SPECIAL SERVICES SYSTEM
ANALYSIS PLAN

2. DESCRIPTION OF THE ANALYSIS PLAN

A. PURPOSE

2.01 The aim of the Bell System is to provide our customers the best possible service with efficient use of maintenance effort. Achieving this aim may require detailed analysis of service related problems. Trouble patterns can be established if an effective analysis job is performed by an analyzer with imagination and the ability to follow through. It is important that the following points be thoroughly understood by the analysis group for Special Services.

(a) The use of analysis may be necessary to sustain a satisfactory grade of service.

(b) Analysis should be used when more detailed information is needed after a problem area has been determined from the standard SSS reports.

(c) Analysis may be used to obtain data or groupings of data not otherwise available.

2.02 The Analysis Plan is designed to perform four basic functions:

I. Provide testroom and network management personnel with access to information on customer trouble reports or circuit activity as an aid to providing service. This analysis data is used to identify maintenance problems and to provide the ability to perform pattern and trend analysis.

II. Provide testroom and organizational management with access to trouble and circuit data as an aid to managing organizations. This data can be used to assist in tracking work loads, maintenance activities and customer satisfaction with service.

III. Provide staff organizations with access to trouble and circuit information to assist in the performance of methods and support work. This data is used for trending, tracking or to answer specific requests for data.

IV. Provide all organizations access to data, in a range of formats, which is not available via the normal measurement or retrieval channels, to prevent the generation of unwanted paper. The analysis system is designed to provide data only when wanted, on demand. Requests for data from support organizations not necessarily associated with maintenance such as Marketing, Service Costs, Legal or special task forces can also be accomodated.

2.03 The SSS analysis plan provides access to both the circuit inventory and the trouble history files. The following are typical ways to make use of the plan:

- To analyze SVB and/or CLD performance, such as excessive troubles on individual circuits or clearing times in particular trouble codes.

- To analyze performance in your own DPI for such items as dispatch times, no access times, repair persons, station equipment problems, local plant clearing time, customer action and customer provided equipment troubles or irregularities.

- To analyze circuit(s) under your control.

- To determine additional training or retraining requirements.

- To identify varying work loads which may require force assignment, changes in testing techniques and maintenace schedules.

- To identify the need for periodic performance reviews with other services and plant groups.

2.04 SSS analysis provides for all levels of Plant, Staff and Management, a means to identify problem areas, retrieve the appropriate information from the DPC, take action to resolve the problem, and ultimately, to provide our Special Service Customers with the best service economically possible.

B. SYSTEM MECHANICS

2.05 Inputs

(a) Requests for particular reports or retrieval data are entered into the system via E-6947 Retrieval Requests.

(b) Inputs are transmitted to the Data Processing Center via normal administrative channels, ADNet or DATAPHONE®. (See BSP 660-209-010).

(c) Particular report types are specified on the E-6947 along with sufficient detail to define the requested information.

2.06 Outputs

(a) Basic retrieval requests are provided via normal administrative channels, ADNet or DATAPHONE®.

(b) Certain special reports or formats are provided only via U.S. Mail.

(c) Basic retrieval requests which exceed practical transmission length (100 lines) will also be mailed.

2.07 Data Base Structure

(a) Access is to one of two data bases, the Inventory or the Trouble files.

(b) The circuit file contains information concerning the number of circuits, serving links, CCA criteria, limiters and inventory data.

(c) The trouble file contains information concerning reported troubles, dispositions, times and organizations associated with trouble tickets.

(d) Both data bases can be sorted by circuit type, class of service, ownership, organization associated with trouble or circuit (PCO, SVB, Network).

2.08 Availability

The System performs analysis functions several times each day. These functions include a three hour collection period followed by a three hour processing period. The expected turnaround time for an Analysis request is governed by the following factors:

1. Size - Process time is directly proportional to the number of circuits existing within the inventory of the user.

2. Report Types - Complexity of a report may require a longer time period to process. Extended process times are available nightly and weekly.

3. Number of Users - Time dedicated to performing analysis must be shared. Therefore, requests meeting size and report type requirements will be processed on a first in, first out basis.

