaCygne	Olathe	Yes	1+913+782+0132
52XX	Larned	Wichita - TLS-741	Yes	1+316+268+1522

GENERAL COMMERCIAL BULLETIN NO. 134ALPHABETICAL LISTING FOR OUTWARD WATS

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>TT Avail.</u>	<u>Dial Admin. Tele. No.</u>
55XX	Lawrence	Lawrence	Yes	1+913+843+9996
60XX	Leavenworth	Leavenworth	Yes	1+913+682+9933
72XX	Leoti	Wichita - TLS-741	Yes	1+316+268+1522
90XX	Lenexa	Lenexa	Yes	1+913+831+9933
61XX	Lewis	Wichita - TLS-741	Yes	1+316+268+1522
44XX	Liberal	Wichita - TLS-741	Yes	1+316+268+1522
50XX	Lyons	Wichita - TLS-741	Yes	1+316+268+1522
95XX	Manhattan	Manhattan	Yes	1+913+537+9937
96XX	Manhattan	Manhattan	Yes	1+913+537+9937
68XX	Manhattan	Manhattan	Yes	1+913+537+9937
69XX	Marysville	Topeka AM	Yes	1+913+357+2787
08XX	Mankato	Concordia	Yes	1+913+243+9933
67XX	McPherson	McPherson	Yes	1+316+241+9933
10XX	Meade	Wichita - TLS-741	Yes	1+316+268+1522
75XX	Minneapolis	Abilene	Yes	1+913+263+9933
60XX	Mulvane	Wichita - TLS-741	Yes	1+316+268+1522
12XX	Neodesha	Independence	Yes	1+316+421+9957
41XX	Newton	Newton		1+316+665+6688
77XX	Norton	Abilene	Yes	1+913+263+9933
78XX	Oberlin	Abilene	Yes	1+913+263+9933
86XX	Olathe	Olathe	Yes	1+913+782+0132
81XX	Osawatomie	Olathe	Yes	1+913+782+0132
51XX	Oswego	Parsons	Yes	1+316+421+9957
83XX	Ottawa	Ottawa		1+913+242+9933
04XX	Parsons	Parsons	Yes	1+316+421+9957
06XX	Paxico	Topeka AM	Yes	1+913+357+2787
72XX	Phillipsburg	Abilene	Yes	1+913+263+9933
01XX	Pittsburg	Pittsburg	9-73	1+316+421+9957
51XX	Plainville	Abilene	Yes	1+913+263+9933
43XX	Pratt	Wichita - TLS-741	Yes	1+316+268+1522

