SPECIAL SERVICES—OTHER COMMON CARRIERS
INSTALLATION AND REPAIR RESPONSIBILITIES
FOR FACILITIES FURNISHED TO OTHER COMMON CARRIERS

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1. GENERAL

1.01 This section is issued to provide procedures for the Plant/Network department during the installation and repair of facilities and equipment terminations furnished for the Other Common Carriers (OCC) by the Bell System's Operating Telephone Companies and the Long Lines Department.

1.02 This section is reissued to cover:

(a) The assignment of Trouble Reporting Control Office (TRCO) responsibilities on facilities furnished to an OCC for their use in providing access lines or intermachine trunks to their patron as a part of an Enhanced Private Switched Communications Service (EPSCS)

(b) The role of the EPSCS Customer Service Administrative Control Center (CSACC) in a multicarrier environment

(c) The assignment of TRCO and the Trouble Reporting Office (TRO) and their responsibilities on Bell Company and Independent Telephone Company furnished facilities and/or termination

(d) The requirement to measure our performance on facilities furnished to OCC in the Special Services System Measurement Plan (SSSMP).

1.03 Arrows mark only the major changes in this section.

RELATED SECTIONS

1.04 The following is a list of related sections:

471-000-001	Adminstrative Overview
471-010-005	Completion Activities
471-010-006	Order Status, Control, and Tracking Procedures
471-010-007	Coordinated Conversion
471-010-008	Additional Billing Activities
471-020-001	Post-Installation Activities
471-050-001	OCC—Request Forms
471-100-030	Cable Termination at OCC Terminals
471-111-010*	Audio Facilities—Engineering
471-112-010*	Video Facilities—Engineering
471-113-010*	100A Digital Facilities—Loop Engineering
471-201-001	Audio Facilities—Installation and Repair Responsibilities
471-202-001	Video Facilities—Installation and Repair Responsibilities
471-210-010*	Pre-Service Acceptance and Trouble Test Requirements
471-210-020	Impedance Balance Methodology
471-210-030*	Signaling Tests—Methodology and Limits
471-211-010	Technical Parameters for Audio Facilities
471-212-010	Video Facilities—Maintenance and Test Procedures
471-213-010*	100A Digital Facilities—Maintenance and Test Procedures
010-520-124	Intercompany Services Coordination Plan (ISC) Responsibilities for Other Common Carrier (OCC) Circuits
660-100-011	CTRAP—Categories of Trouble Reports and Classes of Service Measured
660-100-013	CTRAP—Trouble Reports—Type, Disposition, and Cause
660-207-010	Restoration Sequence—Message and Special Service Circuits
660-225-100	▶Special Service System—General◀

1.05 The OCCs are regulated communications common carriers authorized by the Federal Communications Commission (FCC) to provide interstate private line communications services to their patrons. In furnishing their authorized services, the OCCs may request the Bell Companies to provide various facilities and terminations to be used as part of the OCC's service. The fundamental principles governing the relationship between the Bell Companies and the OCCs are:

(a) The requirement to afford to the OCCs treatment similar to that provided the Bell System's Interstate Enterprise (Long Lines and Bell Companies)

(b) The responsibilities of the OCCs for their own end-to-end service

(c) The necessity to show no discrimination between different OCCs.

1.06 The Bell System Companies, to the extent that such facilities are or can be made available with reasonable effort, and after provision has been made for the Bell Company's exchange and message telecommunications services, will provide the OCC upon reasonable notices, two-point effective 2-wire and effective 4-wire voice grade facilities between:

(a) Two OCC terminal locations of the same or different OCC

(b) An OCC terminal location and a point of connection with a facility provided by an independent telephone company

*Not available as of this issue.

(c) An OCC terminal location and a point of connection with a facility provided by another Bell System Company

(d) An OCC terminal location and a patron of the OCC

(e) Point of connection with Canada or Mexico.

1.07 The facilities provided under this agreement will include any entrance cable or drop wiring and wiring or cable within a building necessary to terminate the facilities at a point reasonably situated to serve the patron's premises or the OCC's terminal location and will be installed by the Bell Company to such points of termination.

1.08 The Bell Company shall ***not*** be responsible for the installation, operation, or maintenance of any OCC or patron-provided communications equipment or service.

1.09 The Bell System is not jointly participating in the OCC's services, but is only providing certain facilities in connection with the service the OCC furnishes its patrons.

2. DEFINITIONS

Authorized User

2.01 The term authorized user denotes an individual, partnership, association, or corporation which is authorized by an OCC patron (subscriber to the OCC service) to be connected to the OCC service of the patron.

Bell Company

2.02 The term Bell Company denotes a Bell System Operating Company or Department engaged in the business of furnishing public switched network telephone service.

Bell Point of Contact (BPOC)

2.03 The Bell Company single point of contact involved in the processing of an OCC request for facilities and/or terminations in a given operating area.

Central Office

2.04 The term central office denotes a local Bell Company operating unit by means of which telephonic communication is furnished for customers within a specified area under contracts for exchange service.

Central Office Connecting Facility (COCF)

2.05 A voice grade facility or a voice grade data facility provided to an OCC, to connect a Bell Company central office switch termination (CCSA, CENTREX CO, FX) to an OCC terminal location and which may be equipped with supplemental functions.

Communications System

2.06 The term communications system denotes channels and other facilities which are capable of communications between terminal equipment provided by other than the Bell Company or Bell Company station equipment.

Control Central Office Connecting Facility (CCOCF)

2.07 A facility designed to transmit a loop closure from a Bell Company central office to an OCC terminal location. The CCOCF is provided only to a CCSA switch in order to allow echo suppressor disabling when the echo suppressor is furnished by the OCC at its terminal. The closure at the central office is Bell Company supplied. The echo suppressor disabling feature is only provided in 4-wire No. 5 Crossbar CCSA switchers.

Control Facility

2.08 A facility designed to transmit a loop closure between two OCC terminal locations. The contact closure is supplied by the OCC or its patron.

Control Station Connecting Facility (CSCF)

2.09 A facility designed to transmit a loop closure from a patron's premises to an OCC terminal location. The closure is supplied by the Bell Company.

Coordinated Conversion

2.10 The term coordinated conversion denotes a procedure used to coordinate the various

activities required to disconnect a service provided by one carrier with the various activities required to install the service of another carrier, when a portion of the facilities and/or terminations must be reused.

Coordination

2.11 Coordination is the process of relating service orders issued covering the provision of facilities and terminations.

Customer Service Administrative Control Center (CSACC)

2.12 ▶The Customer Service Administrative Control Center is a Bell System operations center dedicated to Enhanced Private Switched Communications Service (EPSCS).◀

Digital Facilities

2.13 Digital Data Facilities

(a) ***Medium Speed Digital***—Digital facilities that will accommodate the simultaneous 2-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, and 56 kilobits per second between OCC terminals. These signals must be in synchronization with the Digital Data System and must derive their timing from that system.

(b) ***High Speed Digital Facilities***—Digital facilities for transmission at the speed of 1.544 megabits per second. These facilities are furnished between OCC terminals for the simultaneous 2-way transmission of serial, bipolar return to zero isochronous digital signals at a speed of 1.544 megabits per second.

End Link

2.14 A generic term which describes a local distribution facility configuration made up of contiguously connected Bell Company provided station equipment (PBX or Key System) and station connecting facilities or Bell Company provided central office switch terminations (CCSA, CENTREX CO, FX) and central office connecting facilities.

▶Enhanced Private Switched Communications Service (EPSCS)

2.15 Enhanced Private Switched Communications Service is a switched service network with new and unique features (reference Section 309-300-000).◀

Independent Telephone Company (ICO)

2.16 The term independent telephone company denotes a company engaged in the business of furnishing public switched network telephone service which is not a Bell System operating company.

OCC Provided Equipment

2.17 The term OCC provided equipment denotes telecommunications devices, apparatus, and the associated wiring provided by an OCC.

OCC Terminal Location

2.18 The term OCC terminal location denotes a location from which the OCC furnishes and administers common carrier communications services to its patron(s) and at which the OCC has the capability of testing the facilities operated or terminated at the location.

Note: A patron's premises may be designated as an OCC terminal location.

Off Network Control Arrangemnt (ONC)

2.19 Arrangements providing dial tone recognition answering supervision and dialing compatibility between the CCSA or Tandem Switching Service and telecommunications network (Per SD-99415).

Overtime

2.20 Bell Company installation and repair effort performed outside of a craft person's regularly scheduled working hours, at the specific request of an OCC, either for the convenience of the OCC or for reasons not within the control of the Bell Company is considered overtime and is billable to the OCC at applicable tariff rates.

Patron

2.21 The term patron denotes a subscriber to the services of an OCC including authorized or joint users of these services.

Patron's Agent

2.22 The term Patron's Agent denotes an OCC which has an agreement between itself and its patron naming the OCC to act as the patron's agent on some or all matters concerning the OCC's service and the patron's Bell service. The OCC obtains an agency authorization from its patron specifying the degree of responsibility conferred on the OCC.

Standby Time

2.23 The term standby time denotes the period of time a Bell Company crafts person is standing by waiting for the OCC tester to cooperatively participate in testing of a local Bell Company provided voice grade facility and/or equipment termination.

Station Connecting Facility (SCF)

2.24 A voice grade facility or a voice grade data facility provided to an OCC, to connect Bell Company provided station equipment (PBX or Key System) to an OCC termination location, and which may be equipped with supplemental functions.

Supplemental Functions

2.25 Capabilities added to a station connecting facility or central office connecting facility, by the Bell Company, to provide for signaling, 2- to 4-wire conversion, echo suppression, and off-network control arrangement.

▶Switching Control Center (SCC)

2.26 A Switching Control Center is a centrally located facility capable of accommodating administrative, operational, and maintenance functions for several central office switching machines.◀

Trouble Reporting Control Office (TRCO)

2.27 The term Trouble Reporting Control Office denotes a Bell Company office that has been designated control office on a given facility and/or termination furnished an OCC. The TRCO will be responsible for the installation and repair of all Bell Company provided facilities and equipment (including termination circuits) provided for an OCC. The TRCO may be a PSC, RSB, STC, SSB, or SSC.

▶Trouble Reporting Office (TRO)

2.28 The term Trouble Reporting Office denotes a telephone company (Bell or Independent Telephone Company) office that has been designated to assist the TRCO to ensure that the facilities and termination being provided by their company to an OCC are installed, tested, and maintained correctly.◀

Voice Grade Facility (VGF)

2.29 An effective 2-wire or effective 4-wire provided by the Bell Company to an OCC to connect two OCC terminal locations.

> ***Note:*** A voice grade facility cannot be equipped with supplemental functions.

3. RESPONSIBILITIES

A. Other Common Carrier

3.01 The OCC has the overall installation and maintenance responsibility for the total service to its patron. This includes those functions normally performed on an interstate private line circuit by the ECO, Plant Control Office (PCO), and STC. The OCC is responsible for the overall coordination of installation and testing of their total service. The OCC has the following equivalent STC/PCO responsibilities for their total service.

(a) Provide trained personnel with adequate compatible test equipment to install and maintain their services and be able to accept trouble reports from their patron (customer).

(b) Coordinate with the local Bell Company which provides the facilities and/or terminations for their total service to ensure that they are installed in accordance with their requisition.

(c) Notify the appropriate BPOC when the service Due Date will not be met or is to be changed.

(d) Act as their patron's (customer's) contact in all matters involving installation and maintenance of OCC provided services.

(e) Receive trouble reports from their patrons (customers) except as covered in paragraph 5.30 of this section.

(f) Sectionalize to determine if reported trouble locates in their intercity facility or the Bell Company provided facilities and/or terminations at either end of their total circuit.

(g) When sectionalized to a Bell Company provided facility or termination, participate with the Bell Company repair forces to further isolate and clear the trouble.

(h) Keep their patron (customer) advised of the status of trouble clearance.

(i) Obtain releases from their patron (customer) when requested by the Bell Company for other than trouble or installation reasons.