3. DESCRIPTION OF THE E-6947 ANALYSIS REQUEST

3.01 The E-6947 (Figure 1) consists of four sections:

1. Request Period
2. Main Selection
3. Reduction Parameters
4. Sort Sequence

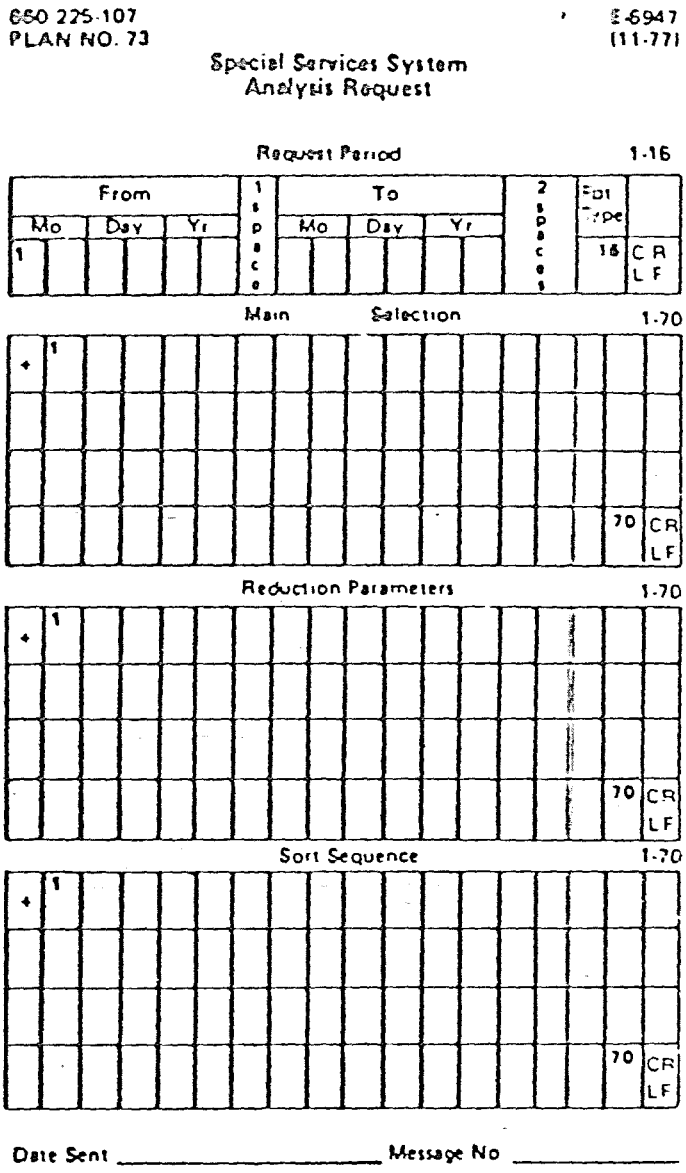
The figure below illustrates the required field entries for each section of the E-6947 Analysis Request.

Request Period - Select the time period for which data is to be collected. Enter in accordance with Paragraph 3.03. Refer to Section 4 and select a Report Type.

Main Selection- Select the organization from which you are interested in collecting data. Only one keyword may be used. Refer to paragraph 3.07 for keyword and subparameters.

Reduction Parameters - Use Table 1 to select the Reduction Parameters to define the data desired and to select subparameters for the keywords to specify the precise data.

Sort Sequence - Use Table 1 to select sequence keywords which will control the order in which data is displayed on the report. When a sort sequence is not specified a standard DPI, circuit ID sort will be applied.

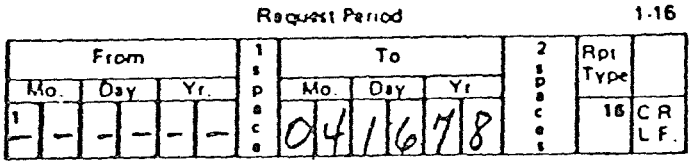


REQUEST PERIOD

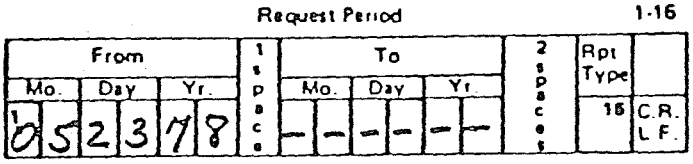
3.02 The request period contains the interval for which data is being requested. Also included in this section is a Report Type field, which determines the composition and format of the report.