GENERAL COMMERCIAL BULLETIN NO. 134

Attachment 2

ALPHABETICAL LISTING FOR OUTWARD WATS

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>TT Avail.</u>	<u>Dial Admin. Tele. No.</u>
02XX	Russell	Abilene	Yes	1+913+263+9933
74XX	Sabetha	Topeka AM	Yes	1+913+357+2787
80XX	Salina (Inter)	Wichita - TLS-741	Yes	1+316+268+1522
65XX	Salina (Intra)	Abilene	Yes	1+913+263+9933
09XX	Scott City	Wichita - TLS-741	Yes	1+316+268+1522
07XX	Sedan	Independence	Yes	1+316+421+9957
71XX	Smith Center	Concordia	Yes	1+913+243+9933
98XX	Solomon	Wichita - TLS-741	Yes	1+316+268+1522
84XX	Stanley	Olathe	Yes	1+913+782+0132
56XX	Sublette	Wichita - TLS-741	Yes	1+316+268+1522
58XX	Topeka AM	Topeka AM	Yes	1+913+357+2787
57XX	Topeka CE	Topeka AM	Yes	1+913+357+2787
11XX	Topeka CE	Topeka AM	Yes	1+913+357+2787
59XX	Topeka CR	Topeka AM	Yes	1+913+357+2787
56XX	Topeka North	Topeka AM	Yes	1+913+357+2787
14XX	Tribune	Wichita - TLS-741	Yes	1+316+268+1522
18XX	Ulysses	Wichita - TLS-741	Yes	1+316+268+1522
35XX	Wellington	Wichita - TLS-741	Yes	1+316+268+1522
29XX	Wichita Amherst	Wichita - TLS-741	Yes	1+316+268+1522
30XX	Wichita Amherst	Wichita - TLS-741	Yes	1+316+268+1522
49XX	Wichita Amherst	Wichita - TLS-741	Yes	1+316+268+1522
38XX	Wichita Andover (Regent)	Wichita - TLS-741	Yes	1+316+268+1522
24XX	Wichita Augusta	Wichita - TLS-741	Yes	1+316+268+1522
37XX	Wichita Derby (Sunset)	Wichita - TLS-741	Yes	1+316+268+1522
48XX	Wichita Jackson	Wichita - TLS-741	Yes	1+316+268+1522
39XX	Wichita Kechi (Sherwood)	Wichita - TLS-741	Yes	1+316+268+1522
60XX	Wichita Mulvane	Wichita - TLS-741	Yes	1+316+268+1522
25XX	Wichita Murray	Wichita - TLS-741	Yes	1+316+268+1522
47XX	Wichita Parkview	Parkview	Yes	1+316+268+1605
28XX	Wichita Temple	Wichita - TLS-741	Yes	1+316+268+1522
40XX	Wichita Valley Center(Plaza)	Wichita - TLS-741	Yes	1+316+268+1522
27XX	Wichita Whitehall	Wichita - TLS-741	Yes	1+316+268+1522
32XX	Winfield	Winfield	Yes	1+316+665+6688

TOPEKA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
00XX	-	-	-
02XX	Russell	Abilene	1+913+263+9933
03XX	Beloit	Concordia	1+913+243+9933
04XX	Ellis	Abilene	1+913+263+9933
05XX	Gridley	Emporia	1+316+342+9933
06XX	Paxico	Topeka AM	1+913+357+2787
07XX	Bonner North	Bonner North	1+913+287+9944
08XX	Mankato	Concordia	1+913+263+9933
09XX	Hoxie	Abilene	1+913+263+9933
10XX	KC Hedrick	Hedrick No. 5	1+913+831+9933
11XX	Topeka - CE - FL	Topeka - AM	1+913+357+2787
12XX			
13XX			
14XX			
15XX			
16XX			
17XX			
18XX			
19XX			
20XX			
21XX			
22XX			
23XX			
24XX			
25XX			
26XX			
27XX			
28XX			
29XX			
30XX			
31XX			
32XX			

S.W.B.T. Co.

KANSAS SUPPLEMENT TO ISC PLAN &  
GENERAL COMMERCIAL BULLETIN NO. 134

Attachment 2

TOPEKA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
33XX			
34XX			
35XX			
36XX			
37XX			
38XX			
39XX			
40XX			
41XX			
42XX			
43XX			
44XX			
45XX			
46XX			
47XX			
48XX			
49XX			
50XX			
51XX	Plainville	Abilene	1+913+263+9933
52XX	Larned (316 Northern)	Wichita - TLS-741	1+316+268+1522
53XX	Great Bend (316 Northern)	Wichita - TLS-741	1+316+268+1522
54XX	Junction City (Interstate)	Wichita - TLS-741	1+316+268+1522
55XX	Lawrence	Lawrence	1+913+843+9996
56XX	Topeka - North	Topeka AM	1+913+357+2787
57XX	Topeka - CE-FL	Topeka AM	1+913+357+2787
58XX	Topeka - AM-UN	Topeka AM	1+913+357+2787
59XX	Topeka - CR-GR	Topeka AM	1+913+357+2787
60XX	Lwth-MU2-6-71; PA 7-9-73	Leavenworth	1+913+682+9933
61XX	Atchison	Atchison	1+913+367+9933
62XX	Hays	Abilene	1+913+263+9933

S.W.B.T. Co.