(j) Advise the Bell Company TRCO when there is an OCC facility failure affecting the facilities and/or terminations the Bell Company is furnishing the OCC.

(k) The OCC is responsible to perform bulk analysis of their patron's reports. If the OCC analysis of trouble reports reveals a trouble pattern developing, the OCC may consult directly with the TRCO to see if there is some concurrence or agreement on the formation of a particular pattern.

B. Bell Company

3.02 The Bell Company is responsible to ensure that the facilities and equipment they are furnishing to an OCC are installed and functioning properly. In addition, the Bell Company should work cooperatively with the OCC in the acceptance testing of the facilities and/or termination they are furnishing.

3.03 The Bell Company is responsible for designating a TRCO for each facility and termination furnished an OCC.

3.04 The Bell Company will furnish the OCC a direct 7-digit trouble reporting telephone number for the TRCO. This direct number will give the OCC access to the control Bell Company test center where their facility records are located, and where current status or progress reports of any trouble report is readily available without the usual clerical interface encountered by customers who use the normal "611" trouble reporting number. The rule of thumb that should be applied to provision of a direct 7-digit trouble reporting number is "provide the same number given to Long Lines' testroom for the referral of troubles, requests for dispatch, or status requests." This number should be readily accessible so that answering delays are not encountered. If not staffed 24 hours a day, arrangements shall be made to direct the OCC to a location which is covered. The location covering for TRCO must be aware of OCC procedures and be able to initiate corrective action.

C. Trouble Reporting Control Office (TRCO)

General

3.05 The overall responsibility of the TRCO will be to serve as "supervisory control" during installation and "control office" after installation for each facility and termination furnished an OCC.

3.06 The TRCO will assume the following specific installation, repair, and maintenance responsibilities:

(a) Ensure that the required Bell System Practices are available and current, that personnel are trained in these practices, that they are aware of any changes as they occur, and that the practices are followed.

(b) Maintain adequate and current records of facilities and equipment assignments, including records of temporary changes, on facilities and terminations furnished an OCC for which they have responsibility.

(c) Maintenance of the physical plant for which they are responsible.

(d) Cooperate with other Bell Company offices and the OCCs in testing to sectionalize and clear the trouble.

(e) Advise the OCC office of failures affecting the facilities.

(f) Initiate corrective action on service affecting conditions and report to the OCC office the trouble noted and action taken.

(g) Consult with the OCC office before making any changes which would affect service except under emergency conditions.

(h) As Supervisory Control Office, coordinate with the OCC's local office and local Bell Company installation and switching central office forces to ensure that the facilities and/or terminations are installed per the service orders and meet installation requirements.

(i) Accept trouble reports from OCC patrons when an agreement has been reached between the Bell Company and the OCC as outlined in paragraph 5.30 of this section.

(j) Provide status reports regarding installation and repair activity when requested.

(k) Perform routine maintenance cooperatively with the OCC (billable as additional labor) when requested.

(l) ▶Hand-off trouble reports on the EPSCS network to the CSACC for further sectionalization and referral as appropriate.◀

Assignment of TRCO

3.07 Bell Companies will assign the TRCO in the following manner:

(a) ***Single Bell Company furnished facility and/or termination.*** The PSC, RSB, STC, or SSC which normally serves as the trouble report receiving location for normal telephone service into an OCC terminal location shall be designated as TRCO for the OCC. This is not meant to imply that a single location must serve as the TRCO for all services to a given OCC. More than one functionalized TRCO may be designated to serve a given OCC, eg, an SSB as TRCO for CCSA services, an STC as TRCO for certain toll-type services, a PSC/RSB as TRCO for local services, ▶a PSC/RSB or SCC for EPSCS,◀ etc. However, this functionalized TRCO selection should be based on the provision of equivalent Bell services to the OCC terminal location, not the distant patron or central office termination of an OCC service.

(b) ***Two Bell Companies furnished facilities and/or termination.*** Where the facility extends between two OCC terminal locations, the STC or PSC/RSB serving the terminal location of the OCC ordering the circuit will be designated TRCO.

(c) ***Facilities and/or terminations furnished an OCC may involve Long Lines.*** A TRCO for these facilities and associated terminations will be assigned in the following manner:

(1) Non-Central Office terminated facilities:

(a) When the facility is ordered through and provided by Long Lines, the STC serving the OCC terminal (nonpatron) location will be designated TRCO.

(b) When the facility extends between two OCC terminal locations, the STC or PSC/RSB serving the terminal location of the OCC ordering the circuit will be designated TRCO.

(c) When the facility extends between two OCC terminal locations of the same OCC, the designated PCO will be designated TRCO.

(2) Central office terminated facilities:

(a) The SSB serving that CCSA switching machine will be designated the TRCO.

(b) The STC, SSC, or PSC/RSB serving the OCC terminal location.

(c) ▶The PSC/RSB or SCC serving the EPSCS switch location.

(d) ***Bell Company and Independent Telephone Company Furnished Facilities and/or Termination.*** Where the facilities furnished to OCCs by the Bell System connect to facilities furnished an ICO and an agreement exists between the Bell Operating Company and the involved ICO (Bell/ICO agreements should be arranged through the Business Relations/Bell-Independent Relations group), TRCO will be assigned in the following manner:

(1) In most cases, the telephone company, either Bell or ICO, which serves the OCCs

terminal location (operating center) will be the control company (TRCO) for the Bell-ICO connected facility. However, it is expected that local circumstances and prior working arrangements for telephone industry provided services may dictate different assignment of control than the general rule, ie, if the OCC terminal is located in a small ICO, Bell may be control company.

(2) The telephone company which has not been designated as control company in accordance with (1) above will be responsible for designating an office (first office through which these facilities are routed with test access) to interface with TRCO. This office will be designated the TRO and will be responsible to assist the TRCO to ensure that the facilities and terminations being furnished by their (TRO) company are installed, tested, and maintained correctly.◀

TRCO—Records

3.08 Both the installation and repair records must be complete and accurate. Sufficient details regarding the Bell Company provided portion must be recorded so that timely repair activity can be implemented. A comprehensive log should be kept during installation especially when jeopardy conditions or billing (overtime, standby, etc) arises. A comprehensive log should also be kept during repair activities to support outage times and to ensure accurate Interruption Allowances and Additional Billing charges. These logs should be retained in accordance with retention of records practices.

3.09 Local records must be originated in the TRCO at the time of installation and must be updated when service order activity or rearrangements are made.

3.10 The TRCO records should show sufficient details in regard to the local Bell Company provided portion so that they can serve as the control point and direct the repair efforts of other groups if needed. Paragraphs 3.11 through 3.14 describe the recommended forms for this purpose, however, local equivalent forms are acceptable.

3.11 Figure 4 illustrates the recommended TRCO line and history cards for OCC circuits for which they are the control point (Forms E-6648 and E-6648-1).

3.12 Figure 5 illustrates the recommended line and history cards for TRCOs desiring a 5-inch by 8-inch version (Forms E-6878 and E-6878-1).

3.13 Figure 6 illustrates the recommended TRCO log (Form E-6653) for recording details relative to troubles received from the OCC (Reference: Paragraph 5.14 of this section).

3.14 Figure 7 illustrates the recommended TRCO log (Form E-6654) for recording details relative to installation activity on OCC orders (Reference: Paragraph 4.05 of this section).

D. Other Plant Groups

3.15 Plant groups other than TRCO must assume certain responsibilities regarding OCC related services to help assure that the overall responsibilities of the Bell Company are being met.

3.16 The responsibilities of the TRCO are outlined in Paragraph 3.05 of this section. Part of these responsibilities include the functions normally assigned to the Supervisory Control Office in regard to installation work and of the Control Office in regard to repair.

3.17 In addition, TRCO is also responsible for providing status information to the OCC and, when applicable, to prepare Form E-6647 to effect billing for overtime, additional installation acceptance testing, standby time, other labor, and the maintenance of facility charge.

3.18 In order for TRCO to fulfill its responsibilities, other plant groups must closely align their efforts in regard to OCC related services to allow TRCO to meet its responsibilities.

3.19 The other plant groups that are performing work regarding OCC services must keep TRCO informed as to the status of such work. In addition, they must provide the TRCO with details relative to work which was done and will result in additional billing to the OCC, and in regard to service interruptions which could result in an interruption allowance.

3.20 Sufficient details must be provided to the TRCO to allow for timely and accurate preparation of "Additional Labor Charges Work Sheet" (Form E-6647) and to provide substantiation of all entries made.

3.21 The details required include the following:

(a) The name of the OCC

(b) The date and time billable work was started and completed

(c) The service order number(s)

(d) The circuit identification number(s)

(e) A description of the work done

(f) The trouble found

(g) The craft designation and work activity code

(h) Notification as to whether craft people involved were working during scheduled hours, outside scheduled hours but on a scheduled day, or outside their scheduled day

(i) The name or initials of the craft people engaged in work which is to be billed to the OCC.

3.22 All details in regard to billable work should be conveyed to TRCO as soon as such work is completed. However, all such information ***must*** be provided to TRCO no later than the start of the next work day following the day on which such work was performed.

3.23 Details in regard to interruptions to Bell Company facilities provided to an OCC must also be furnished to TRCO. Sufficient data must be given to TRCO to allow them to process interruption allowances, as described in Part 11 of this section and Section 471-020-001, Post-Installation Activities.

4. INSTALLATION

A. Service Order Activity

4.01 The OCC will order from each Bell Company the facilities and may, if acting as the patron's agent, order the termination equipment (station or CO switch) required at each end of their overall service. Bell Company provided station termination equipment may also be ordered by the customer directly from the Bell Company or the terminal equipment may be OCC or patron provided. (Reference: Section 471-050-001, OCC Order Request Forms.)

4.02 Each of the Bell Companies will introduce into their local ISC procedures the order flow for the facilities and/or termination equipment. These orders will be handled using ISC procedures. [Reference: Section 010-520-124, ISC Responsibilities for Other Common Carrier (OCC) Circuits.]

4.03 Intercompany Services Coordination (ISC) procedures will be used for escalation of jeopardy cases for each order which requires this attention. The TRCO is responsible for the Supervisory Control Office function and should handle all cases which require escalation. (Reference: Section 471-010-006, Order Status, Control, and Tracking Procedures.) It is the responsibility of the local ISC team to advise the BPOC office which issued the order any time that the Due Date is in jeopardy. Before BPOC is notified, every reasonable effort should have been made to meet the Due Date. At the time BPOC is notified, the ISC team should furnish them with an estimate of the new date.

4.04 When Bell provides the termination equipment and the OCC desires Bell to coordinate the local termination order with the end link or VGF order, the following procedures apply:

(a) Both orders must carry the same due date. The appropriate due date should be established jointly by the OCC and Bell Company during interval negotiations. If the orders have different due dates, Bell will consider the orders separately and no coordination between them will be possible.

(b) If the OCC requests that the end link or VGF and termination orders be coordinated at the time the orders are placed, the BPOC will arrange for the coordination. If the order is the result of a previous Service Inquiry (SI), then the OCC must provide the Bell Company with the order numbers reserved as a result of that SI.

(c) The OCC with the cooperation of Bell, must coordinate the circuit turn-up when switch terminations (CCSA, EPSCS, CENTREX) are involved. Bell will test the end link or VGF with the OCC and upon satisfactory completion of these tests will consider the order completed. Unless the OCC is ready to turn up both ends

of its circuit, the Bell Company will "make busy" the end link to prevent selection and open the signaling leads to prevent false line seizures from affecting the switching machine. When the OCC is ready to turn up their overall service, it will be necessary for the OCC to coordinate with the designated Bell Company TRCOs (both ends of their overall service) the removal of "make busy."

4.05 The TRCO installation log (Form E-6654, Fig. 7) has been provided for use by TRCO to maintain a ready reference related to installation activity on OCC orders. The use of this form is optional except during special study periods requested by AT&T. However, it is important that a comprehensive log or record of some type be maintained, especially when jeopardy conditions arise or when Additional Billing charges are applicable.