FIGURE 1

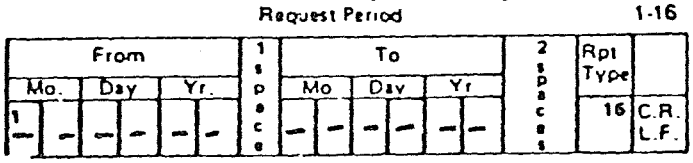
3.03 Dates entered in the "From and To" fields will enable the System to acquire data within the specified period. Dashes entered in place of dates will cause the System to retrieve data from the extreme limits of the file. For example, dashes entered in the From Fields will result in the accumulation of the oldest data accessable. Dashes in the "To" Fields will provide the most current data (anything on file up to date of process). Dashes in both the "From" and "To" fields will provide access to all data on file (present report period plus previous 3 report periods).



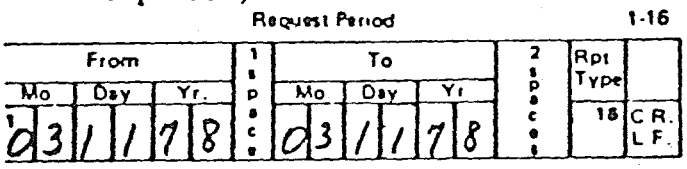
Data requested will include oldest data existing on file to the date specified.



Data requested will include data on file 5/23/78 to the date report is processed.



Data requested will include all data on file (previous 3 report periods plus current period).



Data requested will be for date shown.

3.04 The Report Type determines the nature of the request as well as the format of the report. Because of the number of combinations of keywords and subparameters, it is possible for the System to generate a minimum of 45,000 variations of the 12 basic report types. It would not be practical to attempt to explain each of these. Section 4 of this BSP contains examples of some of these reports and the requests from which they were generated. Listed below are the report types and a general description of each.

Report Type	Description
	Tally Reports
A	Tally from trouble file
D	Tally from inventory file
H	Tally of any parameter within a DPI structure
	Listings
B	Listing from trouble file
C	Detail listing from trouble file
E	Listing from inventory file
	Summaries
G	Analysis Code Summary
K	Input/output Summary
	Special
F	Customer Dialing Analysis Report (Calling-Called)
I	Special Index - same format as Report 13
J	Report Class distribution by time of day
L	Mean Time Between Outages, Mean Time Restored, Percent Availability of CKT.

MAIN SELECTION

3.05 The Main Report Selection is used to identify a specific organization (SVB, PCO, CLD, NETWORK, etc) or a specific level in an organizational hierarchy (Area, Division, District, etc.). For example, if you are at the District level and want a detailed trouble listing for all circuits in the District, you would input SVB=MCBG--. For a Division level listing you would input MCB---. If as the District you only wanted to look at data for one SVB in your organization show that specific DPI (SVB=MCBGA-). Always use the lowest organizational DPI that contains the data you need.

3.06 Only one keyword may be used in the Main Selection section. The valid subparameters are DPI or Network Grouping IDs whichever is applicable.

3.07 Main Selection keywords and subparameters are as follows:

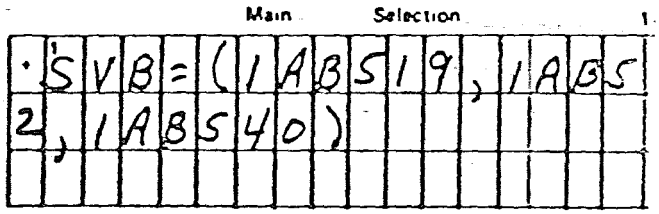
Keyword	Subparameter	Maximum Number of Subparameters
*SVB	6 character DPI code	5
PCO	6 character DPI code	5
NCO	6 character DPI code	5
CLD	6 character DPI code	5
NGRPID	6 character Network Grouping ID	5

*Subparameter 'ALL' may be used on Report Type H only.