KANSAS SUPPLEMENT TO ISC PLAN 8

Attachment 2

GENERAL COMMERCIAL BULLETIN NO. 134TOPEKA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
63XX	Abilene	Abilene	1+913+263+9933
64XX	Enterprise	Abilene	1+913+263+9933
65XX	Salina (Intrastate)	Abilene	1+913+263+9933
66XX	Emporia (316 Northern)	Emporia	1+316+342+9933
67XX	McPherson (316 Northern)	McPherson	1+316+241+9933
68XX	Manhattan	Manhattan	1+913+537+9937
69XX	Marysville	Topeka AM	1+913+357+2787
70XX	Concordia	Concordia	1+913+243+9933
71XX	Smith Center	Concordia	1+913+243+9933
72XX	Phillipsburg	Abilene	1+913+263+9933
73XX	Herington	Abilene	1+913+263+9933
74XX	Sabetha	Topeka AM	1+913+357+2787
75XX	Minneapolis	Abilene	1+913+263+9933
76XX	Clay Center	Abilene	1+913+263+9933
77XX	Norton	Abilene	1+913+263+9933
78XX	Oberlin	Abilene	1+913+263+9933
79XX	Goodland	Abilene	1+913+263+9933
80XX	Salina (Interstate)	Wichita - TLS-741	1+316+268+1522
81XX	Osawatomie	Olathe	1+913+782+0132
82XX	Gardner	Olathe	1+913+782+0132
83XX	Ottawa	Ottawa	1+913+242+9933
84XX	Stanley	Olathe	1+913+782+0132
85XX	Bonner Springs	Bonner Springs	1+913+287+9944
86XX	Olathe	Olathe	1+913+782+0132
87XX	Bethel (Sunset)	Bethel	1+913+287+9942
88XX	KC Drexel	Bethel	1+913+287+9942
89XX	KC Hedrick	Hedrick No. 5	1+913+831+9933
90XX	KC Lenexa	Lenexa	1+913+831+9933
91XX	KC Dupont	Dupont	1+913+831+9933
92XX	KC Melrose (Shawnee)	Shawnee	1+913+831+9933
93XX	Lacygne	Olathe	1+913+782+0132

S.W.B.T. Co.

KANSAS SUPPLEMENT TO ISC PLAN &  
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Attachment 2

TOPEKA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
94XX	Hill City	Abilene	1+913+263+9933
95XX	Manhattan	Manhattan	1+913+537+9937
96XX	Manhattan	Manhattan	1+913+537+9937
97XX	Colby	Abilene	1+913+263+9933
98XX	Solomon (Interstate)	Wichita - TLS-741	1+316+268+1522
99XX	Holton	Topeka AM	1+913+357+2787

GENERAL COMMERCIAL BULLETIN NO. 134

Attachment 2

WICHITA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
00XX	-	-	-
01XX	Pittsburg	Pittsburg	1+316+421+9957
02XX	Fort Scott	Fort Scott	1+316+421+9957
03XX	Coffeyville	Coffeyville	1+316+421+9957
04XX	Parsons	Parsons	1+316+421+9957
05XX	Independence	Independence	1+316+421+9957
06XX	Iola	Chanute	1+316+421+9957
07XX	Sedan	Independence	1+316+421+9957
08XX	Chetopa	Parsons	1+316+421+9957
09XX	Scott City	Wichita - TLS-741	1+316+268+1522
10XX	Meade	Wichita - TLS-741	1+316+268+1522
11XX	Girard (Craw-Kan Tel.)	Pittsburg	1+316+421+9957
12XX	Neodesha	Independence	1+316+421+9957
13XX	Caney	Coffeyville	1+316+421+9957
14XX	Tribune	Wichita - TLS-741	1+316+268+1522
15XX	Baxter Springs(Ks.St.Tel.)	Pittsburg	1+316+421+9957
16XX	Humboldt	Chanute	1+316+421+9957
17XX	Hugoton	Wichita - TLS-741	1+316+268+1522
18XX	Ulysses	Wichita - TLS-741	1+316+268+1522
19XX	Ensign	Wichita - TLS-741	1+316+268+1522
20XX	Cimarron	Wichita - TLS-741	1+316+268+1522
21XX	Hesston	Newton	1+316+665+6688
22XX	Hillsboro	Newton	1+316+665+6688
23XX	El Dorado	El Dorado	1+316+665+6688
24XX	Augusta	Wichita - TLS-741	1+316+268+1522
25XX	Wichita - Murray	Wichita - TLS-741	1+316+268+1522
26XX	Kingman	Wichita - TLS-741	1+316+268+1522
27XX	Wichita - Whitehall	Wichita - TLS-741	1+316+268+1522
28XX	Wichita - Temple	Wichita - TLS-741	1+316+268+1522
29XX	Wichita - Amherst	Wichita - TLS-741	1+316+268+1522
30XX	Wichita - Amherst	Wichita - TLS-741	1+316+268+1522