B. Establishing Continuity

4.06 The following procedures should be followed when establishing continuity between the Bell Company facilities and/or terminations and the OCC facilities or equipment.

(a) The point of connection between the Bell Company facilities and/or terminations and the OCC facilities or equipment is referred to as the DEMARC point.

(b) The 66M50 block will normally be used as the DEMARC and will be provided by the Bell Company. However, when ordered by the OCC and specified by engineering, terminations such as the 303-type connector may be used [Reference: EL 3924 and Section 471-100-030 (when available).]

(c) ▶Effective September 1, 1979, at customer premises where the need for fewer terminations than are provided on a 66M50, the 625 type blocks can be used. It is envisioned that this type of block could be used where the OCC will be connecting 2-wire terminal equipment in an office or administrative area.◀

(d) As a general rule, the Bell Company provided facility will be terminated on the left side and the OCC portion will be terminated on the right side of the DEMARC. The Bell Company will terminate their facilities and the OCC will terminate theirs. Continuity will then be established by means of "B" Bridging Clips. The Bell Company will furnish the "B" Bridging Clips to the OCC.

(e) It is the responsibility of the OCC to arrange for suitable equipment space and electrical power, if required, at the DEMARC location. The space furnished shall be in a safe working area and will be accessible during normal working hours to Bell Company personnel for installation and repair purposes.

(f) The DEMARC shall be clearly identified in such a manner as to minimize confusion. Appropriate marking or stenciling will be done by the Bell Company to clearly indicate the Bell side, the OCC side, and the function that each pin serves, such as: T, R, T1, R1, etc.

(g) A Bell Company furnished voice grade facility (VGF) terminated at a patron's premises will include any entrance cable or drop wiring or cabling within a building which is necessary to terminate the facilities at a point reasonably situated so as to serve the patron's premises.

(h) THE OCC CIRCUIT IDENTIFICATION NUMBER (not the Bell Company circuit number) SHALL BE PLACED BY BELL PERSONNEL ON BELL COMPANY STATION EQUIPMENT, ie, key stations, call directors, switchboard jack strips, etc, USED TO TERMINATE AN OCC SERVICE. The OCC is responsible for instructing their patron on the correct telephone number to call to report a case of trouble and the need to use the OCC circuit identification number.

C. Preservice (Intra-Bell Company ▶or Bell-Independent Company)◀ Testing

4.07 The TRCO must ensure that the facility and/or termination has been installed correctly, the required preservice tests [Reference: Section 471-000-011 and (471-201-010, when available)] have been performed and requirements met, benchmark measurements recorded by TRCO, and the Bell provided termination is functioning properly before contacting the OCC to perform cooperative acceptance tests.

4.08 The Bell Company is responsible for the proper operation of the facilities and equipment being provided to the OCC. Adequate tests and

checks should be made prior to calling the OCC testroom to participate in cooperative testing. The tests and checks made prior to contacting the OCC will include verification of the voice grade facility for continuity from the patron's premises to the cable pair(s) serving the OCC terminal location. Continuity of the cable pair(s) between the Bell central office and the OCC terminal location should be cooperatively verified with the OCC testroom prior to contacting them to perform the acceptance tests.

The TRCO is responsible for coordinating the installation and preservice testing of the Bell-Independent connected facility. The TRCO must ensure that the facilities being furnished by its company are installed and tested correctly. The TRCO, with the assistance of the other company's TRO, must ensure that the facilities and termination being furnished by the other company (TROs) are installed and the required preservice tests are made on the Bell-ICO connected facility prior to contacting the OCC for acceptance testing and turn-up.

D. Acceptance (Cooperative) Testing

4.09 Upon completion of the required preservice tests, TRCO should contact the OCC and advise them that they are ready to turn up the Bell Company furnished facility and/or termination. The OCC has the option of acceptance with or without cooperative testing. If the OCC requests cooperative acceptance tests, TRCO shall remain on-line and coordinate all NORMAL and ADDITIONAL acceptance testing activity between the OCC and the required Bell Company forces.

(a) **Normal Installation Acceptance Testing**

(1) ***Voice grade facilities or connecting facilities not used for data***

—If appropriate, provide the OCC tester an open, short, or ground on the cable pair(s) to ensure DC continuity.

—Meet the OCC tester on the facility and talk over the facility to ensure continuity (if talk battery is available).

—Send and receive a 1004 Hz tone at the appropriate impedance to enable the OCC tester to determine the Actual Measured Loss (AML).

—If requested and appropriate, perform operational signaling tests to verify that the signaling utilized is functioning properly. These tests are covered in paragraphs 4.10 and 4.11 of this section.

—In those cases when the OCC provides a station package, ie, single frequency signaling unit (SF), 2- to 4-wire conversion, etc, the tests would be performed on the voice grade facility side of the interface package.

—On facilities provided to the OCCs where 2- to 4-wire conversion occurs, perform echo return loss (ERL) tests in accordance with Section 471-210-200.

(2) ***Voice grade data facilities or data connecting facilities***

—If appropriate, provide the OCC tester an open, short, or ground on the cable pair(s) to ensure DC continuity.

—Meet the OCC tester on the facility and talk over the facility to ensure continuity (if talk battery is available).

—Send and receive a 1004 Hz tone at the appropriate impedance to enable the OCC tester to determine the Actual Measured Loss (AML).

—On facilities provided to the OCCs where 2- to 4-wire conversion occurs, perform ERL tests in accordance with Section 471-210-200.

—Measure C message or C notched noise and properly terminate the facility for the OCC to measure.

—On facilities to be used for the transmission of analog data, send and receive 404 Hz and 2804 Hz tone at the appropriate impedance to measure the frequency response of the facility.

—On facilities to be used for the transmission of medium speed digital data, send and

receive the following tone as appropriate: (Tests are to be made with 135 ohm terminations). ▶Reference 471-100-011 for preservice testing.◀

—W1 2400 Hz tone

—W2 4800 Hz tone

—W3 28000 Hz tone.

(b) **Additional Installation Acceptance Testing**

Any transmission measurements or signaling tests over and above those specified in ***Normal Installation Acceptance Testing*** are considered additional and will be billed to the OCC. The OCC should be advised that additional charges will be billed for these tests. The OCC should specify on their initial order to the Bell Company any additional tests required at the time acceptance tests are to be cooperatively performed. In all cases, it is the responsibility of the OCC to use test equipment that is compatible with the test equipment being used by the Bell Company for such measurements. Upon request, the Bell Company will cooperatively perform with the OCC any of the following ADDITIONAL tests:

—Frequency response across the voiceband.

—Envelope delay.

—Harmonic distortion.

—Impulse noise.

—Phase jitter.

—Nonlinear distortion.

—Signaling and pulsing tests using a signaling test set.

—In addition, the tests described for data circuits will be performed as additional tests, if requested, on circuits not ordered for data use (C—message, C—notched noise or three-tone slope: 404 Hz, 1004 Hz, 2804 Hz).

E. Operational Testing

4.10 While performing acceptance tests, the OCC may request that we perform a joint operational test to ensure that the termination is functioning properly. The joint operational test will be limited to only the facilities and termination being furnished the OCC by that Bell Company. ***End-to-End*** tests of the OCC's total service including ***Call thru Tests*** will not be made. For example, an operational test to verify that the signaling utilized (loop, DX, SF, MF, or E and M) as provided by the Bell Company is functioning properly would consist of the Bell craft person using a dial hand test set or other test telephone to verify that the pulses are received by the OCC. This operational test ***would not require*** the use of a pulse generating test set, ie, Northeast Electronics TTS 26B, Western Electric 2A or 2B, etc, to send and receive pulse with the OCC. The OCC must dispatch its own personnel (if required) to their patron's location to perform operational tests at any other time.

4.11 When the facility is terminated in a Bell central office (CENTREX CO, CCSA, EPSCS switcher, open-end of FX, etc), TRCO should participate in a joint operational test with the OCC if requested. Central office switching forces will perform joint operational tests under the direction of the TRCO. Unless directed to do so by the TRCO, the central office switching forces will not test directly with the OCC. The joint operational test should be limited to only that facility and termination equipment being furnished to the OCC by the local Bell Company. ***End-to-End*** tests of the OCC's total service including ***Call thru test*** will not be made. Once the acceptance tests have been completed on central office terminated facilities (CCSA, EPSCS, CENTREX CO, FX, etc), the Bell Company will "make busy" the termination to prevent selection and open the signaling leads to prevent false line seizures from affecting the switching machines. It will be necessary for the OCC to coordinate with the designated Bell Company TRCOs (both ends of their overall service) for the removal of the "make busy."

4.12 If the OCC is not available or ready to test when TRCO notifies them they are ready to test, TRCO should ask the OCC if they should "stand by" until the OCC is ready to test. "Standby" time in excess of 30 minutes is billable to the OCC. Standby time is discussed in Part 8, Additional

Billing, of this section and also in Section 471-010-008, Additional Billing Activities.

4.13 In the event the OCC is neither available nor ready to perform NORMAL Installation Acceptance Tests and does not request the installer to "stand by" to perform such tests, TRCO will consider the work complete and will not make another premise visit to perform such tests without an additional charge for the visit, as discussed in Part 8, Additional Billing, of this section and Section 471-010-008.

F. Completions

4.14 Upon acceptance of the facility and/or termination order by the OCC (with or without acceptance tests being performed), TRCO should record on their records the name of the OCC representative accepting the order and whether or not acceptance tests were performed. In addition, TRCO should verify with the other Bell Company forces any standby time or overtime associated with the installation.

4.15 The TRCO should report the order as completed (Reference: Section 471-010-005, Completion Activities) and furnish all the required information.

4.16 In addition, TRCO should prepare and forward an Additional Labor Charges Work Sheet (Form E-6647) to BPOC when applicable to reflect any additional labor charges as covered in Part 8, Additional Billing, of this section and Section 471-010-008.

5. REPAIR

A. General

5.01 The OCC is responsible for performing all necessary tests to determine the nature of the trouble. If the OCC tester determines (through analysis of customer trouble reports, call through testing, specific transmission tests, etc) that the trouble is in the Bell provided facility or termination, they will refer the trouble to the appropriate TRCO. All available information concerning the trouble will be provided by the OCC to TRCO.

5.02 The following is the type of information which the OCC should provide to TRCO.

(a) Bell Company circuit identification number.

(b) Date and time of reported trouble.

(c) Nature of trouble and how the OCC determined the trouble exists in either the Bell facility or the terminating equipment.

(d) Any other information that may be of assistance to TRCO. For example, what tests have been made.

(e) The name or initials of the OCC tester referring the trouble.

5.03 In order for an OCC to perform proper repair tests on central office terminated facilities, (ie, CENTREX CO, FX, and CCSA, EPSCS access lines, and intermachine trunks), it may be necessary for an OCC to request that TRCO have the termination made busy to prevent selection by the switching machine. Procedures for handling requests for make busy are covered in paragraph 7.03 of this section.

5.04 The Bell Company is responsible to ensure that the portion of the OCCs total service they are furnishing is maintained properly. In addition, they are responsible for performing tests needed to identify and clear a trouble and to verify the proper operation of their facilities and equipment when a trouble report has been received from an OCC or patron as covered in paragraph 5.26 of this section.

5.05 The Bell Company is responsible for designating a TRCO for each facility and termination furnished to the OCC. (Reference: Paragraph 3.07 of this section.)

5.06 The TRCO will be responsible for maintaining records relative to the facilities and/or terminations provided to the OCC which will assist in keeping on-going records for historical purposes, assist in the overall coordination of Bell Company repair activities, and provide status and clearance information to the OCC when a trouble does occur. TRCO will be responsible for determining when temporary patches due to Bell Company carrier channels or system failures should be made. Restoration priorities on OCC facilities are discussed in step 7(b) of Section 660-207-010, Restoration Sequence—Message and Special Service Circuits.

5.07 The TRCO will be responsible for coordinating the sectionalizing, dispatching of field forces, the clearance of troubles which locate in the Bell provided facility and/or termination equipment, and coordination of verification tests, as appropriate, with the OCC to ensure the trouble has been cleared.

5.08 The TRCO is also responsible for contacting the OCC when rearrangements of facilities, or other such work requires the release of a service by the OCC's patron (customer). (Reference: Paragraph 7.04 of this section.)

5.09 The Bell Company TRCO, upon receipt of a trouble report, will conduct independently or cooperatively with the OCC tester any tests required to identify and clear the trouble. If it is deemed necessary that central office switch testing is required, all such activity will be directed by TRCO. No direct contact between the central office switching forces and the OCC tester will be made unless so directed by TRCO.

5.10 The TRCO should coordinate the sectionalization of the trouble within the Bell provided facilities and/or termination and should minimize the dispatch of craft persons to the patron's premises. No dispatch to a patron's premise should be made until the need for such dispatch has been determined. ***The TRCO should ensure that the service being provided to the OCCs is comparable to that of the Interstate Enterprise. Trouble Reports received from an OCC should be handled in a similar manner as those received from the Interstate Enterprise, ie, on those cases where dispatch is required, the Bell Company will dispatch the first qualified craft person in the sequence in which Trouble Reports are received from the OCC and the Interstate Enterprise.*** If it is necessary to dispatch a craft person to the patron's premises, the person who was dispatched will be responsible for providing continuing status information to TRCO. The TRCO will determine the frequency of such contacts.

5.11 Bell Company employees should limit their repair activities to Bell provided facilities and/or equipment. No attempt should be made to adjust or repair terminal gear belonging to the OCC or its patron. The OCC or others may not rearrange, move, disconnect, remove, or attempt to repair any equipment or facilities provided by the Bell Company. The Bell Company is responsible for leaving a circuit in the same manner as when they began their repair activity, ie, closed through or opened unless requested by the OCC tester to do otherwise and concurred in by TRCO.

5.12 The OCC should maintain all apparatus and equipment provided by the OCC. The Bell Company shall not be responsible to patrons of the OCC for end-to-end service of which the facilities provided by the Bell Company are part.

5.13 Any tests which are specified for the type of facility and/or termination being provided, as outlined in other Bell System Practices, are considered to be normal maintenance tests when they are done in conjunction with a reported trouble.

5.14 The TRCO Trouble Report Log (Form E-6653, Fig. 6) has been provided for use by TRCO to maintain a ready reference related to repair activity on OCC troubles. The use of this form is optional except during special study periods requested by AT&T. However, it is important that a comprehensive log or record of some type be maintained to support outage times and to ensure accurate Interruption Allowances and Additional Billing Charges.

B. Bell/ICO Furnished Facilities and/or Terminations

5.15 ▶The OCC will be responsible for acceptance of trouble reports from its customer and for sectionalization of troubles to the Bell-ICO connected facility. Upon receipt of a trouble report from the OCC, the TRCO will independently or cooperatively with the OCC conduct any additional tests required to identify and clear the trouble. It will be TRCOs responsibility to sectionalize the trouble to either the Bell or ICO facilities, testing with the other company's TRO. If the trouble is sectionalized to the other company's facilities or termination, TRCO should refer the trouble to TRO. If the trouble locates in those facilities controlled by TRCO, then TRCO should coordinate the isolation and clearance of the trouble.

5.16 The TRO, upon receipt of a referred trouble from TRCO, is responsible for further isolation and clearance of the trouble. Once the trouble has been cleared, TRO should contact TRCO and provide them with the clearance.

5.17 When the trouble has been cleared, either under the direct control of TRCO or upon report back from TRO, TRCO should contact the OCC to report the trouble clearance.◀

C. Verification Tests

5.18 The Bell Company will not normally dispatch a craft person to make verification tests when a trouble has been cleared without dispatching.

5.19 After each trouble report requiring the dispatch of a craft person to the OCC patron's premises or switching central office, the Bell Company craft person, upon completing work on the facility or terminating equipment, will contact the TRCO which in turn will advise the OCC that the trouble has been cleared. The OCC may request verification testing to determine that the trouble has been cleared.

5.20 ▶If the OCC requests tests other than those specified for the type of facility and/or termination involved, ie, impulse noise measurements on a facility not ordered for data (***N*** or ***L*** in the first modifier of CLCI code), TRCO should notify the OCC that the time required to perform these additional tests will be billed to the OCC. The billing for these additional maintenance tests is discussed in Part 8 of this section, and Section 471-010-008, Additional Billing Activities.◀

5.21 Requests for verification tests will be handled as follows:

(a) ***Trouble Reported—No Premise Visit Required***—The Bell Company will not normally make a premise visit to perform verification tests with the OCC when the trouble condition was corrected without dispatching a craft person. However, when a trouble has been corrected without a premise visit, the Bell Company must assure themselves that the circuit is functioning properly before contacting the OCC. If the OCC insists on a verification test, TRCO should advise the OCC that they consider such tests unnecessary and advise them that a charge will be made for the tests if the Bell Company portion meet requirements.

(b) ***Trouble Reported—Premise Visit Required***—The OCC may request verification of any parameter specified for the type facility being provided when a trouble has been reported and a premise visit is required. The TRCO should determine whether or not the OCC wants verification tests to be made prior to dispatch and the nature of the tests being requested so that the craft person is equipped with the necessary test equipment. If the requested tests are specified for the type of facility and/or termination being furnished, the Bell Company must make such tests with no charge to the OCC. However, if parameters above those specified are requested, the time for making such tests and, if necessary, the time to return for additional test equipment is billable.

5.22 The installation and maintenance testing procedures described in this section should allow the OCC to isolate and clear virtually all trouble conditions encountered. Requests for end-to-end and intercarrier testing should be handled in accordance with Part 6 of this section.

D. Activities Associated With Alarm and Other Trouble Indications

5.23 For maintenance activities where alarms and other trouble indicators are detected, indicating a service impairment on an OCC circuit, the Bell Company personnel observing this impairment will notify the TRCO location responsible for that end link. When such impairment necessitates the removal of a circuit from service, Bell Company personnel should remove the circuit from service and promptly report this action to TRCO with a description of the trouble and the circuits affected, identified by Bell Company circuit identification number. The TRCO should notify the OCC test location responsible for the affected end link that has been removed from service.

5.24 Similarly, if a service impairment on a channel or total route failure is detected by OCC personnel, the OCC control office will promptly notify all Bell Company TRCOs affected. This notification should include the trouble condition and all circuits affected, identified by Bell Company circuit identification number. When further action by the local Bell Company is required as a result of the OCC's notification and results in the voice grade connecting facility (CCSA trunks, access lines, and CENTREX CO tie trunk) being removed from service, the Bell Company should notify the OCC control office of the action taken.

5.25 ***Accurate records regarding Time Reporting must be kept and a positive means of identifying Bell Company Personnel engaged in maintenance activities must be established and used.*** It is the responsibility of TRCO to ascertain any standby time or overtime required by Bell Company personnel.

E. Trouble Reporting Handling

5.26 The OCC will be responsible for acceptance of all customer trouble reports on its services, and Bell will be responsible for acceptance of all customer trouble reports on its services. However, in multicarrier systems (OCC and Bell) where the patron is unable to identify the appropriate common carrier for trouble reporting purposes, eg, Centrex CO shared levels, CCSA, and certain FX and Tandem Tie Trunk configurations, either Bell or the OCC, with the prior agreement of the other, may elect to handle all customer network trouble reports for all or any separable portion of the system.

5.27 Responsibility for trouble report handling in a multicarrier (mixed group) situation should be determined on a case-by-case basis. Each customer/patron location should be examined individually and factors such as type of switching vehicle, type of service (FX, TTTN, CCSA, EPSCS) and proportion of services provided (Bell/OCC) evaluated. Trouble report handling responsibilities should be agreed upon for individual customer locations and groups only and not for customer networks in their entirety; eg, on CCSA you will negotiate only those access lines that are mixed Bell/OCC; on FX only those that are accessed through a shared level; and on TTTN only those cross-sections that are split groups.

5.28 With the exception of local service problems, Bell will not accept initial reports from a customer/patron location or group served entirely by an OCC. As a general rule, the carrier with the majority of circuits to a given location should accept the responsibility for taking reports from that location without the need for a formal request on the part of the other carrier. However, the carriers concerned may negotiate this responsibility in order to establish and maintain the records necessary for proper operation and for notification of the customer by the responsible carrier.

5.29 Negotiations regarding trouble report handling responsibilities should be conducted between the OCC and the BPOC. The BPOC should in turn consult with the customer's telephone company servicing manager and with the operations organization responsible for serving each given customer/patron location. After agreement is reached, the BPOC should ensure that the responsible carrier notifies the customer, preferably in writing regarding trouble report handling procedures.

5.30 In the multicarrier systems described above, the OCC may request in writing to have a Bell Company assume the trouble report handling. When Bell assumes the trouble reporting handling, the function will normally be provided by the Bell Company STC, SSC, PSC/RSB, or SSB responsible for the Bell Company circuits which are a part of the mixed, shared, or split group. Appropriate tariff charges will apply and the following functions will be performed by the Bell Company.

(a) Inform the customer of the procedures to be followed in reporting troubles.

(b) Acceptance of all customer network trouble reports.

(c) Preliminary analysis of such reports to determine whether the OCC is involved.

(d) As routinely appropriate on such reports, the Bell Company will make tests of shared level or alternate routing services to provide initial isolation of Bell services.

(e) Where Bell services are involved, they will be repaired and the report cleared with the customer.

(f) Where Bell Company services are not apparently involved or where initial tests do not indicate failure of Bell services, the report will be referred to the OCC with pertinent report detail and any preliminary test information, including the Bell Company circuit identification number when possible.

(g) The OCC test location, upon receipt of the report from the Bell Company, will make the required circuit identification and sectionalization tests. If sectionalized to OCC facilities, the OCC will repair those facilities. If sectionalized to the Bell Company provided facility or termination, the OCC will refer the trouble to the appropriate TRCO for clearance.

(h) When the trouble is cleared by the OCC, it will notify the originating Bell Company office of clearance, for notification to the customer.

(i) When the trouble is cleared in a distant facility or termination, the appropriate Bell Company TRCO will report clearance to the OCC who will similarly make clearance to the originating Bell Company office for notification to the customer.

5.31 When the OCC assumes the trouble report handling, an appropriate charge will apply and the following functions will be performed:

(a) Inform the patron of the procedures to be followed in reporting trouble.

(b) Acceptance of all customer network trouble reports.

(c) Preliminary analysis of such reports to determine whether the Bell Company is involved.

(d) As routinely appropriate on such reports, the OCC will make tests of its portion of the shared level or alternate routing services to provide initial isolation of OCC services.

(e) Where OCC facilities are involved, they will be repaired and the report cleared with the customer.

(f) When OCC services are not apparently involved or where initial tests do not indicate failure of OCC facilities, the report will be referred to the Bell Company office responsible for the Bell Company circuits within the mixed, shared, or split group with pertinent report detail and any preliminary test information, including the circuit identification number when possible. If sectionalized to the Bell Company provided facility or termination, the OCC will refer the trouble to the appropriate TRCO for clearance.

(g) The Bell Company office, upon receipt of the report from the OCC, will arrange for or make the required circuit identification and sectionalization tests. If sectionalized to Bell Company facilities or termination, the Bell Company will repair those facilities.

(h) When the trouble is cleared by the Bell Company, it will notify the originating OCC office of clearance, for notification to the customer.

F. "Handing-Off" Customer Trouble Reports Between Carriers

Tandem Tie Trunk Networks (TTTN)

5.32 In multicarrier (OCC and Bell) provided Tandem Tie Trunk Networks (TTTN), it may be necessary to interchange customer trouble reports between the Bell Company and the OCC in order to sectionalize a trouble.

(a) The test location receiving the report is responsible for initial identification, testing, and for contacting the next logical test location, either Bell or OCC when required.

(b) The test location referring the report will provide the location to which the trouble is referred with all pertinent report detail and any preliminary test information.

(c) The test location receiving the report from the customer may be either Bell or OCC, depending on previously determined reporting procedures.