GENERAL COMMERCIAL BULLETIN NO. 134

Attachment 2

WICHITA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
31XX	Kinsley	Wichita - TLS-741	1+316+268+1522
32XX	Winfield	Winfield	1+316+665+6688
33XX	Chanute	Chanute	1+316+421+9957
34XX	Garden City	Wichita - TLS-741	1+316+268+1522
35XX	Wellington	Wichita - TLS-741	1+316+268+1522
36XX	Eureka	El Dorado	1+316+665+6688
37XX	Wichita - Derby (Sunset)	Wichita - TLS-741	1+316+268+1522
38XX	Wichita - Andover (Regent)	Wichita - TLS-741	1+316+268+1522
39XX	Wichita - Kechi (Sherwood)	Wichita - TLS-741	1+316+268+1522
40XX	Wichita - Valley Ctr.(Plaza)	Wichita - TLS-741	1+316+268+1522
41XX	Newton	Newton	1+316+665+6688
42XX	Dodge City	Wichita - TLS-741	1+316+268+1522
43XX	Pratt	Wichita - TLS-741	1+316+268+1522
44XX	Liberal	Wichita - TLS-741	1+316+268+1522
45XX	*Arkansas City	Arkansas City	1+316+665+6688
46XX	Hutchinson	Wichita - TLS-741	1+316+268+1522
47XX	Wichita - Parkview	Parkview	1+316+268+1605
48XX	Wichita - Jackson	Wichita - TLS-741	1+316+268+1522
49XX	Wichita - Amherst	Wichita - TLS-741	1+316+268+1522
50XX	Lyons	Wichita - TLS-741	1+316+268+1522
51XX	Oswego	Parsons	1+316+421+9957
52XX	Protect for Larned		
53XX	Protect for Great Bend		
54XX	Protect for Junction City		
55XX	Galena	Pittsburg	1+316+421+9957
56XX	Sublette	Wichita - TLS-741	1+316+268+1522
57XX	Harper	Wichita - TLS-741	1+316+268+1522
58XX	Dighton	Wichita - TLS-741	1+316+268+1522
59XX	Fredonia	Independence	1+316+421+9957
60XX	Mulvane	Wichita - TLS-741	1+316+268+1522
61XX	Lewis	Wichita - TLS-741	1+316+268+1522

\* Serving office Wichita after approximately 8-74

WICHITA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
62XX	Kiowa	Wichita - TLS-741	1+316+268+1522
63XX			
64XX			
65XX			
66XX	Protect for Emporia		
67XX	Protect for McPherson		
68XX			
69XX			
70XX	Cheney	Wichita - TLS-741	1+316+268+1522
71XX	Garden Plain	Wichita - TLS-741	1+316+268+1522
72XX	Leoti	Wichita - TLS-741	1+316+268+1522
73XX			
74XX			
75XX			
76XX			
77XX			
78XX			
79XX			
80XX	Protect for Salina		
81XX			
82XX			
83XX			
84XX			
85XX			
86XX			
87XX			
88XX			
89XX			
90XX			
91XX			
92XX			

S.W.B.T. Co.