(d) When a trouble report has been received, the initial test location should perform the same tests as they have in the past on such reports to provide initial isolation of Bell/OCC services or to duplicate the reported trouble. If the tests do not indicate a trouble, the report should be classified as a Test-OK and given back to the reporting customer.

(e) In the event the trouble is located in or beyond the next section and the circuits are not provided by the same carrier, the customer at that location should be contacted to determine the name of the OCC and the telephone number to which they normally reported troubles for that link.

(f) In the event the trouble must be handed off to another test location, the initial location should, in addition to providing report and testing data, hold up the circuit, when applicable, until the carrier who supplies the circuits in the next link has identified their circuit.

5.33 ***The carrier who provides the next link will be responsible for Holding Up the circuit after identification and for further sectionalization of the trouble.***

5.34 The following examples summarize the "handing-off" procedure. Figure 1 represents a hypothetical Tandem Tie Trunk Network (TTTN) of the ABC Corporation.

Example 1

(a) Assume a TTTN as represented by Fig. 1.

(b) In this assumption, all trunks from A to B are provided by the Bell Companies, those from B to C by the OCC, and those from C to D are 10 percent Bell and 90 percent OCC.

(c) Assume a customer in City A reports a trouble to the Bell Company STC when it dialed a series of numbers to reach another user in City D. The testboard should perform the same tests as they have in the past on such reports to provide initial isolation of Bell services or to duplicate the reported trouble. If the tests do not indicate a trouble, the report should be classified as a "Test OK" and given back to the customer in City A who initiated the report.

(d) Now assume the tests made by the testboard either duplicate the reported trouble or the customer is holding the connection for trace. The testboard in City A would identify the circuit to City B. Testboard A would call the testboard in City B and verify continuity. If the tests were good, ***testboard B would contact the customer in City B to determine who it calls to report troubles on calls to City C.*** This is appropriate because the circuits between B and C are 100 percent OCC and the testboard in City B cannot trace the call further and will not normally be in a position to identify the OCC furnishing the next link.

(e) Testboard B will contact the OCC and refer the report to the OCC with pertinent report details and any preliminary test information. The pertinent report details should include:

(1) Customer's name, ie, ABC Corp

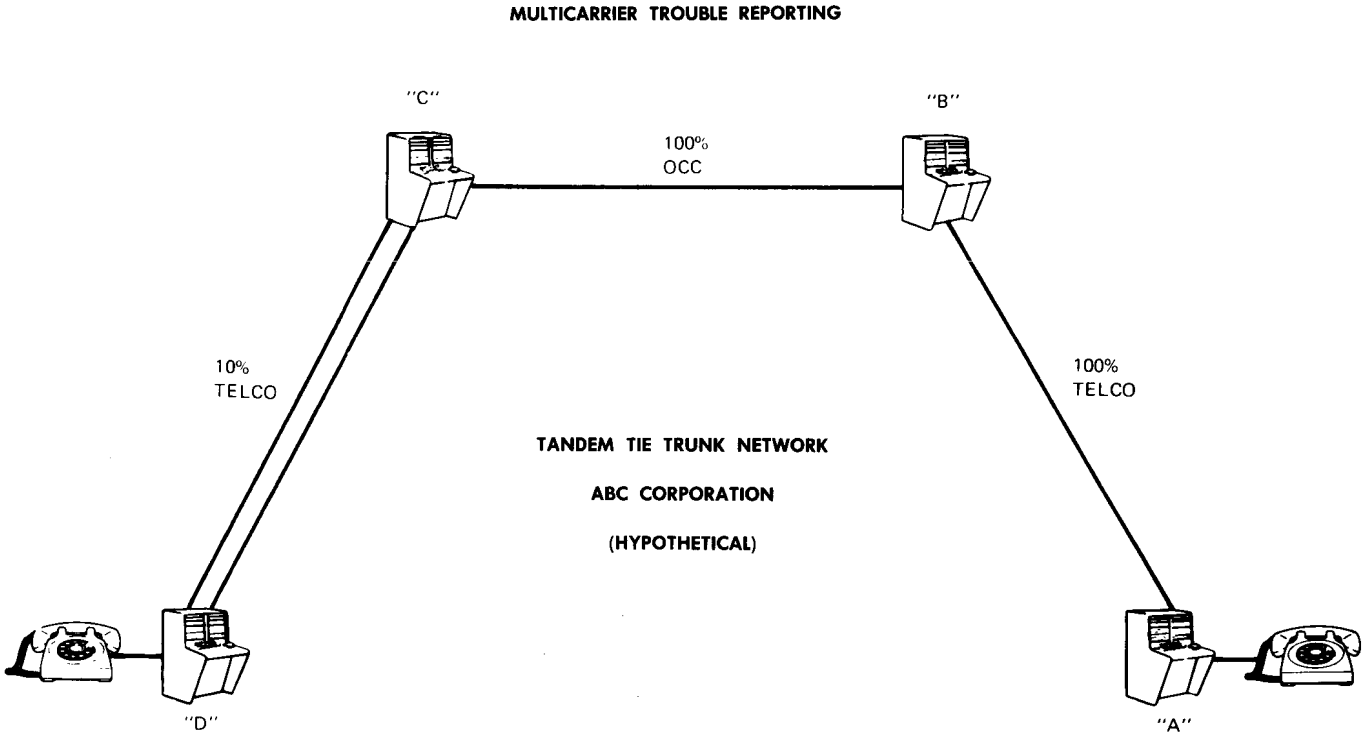

Fig. 1—Tandem Tie Trunk Network (TTTN) of ABC Corporation (Hypothetical)

(2) Date and time of trouble reports

(3) Trouble reported

(4) Number of digits dialed

(5) Any other information that may be of assistance to the OCC (eg, What tests had been made?)

(6) Bell Company circuit identification number when possible.

(f) The testboard in City B should cooperatively assist the OCC tester to identify (1000 Hz tone, etc) the circuit between City B and City C. Once the OCC has identified the circuit, it is the OCC responsibility to "hold up" the connection towards City C and to assume the responsibility to further isolate the trouble between Cities B and C, or C and D. The Bell Company will report back to the customer in City A that the trouble has been referred to an OCC in the distant city and the connection between Cities A and B can be released.

(g) The OCC in City B will follow the procedures outlined above between Cities B and C and will "hand off" the report to the other OCC or Bell Company in City C if appropriate. When the trouble is finally located and cleared, the clearance must be relayed back to the testboard in City A and in turn to the customer.

Example 2

(a) If the customer in City D were to encounter a trouble on a call to another user in City A, the customer would give the OCC the report (majority of trunks D to C furnished by OCC) who would make, as routinely appropriate on such reports, tests to provide initial isolation of OCC services or to duplicate the reported trouble. Assume the OCC's tests do not indicate a trouble on OCC circuits. The OCC per the agreement should then "hand off" the trouble report to the Bell Company STC in City D who would also make tests as routinely appropriate on such reports, to provide initial isolation of Bell services or to duplicate the reported trouble. If the Bell Company's tests do not indicate a trouble, the STC should report back to the OCC tester that the circuits tested OK. The OCC tester should report back to the customer that no trouble was found.

(b) If, in the above case, either the OCC or the Bell Company identified a circuit in trouble, it is their responsibility to test with their respective testboards in City C to determine if the trouble is between Cities D and C or if beyond, to have the appropriate tester in City C "hand off" the report to the OCC tester in City C. Once the trouble has been located and cleared, the clearance should be relayed back to the OCC tester in City D and in turn to the customer.

Common Control Switching Arrangements (CCSA) Network

5.35 In multicarrier (OCC and Bell) provided Common Control Switching Arrangement (CCSA), it may be necessary to interexchange customer trouble reports between the Bell Company and the OCC in order to sectionalize a trouble.

(a) The test location receiving the report is responsible for initial identification testing and for contacting the next logical test location, either Bell or OCC when required.

(b) The test location referring the report will provide the location to which the report is referred with all pertinent report detail and any preliminary test information.

(c) The test location receiving the report from the customer may be either Bell or OCC, depending on previously determined reporting procedures. This location should perform the same tests as in the past on such reports to provide initial isolation of Bell services or to duplicate the reported trouble.

(d) In the event the trouble is located in or beyond the next section and the circuits are not provided by the same common carrier, the initial test location must "hand off" the trouble report to another common carrier's test location. The connection, if possible, must be "held up" until the common carrier who supplies the circuit in the next link has identified the circuit.

5.36 ***The Common Carrier who provides the next link is responsible for Holding Up the connection (after identifying***

the circuit involved) and further sectionalization of the trouble.

5.37 The following examples summarize the "handing off" procedures. Figure 2 represents a hypothetical CCSA. It is assumed that the SSB have been designated as TRCOs as specified in paragraph 3.07 (2a) of this section.

Example 1

(a) In this assumption, all the access lines and trunks between the following locations are provided by the Bell Companies: A to B, F to C, and F to D. All trunks and access lines between the remaining locations are provided by the OCC as follows: B to C, B to D, B to F, C to D, and C to E.

(b) Assume that a customer in City A reports a trouble to the Bell Company SSB in City B when it dialed a series of numbers to reach another user in City F. The SSB in City B should perform the same tests as they have in the past on such reports to provide initial isolation of Bell services or to duplicate the reported trouble. If the tests do not indicate a trouble, the report should be classified as a "Test OK" and given back to the customer in City A who initiated the trouble report.

(c) Now assume that the tests made by the SSB in City B either duplicate the reported trouble or the customer is holding the connection for trace. The SSB/TRCO in City B would identify the circuit to City F and contact the appropriate OCC in City B and "hand off" the trouble report to the OCC tester with the pertinent report details and any preliminary test information. The pertinent report detail should include:

(1) Customer's name

(2) Date and time of trouble report

(3) Trouble reported

(4) Calling and called numbers

(5) Any other information that may be of assistance to the OCC (eg, What tests had been made?)

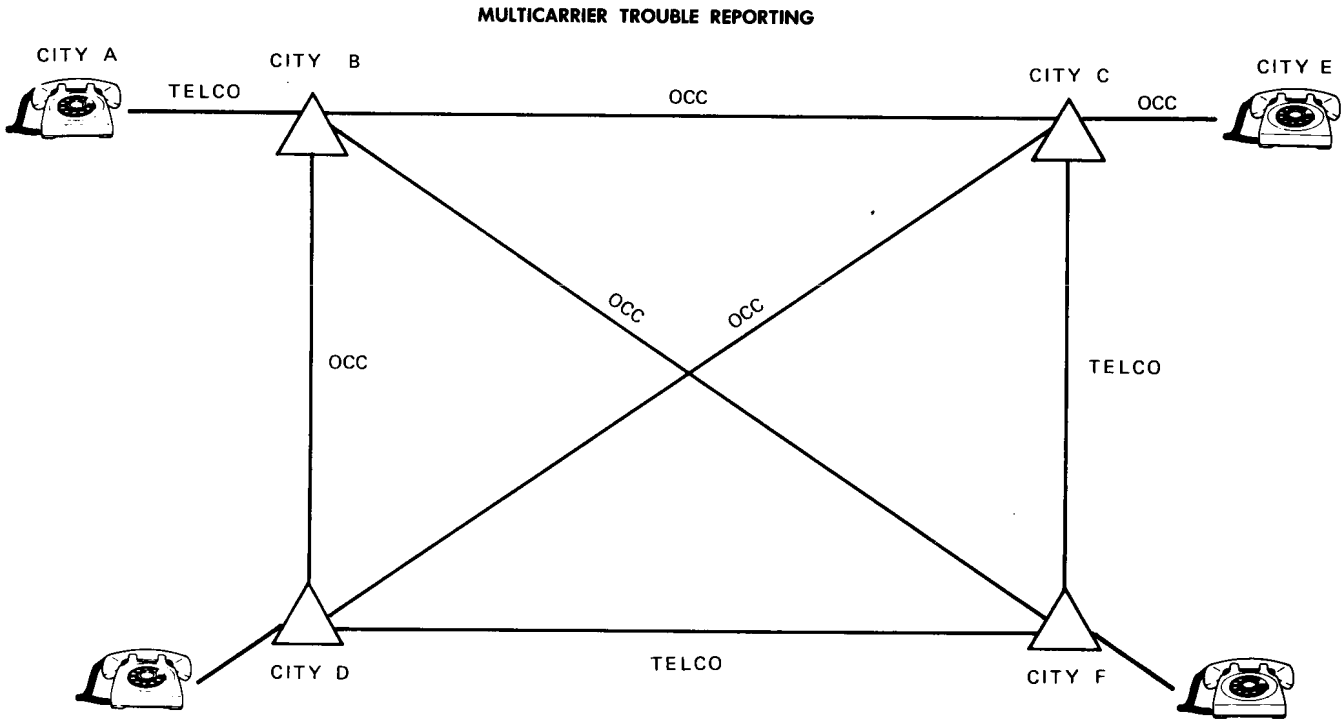

Fig. 2—Common Control Switching Arrangement (SSN, CCSA, EPSCS, ETN) (Hypothetical)

(6) Circuit identification number when available.

(d) The SSB/TRCO in City B, if requested, should cooperatively assist the OCC tester to verify continuity (1000 Hz tone, etc) on the facility. Once the OCC has verified continuity, it is the OCC's responsibility to "hold up" the connection and to assume the responsibility to further isolate the trouble and "hand off" the trouble to the Bell Company or OCC involved in the connection as the call is traced forward. The Bell Company SSB in City B would report back to the customer in City A that the trouble has been referred to an OCC and the connection between Cities A and B can be released.

(e) If the call tandems through another CCSA switching machine (ie, alternate routed), the OCC should verify continuity of their facilities and determine that the call actually switched before contacting the SSB in City F to verify the continuity of the facility. The SSB/TRCO in the tandem switching city would follow the above procedures and "hand off" the trouble report as appropriate to the OCC. When the trouble is finally located and cleared, the clearance must be relayed back to the SSB in City B and in turn to the customer.

Example 2

(a) In this example, assume that a customer in City E reports a trouble to the OCC in City E when it encountered trouble on a call to another user in City A. The OCC should make, as routinely appropriate on such reports, tests to provide initial isolation of OCC services or to duplicate the reported trouble. If the OCC's tests do not indicate a trouble, the OCC should report back to the customer in City E who initiated the report as a "Test OK" or "No Trouble Found."

(b) Now assume that the tests made by the OCC either duplicate the reported trouble or the customer is holding the connection for a trace. The OCC in City E should verify that their facilities between Cities E and C are good and identify the facility to the Bell Company switching machine in City C before contacting the SSB/TRCO.

(c) The SSB in City C should verify continuity on the facility and then determine if the call switched through City C. If the trouble is beyond City C, the SSB should "hand off" the trouble to the appropriate OCC or SSB if the call routed via City F. The appropriate OCC or SSB tester should "hold up" the connection and the circuit between Cities E and C can be released. The OCC tester in City E should report back to the customer that the trouble has been referred to an OCC or the Bell Company as appropriate.

(d) The above trouble should be "handed off" between the OCCs and the SSBs involved in the connection as the call is traced forward until the trouble is located. Again, once the trouble has been located and cleared, the clearance should be relayed back to the OCC tester in City E and in turn to the customer.

Enhanced Private Switched Communications Service (EPSCS)

5.38 In multicarrier (OCC and Bell) provided Enhanced Private Switched Communications Service (EPSCS), it may be necessary to interchange customer trouble reports between the Bell Company and the OCC in order to sectionalize a trouble.

The CSACC remains as the customer contact on Installation and Maintenance activities for the Bell provided services on EPSCS. The CSACC will continue to have customer network service responsibility for Bell provided service elements. It will accept and analyze network trouble reports from the customer (Customer Network Control Center) and TRCOs and refer troubles locating in OCC provided services to the appropriate TRCO for "hand-off" to and further sectionalization by the OCC.

G. Service Results Measurements

5.39 ***All facilities and/or terminations furnished to the OCCs must be measured in the SSSMP (Reference: Section 660-225-100—Special Services System-General).*** Each TRCO must be established as a Serving Bureau in the SSSMP plan and all the facility they control be inventoried by the various types.

5.40 Trouble reports related to Bell Company facilities and terminations provided to an OCC must be included in the above mentioned service results measurements plan. If TRCO does

not administer a service results measurement plan, the TRCO will refer the report to the test center having service measurement responsibilities. The report will then be included in the measurement plan as an initial customer report or customer relayed report in accordance with the appropriate Bell System Practice.

6. END-TO-END AND INTERCARRIER TESTING

A. General

6.01 The installation and maintenance testing procedures described in this section should allow an OCC to isolate and clear virtually all trouble conditions encountered on their total service. However, there may arise on rare occasions the need for the Bell Companies to participate in end-to-end testing of an OCC's service, or to participate in intercarrier testing when more than one common carrier is involved (the Bell Companies being common carriers in this regard).

6.02 In those cases where the OCC testing each piece of their total service individually with the Bell Company involved does not isolate and clear the trouble condition, the Bell Companies, upon request from the OCC, will join in a design review of the OCCs service including the associated Bell Company facilities and/or terminations. Upon completion of such a design review, further cooperative testing will be performed by the individual Bell Company if correction of the design is required.

6.03 End-to-end testing refers to the testing of a point-to-point OCC provided service including the facilities and terminations provided by the Bell Company on each end.

6.04 Intercarrier testing refers to the testing of multicarrier tandem connected services, ie, testing station-to-station over the tandem connected Bell Company and OCC provided circuits.

6.05 Figure 3 illustrates some possible circuit connections and defines end-to-end and intercarrier tests. No attempt was made to present all of the combinations possible in multicarrier provided services. The basic prerequisite in determining if the previously described procedures apply is the necessity for Bell Company personnel to test over OCC provided facilities in order to resolve a service affecting operational problem.

B. End-to-End

6.06 In the event the trouble condition continues on the OCC's overall service, the OCC may request an end-to-end test of their service. Such requests must be made by the OCC's headquarters contact to a special telephone number established for the handling of such requests by the AT&T Company General Department. Any requests received locally from an OCC to perform an end-to-end test must be refused. ***The TRCO should instruct the OCC to contact their headquarters organization who, in turn, should contact the AT&T General Department to authorize these tests.***

6.07 Any tests made by a Bell Company over an OCC's facility is considered an end-to-end test and must be authorized by the AT&T General Department.

6.08 Prior to an end-to-end test being authorized, the OCC must be able to demonstrate that they have completed all reasonable analysis and testing of its facilities and their efforts to clear the trouble by normal methods have been both unsuccessful and inadequate for the task.

C. Intercarrier

6.09 Customer networks such as CCSA or TTTN comprising Bell and OCC services might give rise to trouble conditions which cannot be cleared by each carrier testing and maintaining its own services. For example, in a CCSA network with the intermachine trunks being provided by OCCs and switching and access lines provided by the Bell Companies, a trouble condition might be identifiable on an overall network connection although the portions provided by each carrier apparently perform properly. In these rare cases, the Bell Companies with AT&T authorization, will participate with an OCC in performing intercarrier testing of these complex multicarrier provided customer networks where troubles encountered are not otherwise correctable.

6.10 Requests for intercarrier testing may be made by Bell or an OCC to the AT&T General Department for authorization. Requests received locally from an OCC must be refused and TRCO should instruct the OCC to contact their OCC headquarters organization.

END TO END AND INTERCARRIER TESTING

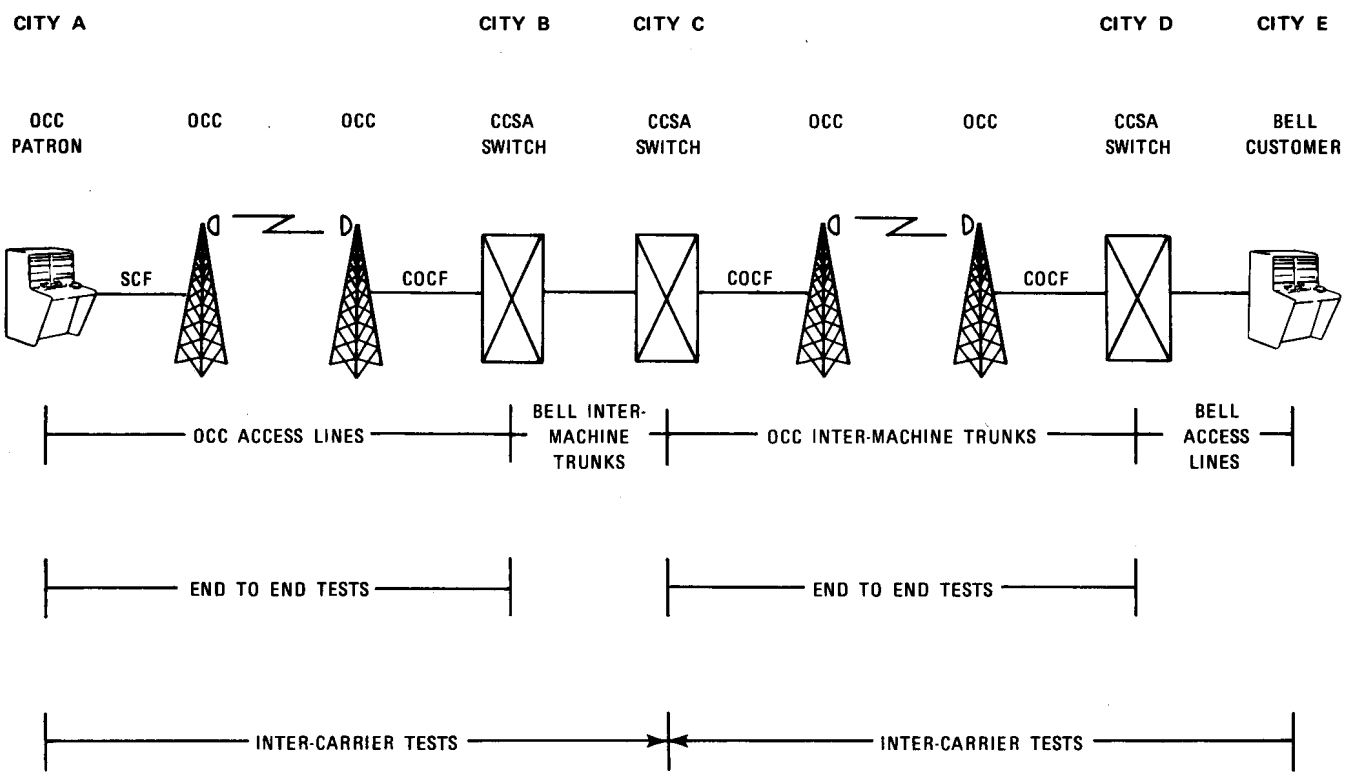

Fig. 3—Typical End-to-End and Intercarrier Testing

6.11 The following steps should be taken before intercarrier tests are authorized:

(a) Prior to escalation or in the initial stages of review it must be shown that each carrier has completed all reasonable analysis and testing of its facilities and services to assure that the individual carrier's services operate properly.

(b) Requests for intercarrier tests will be made by Bell or the OCC to the AT&T General Departments. The OCC will use a special telephone number established for the handling of such service difficulties. The Bell Companies will use normal communication channels. Requests from the OCC to AT&T will be made by the responsible corporate contact and from Bell to an OCC by the AT&T's General Department operations contact.

(c) Requests must be accompanied by analysis of trouble patterns and by evidence that the requesting carrier's efforts to clear the trouble by normal methods have been unsuccessful and inadequate for the task.

(d) If review by AT&T personnel reveals that all reasonable individual carrier efforts have been made to clear the trouble, AT&T will arrange for Bell/OCC(s) meetings to outline a combined course of action to be followed in performing the intercarrier tests. This joint effort will include a review of all trouble indications and efforts made to find and clear the trouble conditions and will delineate the proposed testing locations, testing procedures, and participation required by each carrier in the multicarrier effort.