KANSAS SUPPLEMENT TO ISC PLAN 8

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Attachment 2

GENERAL COMMERCIAL BULLETIN NO. 134

WICHITA ACCOUNTING CENTER

<u>Number Series</u>	<u>Location of Outward WATS Customer</u>	<u>Serving Office</u>	<u>Dial Admin. Tele. No.</u>
93XX			
94XX			
95XX			
96XX			
97XX			
98XX	Protect for Solomon	Wichita - TLS-741	1+316-268-1522
99XX			

PROPOSED INWARD WATS SERVING OFFICES  
AS DETERMINED BY INWATS COMMITTEE 3-14-73

Attachment 3

DISTRICT/ TOWN	PRESENT SERV. OFFICE	PROPOSED SERV. OFFICE	REMARKS
<u>HAYS DISTRICT</u>			
Colby	-	Abilene	
*Ellis	Manhattan	Abilene	*Provide growth for existing customers at Manhattan, new connects in Abilene.
Goodland	-	Abilene	
Great Bend	Wichita		
*Hays	Manhattan	Abilene	
Larned	-	Wichita	
Norton	-	Abilene	
Phillipsburg	-	Abilene	
Plainville	-	Abilene	
*Hoxie	Manhattan	Abilene	
<u>KC &amp; MISSION DISTRICTS</u>			
Bethel	-	Drexel	
Drexel	Drexel		
Dupont	Hedrick		
Hedrick	Hedrick		
Lenexa	Hedrick		
Olathe	Hedrick		
Shawnee	-	Hedrick	
Paola	-	Hedrick	
<u>LAWRENCE DISTRICT</u>			
Atchison	Hedrick		
*Lawrence	Drexel	Hedrick	*Provide growth for existing customers at Drexel, new connects at Hedrick.
Leavenworth	Hedrick		
Ottawa	Hedrick		
<u>SALINA DISTRICT</u>			
Abilene	Abilene		
Beloit	Abilene		
Belleville	Abilene		
Clay Center	-	Abilene	
Concordia	-	Abilene	
Ellsworth	-	Abilene	
Herington	-	Abilene	
Manhattan	Manhattan		
Marysville	Topeka		
McPherson	Wichita		
Salina	Abilene		
Lindsborg	-	Abilene	
Lincoln	Abilene		
<u>TOPEKA DISTRICT</u>			
Amherst	Amherst		
Central	Amherst		
North	-	Amherst	
Crestwood	Amherst		
Emporia	Emporia		

PROPOSED SERVING OFFICES  
AS DETERMINED BY INWATS COMMITTEE 3-14-73  
(CONT'D.)

Attachment 3

DISTRICT/ TOWN	PRESENT SERV. OFFICE	PROPOSED SERV. OFFICE	REMARKS
<u>*DODGE CITY DISTRICT</u>			
Cimarron	Wichita		*After completion of No. 5 machine in 1975, all Dodge City District will be served from Dodge City.
Dodge City	Wichita		
Garden City	Wichita		
Harper	-	Wichita	
Liberal	Wichita		
Pratt	Wichita		
Sublette	-	Wichita	
<u>HUTCHINSON DISTRICT</u>			
Arkansas City	-	Wichita	
El Dorado	Wichita		
Hesston	Wichita		
Hutchinson	Wichita		
Lyons	Wichita		
Newton	Wichita		
Wellington	-	Wichita	
Winfield	Wichita		
<u>PARSONS DISTRICT</u>			
Chanute	Parsons		
Coffeyville	Parsons		
Ft. Scott	Parsons		
Humboldt	Parsons		
Independence	-	Parsons	
Iola	Parsons		
Neodesha	Parsons		
Parsons	Parsons		
Pittsburg	Parsons		
<u>WICHITA CENTRAL &amp; EAST DISTRICT</u>			
Amherst	Wichita		
Jackson	Wichita		
Kechi	Wichita		
Murray	Wichita		
Parkview	Wichita		
Temple	Wichita		
Valley Center	Wichita		
Whitehall	Wichita		
Goddard	Wichita		