(e) Following the Bell/OCC(s) meetings, AT&T will authorize Bell personnel to participate in the agreed upon course of action.

Note: Bell personnel do not perform tests on customer-provided equipment.

7. MAINTENANCE

A. Test Numbers

7.01 When requested, the Bell Company (TRCO) shall furnish the OCC with the existing test line access numbers of a specific PBX. These numbers should be provided in conjunction with the facility and/or termination into that specific PBX, but will not include furnishing a PBX test line directory to the OCC. In addition, when requested by the OCC, the appropriate test numbers for the central office that is furnishing dial tone on a central office connecting facility should be furnished. These test numbers, if available, include the following:

(a) Milliwatt test line for use in making observations of connection loss

(b) Balance test lines for use in making noise observations

(c) Signaling and supervision test numbers.

B. Routine Tests

7.02 The OCC is responsible for the proper operation of their total service. In carrying out this responsibility, it may be necessary for them to perform routine transmission and signaling tests. If requested by an OCC to assist in performing these types of routine tests, TRCO should advise the OCC that this is considered additional testing and is billable to the OCC as Additional Labor (Reference: Section 471-010-008, Additional Billing Activities.) Requests for and agreement to participate in the performance of an OCC's routine tests must be between supervisory employees of the OCC and the Bell Company's TRCO.

C. "Make Busy" of Central Office Connecting Facilities

7.03 In order for an OCC to perform proper repair or maintenance tests on central office terminated facilities, (ie, CENTREX CO, FX, and CCSA access lines and intermachine trunks) it may be necessary for an OCC to request that TRCO have the termination "made busy" to prevent selection by the switching machine.

7.04 Requests for "make busy" can be broken down into the following categories:

(a) Single circuit

(b) Circuit groups (facility failure)

(c) Circuit group (maintenance).

7.05 The following procedures discuss how each type of request from an OCC should be handled:

Single Circuit "Make Busy"

7.06 An OCC requesting the Bell Company to "make busy" a central office connecting facility should contact the designated TRCO responsible for the facility and request that it be "made busy." At the time of the request, the OCC should indicate if they want the signaling leads opened (disabled), or not, and whether the circuit is busy or idle.

7.07 Upon receipt of the request, TRCO should determine the condition of the facility (idle or seized) and, if idle, and if requested by the OCC, leave the signaling leads closed through to enable the OCC to test into the switching machine. If the facility has a seizure on it, TRCO should advise the OCC that they will have to open the signaling leads until the seizure is removed.

7.08 If trouble is experienced (stuck senders, transmitter time-outs, etc) on the facility while it is "made busy" and the signaling leads are closed through, the TRCO should disable them and notify the OCC. The OCC must inform TRCO upon final completion of their tests and coordinate the removal of the "make busy" by the involved TRCOs.

Note: The time required to cooperatively assist the OCC in a ***single circuit make-busy is nonbillable.***

Circuit Group "Make Busy" (Facility Failure)

7.09 In the event of an OCC facility failure, the OCC should advise TRCO of the involved circuits and the need to have them "made busy." Likewise, if, through alarms or other indications, the Bell Company detects a failure of OCC facilities, TRCO should have the circuits "made busy,"

signaling leads opened (disabled), and advise the OCC of the action taken to protect the other users of the central office switching machine.

7.10 When the OCC has restored their facilities, they should contact the involved TRCOs to request the circuit "make busy" be removed. The OCC must ensure that the circuits are in an idle condition before TRCO closes the signaling leads and removes the "make busy."

> ***Note:*** The time required to ***"make busy" a group of OCC Central Office terminated facilities due to an OCC facility failure*** and to cooperatively assist the OCC to turn up their services after the facility failure ***is nonbillable.***

Circuit Group "Make Busy" (Maintenance)

7.11 In the event the OCC requests a circuit group be "made busy" for maintenance purposes, this type of request should only be honored outside of the normal business day (could have impact upon other users of the switching machine if done during the normal business day).

7.12 Upon receipt of an OCC's request, TRCO should advise the OCC that this is considered additional testing and is billable. If the OCC agrees, the request should be honored and the time required to make the circuits busy, and later remove the "make busy," is billable as additional testing. In addition, should the OCC request, for example, to have an individual circuit released while they (OCC) make a specific test and then release another and so on, this time is billable as additional testing on Form E-6647. Upon completion of the tests, the OCC must coordinate the removal of the "make busy" by the involved TRCOs.

7.13 Whenever the Bell Company needs a release of an OCC circuit, the Bell Company will request a release from the OCC. If the OCC cannot make the circuit busy, it may request the Bell Company to assist in making the circuit busy. After the activity necessitating the release has been completed, the Bell Company will notify the OCC that the circuit can be restored to service. The OCC must coordinate the removal of any "make-busy" and turn-up of the service.

8. ADDITIONAL BILLING

A. General

8.01 The additional billing information contained in this practice is of a general nature. The preparation of Additional Labor Charges Work Sheet (Form E-6647) and examples of Additional Billing situations are described in Section 471-010-008, Additional Billing Activities.

8.02 Provision has been made for billing the OCC for craft labor costs which are in excess of those that the Bell Company would have incurred had normal installation and repair functions been performed during scheduled hours. Provision has also been made for billing craft labor charges for time used for other than normal installation and repair work.

8.03 Craft labor charges which are for costs in excess of those that the Bell Company would have incurred had normal installation and repair functions been performed during scheduled hours are referred to as overtime installation and overtime repair-additional charges.

8.04 Craft labor charges for work other than that associated with normal installation and repair functions are referred to as additional charges for additional installation testing, standby time, and other labor.

8.05 ***Overtime installation and repair charges are computed on a fixed rate per hour or major fraction thereof basis, regardless of when the nonscheduled hours were used.***

8.06 Charges for time spent in connection with additional testing, standby time, and other labor are computed on a per hour or major fraction thereof basis at a rate dependent on when the work was done, as follows:

(a) During scheduled hours

(b) Outside scheduled hours but on a scheduled day

(c) Outside a scheduled day.

B. Overtime Installation and Repair

8.07 Overtime in regard to OCC services is the time spent by Bell Company craft persons doing the installation and repair functions outside their scheduled working hours.

8.08 Hours which are considered as overtime are billable to the OCC, as outlined in the following paragraphs.

8.09 When an OCC requests work to be done outside regularly scheduled hours, such requests should be made by an OCC management employee and should be received by a TRCO management employee.

8.10 The TRCO management employee should ascertain the nature of the work being requested and the specific date and time the OCC wishes to begin the work.

8.11 If the requested start day and time is ***less*** than 72 hours hence, and if such work requires the use of nonscheduled personnel, TRCO must notify the OCC that overtime charges will apply.

8.12 If the requested start date and time is more than 72 hours hence, TRCO should notify the OCC that they will attempt to reschedule personnel but, if they are unable to do so, any nonscheduled hours which are required will be billed.

8.13 The TRCO should determine the various craft groups who would be involved in the work and notify local management so that rescheduling can be considered.

8.14 In the event the Bell Company is able to reschedule the required people, only those hours in excess of the scheduled hours are billable.

8.15 In the event the Bell Company is unable to reschedule the required people, any nonscheduled hours are billable.

8.16 The Bell Company should attempt to use scheduled people whenever possible and to reschedule when sufficient notice has been received and it is possible to do so.

8.17 The considerations as to whether or not work done outside regularly scheduled hours is billable is summarized as follows:

(a) If the OCC requests work to be done outside regularly scheduled hours and does not make the request at least 72 hours in advance, any nonscheduled hours that must be worked ***are*** billable to the OCC.

(b) If the OCC requests work to be done outside regularly scheduled hours at least 72 hours in advance, the Bell Company should attempt to reschedule. However, if unable to do so, any nonscheduled hours are billable.

8.18 Billable overtime charges will be based on an hourly rate and any major fraction thereof; that is, 30 minutes or less are not considered to be a major fraction of an hour and are, therefore, not billable. More than 30 minutes are considered a major fraction of an hour and are billable.

8.19 In the event a craft person is required to work on a nonscheduled basis, the billable overtime hours begin at the time the OCC requests the start of the work and end when the job is completed or the craft person has been released by the OCC.

8.20 The minimum call-out period which is discussed in other parts of this section ***does not*** apply in regard to overtime-installation and repair. In the event a craft person is called out for OCC installation or repair work, the normal travel time from home, the work time, and the normal travel time back home are billable. In the event the person who was called-out is assigned to another job prior to returning home, the billable time ceases when the reassignment is made.

C. Additional Installation Acceptance Tests

8.21 Time required to perform additional installation transmission or signaling tests over or above those specified in normal installation acceptance testing, as discussed in paragraph 4.09(1) is considered additional and is billable to the OCC.

8.22 The OCC should be advised that additional charges will be billed for these tests.

D. Standby Time

8.23 Standby time is all time in excess of one-half hour during which Bell Company personnel "stand by" to make coordinated tests on a given facility or awaiting the "go ahead" from an OCC to start the conversion.

8.24 Requests to standby must come from the OCC. Such requests must be jointly agreed to by supervisory employees of the OCC and the Bell Company TRCO.

8.25 "Standby" charges are computed on an hourly rate and any major fraction thereof which is in excess of the initial one-half hour period.

8.26 Actual time spent in testing, after such work has begun, following a request to "stand by" is not considered to be "standby" time.

8.27 Standby time includes time waiting to work with the OCC for coordinated tests. When delays occur because the OCC cannot work with the Bell Company and the Bell Company employee cannot proceed to the point of being ready for cooperative tests without participation of the OCC, the TRCO management employee should notify the OCC that they will be unable to wait for more than one-half hour and, if the OCC is not ready at that time the work should be rescheduled to a mutually agreeable time.

E. Other Labor

8.28 As agreed to by the Bell Company and the OCC, additional craft labor, ***not*** identified by the following may also be undertaken:

(a) Overtime installation

(b) Additional installation testing

(c) Overtime repair

(d) Standby.

8.29 Requests from the OCC to provide other labor, not identified in (a) through (d) above, must be mutually agreed to by the Bell Company and the OCC before such work is undertaken.

9. COORDINATED CONVERSIONS

9.01 When a carrier (Bell or OCC) sells a service to replace an existing intercity service provided by another Carrier (Bell or OCC), it is sometimes necessary to reuse a portion of the equipment or facilities assigned to the existing intercity service. If a coordinated conversion is unavoidable due to the necessity to reuse a portion of the equipment or facility previously assigned to the existing intercity service, the procedures as described in Section 471-010-007, Coordinated Conversion, will apply. They include converting services provided by Bell to OCC, OCC to Bell, OCC to OCC, and reestablishing the original intercity service.

10. MAINTENANCE OF FACILITY CHARGES—ADDITIONAL BILLING

10.01 The OCC shall be responsible for payment of a Maintenance of Facility Charge for ***dispatched field visits*** by the Bell Company to the OCC terminal location, the premises of patrons of the OCC or to the point of connection with a facility provided by Independent Telephone Company (ICO), as follows:

(a) ***Where the trouble report results from equipment or communications systems provided by other than the Bell Company or the OCC.*** For example, when the trouble was caused by CPE or located in the facilities of an Independent Telephone Company (ICO), Activity Code "P" on the Additional Labor Charges Work Sheet [Form E-6647 (Fig. 8)] should be used.

(b) ***In the event the trouble is not found to be in Bell Company Facilities and the OCC has specifically requested a dispatch of Bell Company personnel.*** For example, when a previous visit did not show trouble, the OCC has requested another dispatch, and the Bell Company deems further testing unnecessary. The Bell Company should advise the OCC that in the event another dispatch is made and no trouble is found, a Maintenance of Facility Charge will apply. ***Activity Code "M" on the Additional Labor Charges Work Sheet [Form E-6647 (Fig. 8)] should be used.***

Note: It is not intended that a Maintenance of Facility Charge be billed each time a no trouble found condition is encountered. Those cases to be billed under paragraph 10.01(b) should include only those for which the Bell Company deems further visits and testing unnecessary and makes a subsequent visit at the specific request of the OCC after advising them that billing would apply.

10.02 Maintenance of Facility Charges may be billed at an hourly rate or a fixed rate. Bell Company personnel must ensure that the proper activity code and craft hours are entered on Form E-6647. Refer to Section 471-010-008, Additional Billing Activity, for a description of the form and procedures for preparation. The billing rate will be determined by the Bell Company Controllers Department.

10.03 Three separate charges have been established to bill the OCC for maintenance of facility charges described in paragraph 10.01. They are:

(a) Charges for such work done during a craft person's scheduled hours

(b) Charges for such work done outside a craft person's scheduled hours on a scheduled day

(c) Charges for such work done outside the craft person's scheduled day.

10.04 The recommendation to bill Maintenance of Facility Charges must be forwarded to BPOC by TRCO. Additional Labor Charges Work Sheet (Form E-6647), activity code "P" is used for those cases as described in paragraph 10.01(a). Form E-6647, activity code "M" is used for those cases as described in paragraph 10.01(b).

10.05 The recommendation to bill must show details relative to a specific request from the OCC to dispatch a Bell Company craft person and any other pertinent data.

10.06 In some TRCOs, trouble reports related to facilities furnished to an OCC will appear on the CPE No. 2 report. In all cases they must be deleted from the CPE No. 2 report to prevent double billing.

10.07 A visit, in regard to Maintenance of Facility Charges, may be to the OCC terminal location, the premises of patrons of the OCC or to the point of connection with a facility provided by an ICO.

10.08 Maintenance of Facility Charges ***do not apply*** unless a dispatched field visit is made.

11. INTERRUPTION ALLOWANCE

11.01 An allowance for an interruption to any Bell Company provided portion of an OCC circuit is required by tariff except as follows:

(a) When the interruption is the result of the turn-down of a circuit for rearrangement or other maintenance activity and a release of the circuit has been arranged through the OCC.

(b) The trouble was the result of negligence or willful act on the part of the OCC or their patron.

(c) The trouble was the result of the OCC or others rearranging, moving, disconnecting, or attempting to repair any equipment or facility provided by the Bell Company.

(d) When the interruption was due to electrical power failure where the customer (OCC or patron) is responsible for supplying power.

(e) The interruption resulted from equipment or communications system provided by other than the Bell Company.

11.02 The period of interruption for which an allowance will be granted begins when a trouble report has been received by the Bell Company and continues from the time of notice to the Bell Company until the trouble has been cleared.

11.03 An interruption allowance is not applicable for any period during which the OCC or its patron fails to afford access to the facilities provided by the Bell Company for the purpose of investigating and clearing trouble.

11.04 The TRCO is responsible for originating the notification when an interruption has exceeded the time specified on the Circuit Layout Record (CLR). (Reference: Section 471-020-001—Post-Installation Activity.)

TELCO CIRCUIT IDENTIFICATION	

BSP 471-200-001 E6648

TROUBLE REPORTING CONTROL OFFICE
OCC CIRCUIT RECORD

NAME OF OCC			
OCC BILLING ACCOUNT NO.			
OCC CONTACT TELEPHONE NO.			
OCC PATRON NAME			
OCC PATRON ADDRESS			
BPOC TELEPHONE NUMBER			
BPOC ADDRESS			
PATRON TERM. EQUIP. OWNED BY	TELCO	OCC	CUSTOMER
TYPE TERM. EQUIPMENT			

REMARKS:

PATRON DIAL ACCESS CODE		OCC TO STATION OR C.O.	FROM STATION OR C.O. TO OCC
ACTUAL MEASURED LOSS	FREQ. 1 HZ		
	FREQ. 2 HZ		
	FREQ. 3 HZ		
	FREQ. 4 HZ		
VOLTMETER READINGS	PAIR ONE		
	PAIR TWO		
LOOP RESISTANCE	PAIR ONE		
	PAIR TWO		

FACILITIES					
OCC TERM. TO TELCO	CALBE	PAIR	CABLE	PAIR	
INTERMEDIATE POINT	CABLE	PAIR	CABLE	PAIR	
INTERMEDIATE POINT	CABLE	PAIR	CABLE	PAIR	
END OFFICE TO STATION	CABLE	PAIR	CABLE	PAIR	

DATE INSTALLED	SERVICE ORDER NO	INSTALLER	TELCO TESTER	OCC TESTER

E6648 (FRONT)

TROUBLE HISTORY LOG

TELCO CKT. NO. _____

DATE AND TIME

RECEIVED	TESTED	DISPATCHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND – WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

DATE & TIME

RECEIVED	TESTED	DISPATCHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND – WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

DATE & TIME

RECEIVED	TESTED	DISPTACHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND – WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

DATE & TIME

RECEIVED	TESTED	DISPATCHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

E6648 (BACK)

BSP 471-200-001 E6648-1

TROUBLE HISTORY LOG

TELCO CKT. NO. _____

DATE AND TIME

RECEIVED	TESTED	DISPATCHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND – WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

DATE & TIME

RECEIVED	TESTED	DISPATCHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND – WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

DATE & TIME

RECEIVED	TESTED	DISPTACHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND – WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

DATE & TIME

RECEIVED	TESTED	DISPATCHED	CLEARED

TRBL. REPORTED	TESTS SHOW	INTER. ALLOWANCE		E6647 REQUIRED	
		YES	NO	YES	NO
		TROUBLE FOUND – WORK DONE			

CATEGORY	TESTER	DISP. TO	OCC TESTER	STATUS TIMES
1 2 3 4 5 6				

E6648-1
(Supplemental Trouble History Log)

Fig. 4—Trouble Reporting Control Office OCC Circuit Record (Form E-6648) and Supplemental Trouble History Log (Form E-6648-1)

Telco Circuit Identification				Rebate After	Hrs.

BSP 471-200-001 E6878

TROUBLE REPORTING CONTROL OFFICE OCC CIRCUIT RECORD

Name Of OCC			
OCC Billing Account No.			
OCC Contact Telephone No.			
OCC Patron Name			
OCC Patron Address			
Patron Telephone Number			
BPOC Tel. No./Address			
Patron Term. Equip Owned By	Telco	OCC	Customer
Type Term. Equipment			
Remarks:			

Patron Dial Access Code		OCC To Station Or C.O.		From Station Or C.O. To OCC	
Actual Measured Loss	Freq. 1 HZ				
	Freq. 2 HZ				
	Freq. 3 HZ				
	Freq. 4 HZ				
Voltmeter Readings	Pair One				
	Pair Two				
Loop Resistance	Pair One				
	Pair Two				
Facilities	OCC Term. To Telco	Cable	Pair	Cable	Pair
	Intermediate Point	Cable	Pair	Cable	Pair
	Intermediate Point	Cable	Pair	Cable	Pair
	End Office To Station	Cable	Pair	Cable	Pair

Date Installed	Service Order No.	Installer	Telco Tester	OCC Tester

E-6878 (FRONT)

TRCO – OCC SERVICE HISTORY CARD

Tbl Rpt Receipt Date	Tbl Rpt Receipt Time	Rpt'd By	TRCO Tester	Tbl Rpt Cleared Date	Tbl Rpt Cleared Time	Turned Up To	Interruption Allowance Req.	E6647 Req.	Tbl Found – Work Done

E-6878 (BACK)

BSP 471-200-001 TRCO – OCC SERVICE HISTORY CARD E 6878-1

Tbl Rpt Receipt Date	Tbl Rpt Receipt Time	Rpt'd By	TRCO Tester	Tbl Rpt Cleared Date	Tbl Rpt Cleared Time	Turned Up To	Interruption Allowance Req.	E6647 Req.	Tbl Found – Work Done

E-6878-1
(Supplemental Service History Card)

Fig. 5—Trouble Reporting Control Office OCC Circuit Record (Form E-6878) and TRCO—OCC Supplemental Service History Card (Form E-6878-1)

E6653

TROUBLE REPORTING CONTROL OFFICE
TROUBLE REPORT LOG

PAGE _____ OF _____ PAGES
MONTH _____ YEAR _____
TRCO _____

TELCO CIRCUIT NUMBER	REPORTED				TROUBLE REPORTED	TESTS SHOW	REFERRED OR DISPATCHED			TROUBLE FOUND OR WORK DONE	OVERTIME					CLEARED				INTER ALLOW REQRD	REMARKS
	DATE	TIME	BY	TO			TO	DATE	TIME		CRAFT NAME	START TIME	COMP TIME	APPROVED BY TRCO	APPROVED BY OCC	DATE	TIME	BY	OK'D TO		

Fig. 6—Trouble Reporting Control Office Trouble Report Log (Form E-6653)

E6654

TROUBLE REPORTING CONTROL OFFICE
INSTALLATION LOG

PAGE _____ OF _____ PAGES
MONTH _____ YEAR _____
TRCO _____

ORDER NUMBER	DUE DATE	TELCO CKT. NUMBER	RELATED ORDER NUMBER	DUE DATE	ACCEPTANCE TESTING								STANDBY TIME					OVERTIME					FORM E6647 SENT	REMARKS	DATE COMP
					NORMAL				ADDITIONAL															
					CRAFT NAME	OCC TESTER	START TIME	COMP TIME	CRAFT NAME	OCC TESTER	START TIME	COMP TIME	CRAFT NAME	START TIME	COMP TIME	APPROVED BY		CRAFT NAME	START TIME	COMP TIME	APPROVED BY				
																TRCO	OCC				TRCO	OCC			

Fig. 7—Trouble Reporting Control Office Installation Log (Form E-6654)

E-6647

CRAFT – HOURS AND CHARGES FOR ADDITIONAL BILLING/TRCO LOG FOR WEEK OF _____

Page ____ of ____

O.C.C. Account Name _____ Prepared By _____

Billing Number _____ Telephone _____

B.P.O.C. _____ Log Serial Number _____

_____

_____

BILLING INFORMATION	CRAFT DESIGNATION	WORK ACTIVITY	Craft Labor Hours and Charges For Additional Billing			
1. O.C.C. Authorization Initials & Location 2. Date & Time (Start and Finish) 3. Order Number 4. Ckt I.D. Number 5. Description of Work Performed – MTCE of FAC. Charge if App. (See Notes) 6. Trouble Reported 7. Trouble Found and/or Cause			Normal Labor (LOT)	Additional Labor, Additional Testing Standby or Other Labor (LAD)		
			Performed Outside of Scheduled Tour	Performed During Scheduled Tour	Performed Outside of Scheduled Tour	Performed Outside of Scheduled Day
			Rate $5/Hr.	Rate $15/Hr.	Rate $20/Hr.	Rate $25/Hr.
1.					4Hr Min If Call Out	
2.						
3.						
4.						
5.						
6.						
7.						
TOTAL HOURS BY CATEGORY						
TOTAL CHARGES BY CATEGORY						
1.						
2.						
3.						
4.						
5.						
6.						
7.						
TOTAL HOURS BY CATEGORY						
TOTAL CHARGES BY CATEGORY						
1.						
2.						
3.						
4.						
5.						
6.						
7.						
TOTAL HOURS BY CATEGORY						
TOTAL CHARGES BY CATEGORY						

Reviewed by T.R.C.O. Mgr. _____

E6647 (FRONT)

CRAFT DESIGNATION CODE
- I — Installer
- R — Repair Person
- F — Frame Person
- S — Switch Person
- T — Tester
- C — Construction Person
- D — Dispatcher/Coordinator

ACTIVITY CODE
- I — Installation
- R — Repair
- M — Maintenance of Facilities [When Charges are applicable — Refer to 10.01(b).]
- P — Maintenance of Facilities [When Charges are applicable — Refer to 10.01(a).]

NOTE

(1) The activity code (M) would be indicated on this form in the event the trouble is not found to be in the Bell Company's facilities and the OCC has specifically requested a dispatch of Bell Company personnel.

(2) The activity code (P) would be indicated on the form when the trouble report results from equipment or communications systems provided by other than the Bell Company or the OCC.

E6647 (BACK)

Fig. 8—Additional Labor Charges Work Sheet (Form E-6647)