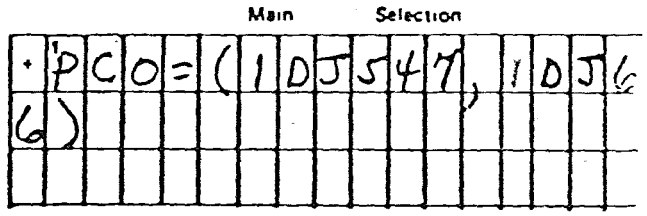
3.08 The following figures show some typical examples of the use of keywords and subparameters in the Main Selection of the ticket. If multiple subparameters are used, they must be separated by commas and enclosed with parentheses. If only one subparameter is used this is not necessary.

Remember, the Main Selection is asking, "Whose data?"

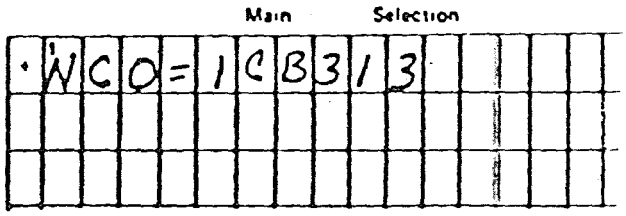
1) SERVING BUREAU
   - use keyword SVB=
   - follow by 1 to 5 DPI codes separated by commas, enclose with parentheses.



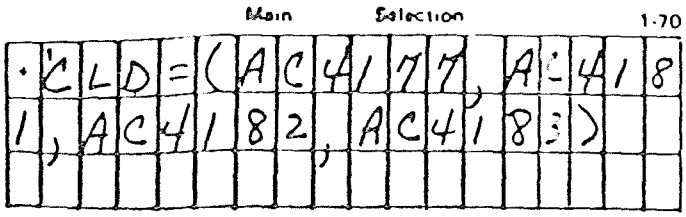
2) PLANT CONTROL OFFICE
   - use keyword PCO=
   - follow by 1 to 5 DPI codes separated by commas, enclose with parentheses.



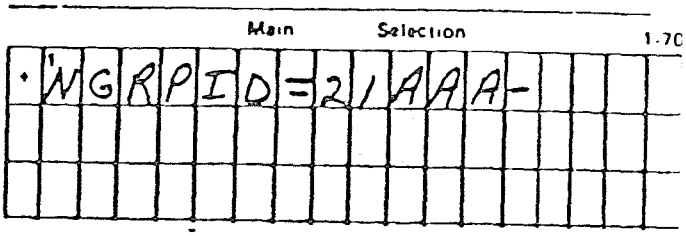
3) NETWORK CONTROL OFFICE
   - use keyword NCO=
   - follow by 1 to 5 DPI codes separated by commas, enclose with parentheses.



4) CUSTOMER LOCATION DISTRICT
   - use keyword CLD=
   - follow by 1 to 5 DPI codes separated by commas, enclose with parentheses.



5) NETWORK
   - use keyword NGRPID=
   - follow by 1 to 5 Network Grouping ID Codes separated by commas, enclose with parentheses.



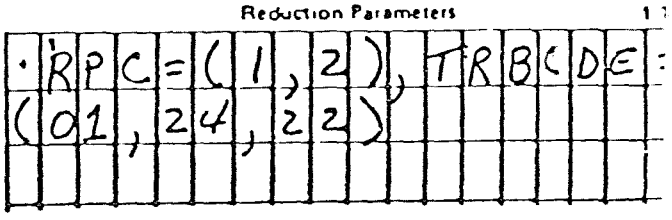
REDUCTION PARAMETERS

3.09 The Reduction Parameter section of the Analysis Request is used to limit information, to further define the data desired or to specify what information is to be printed. The last reduction parameter will control the vertical display of information on tally reports. Table 1 contains a listing of valid reduction parameter keywords for each report type.

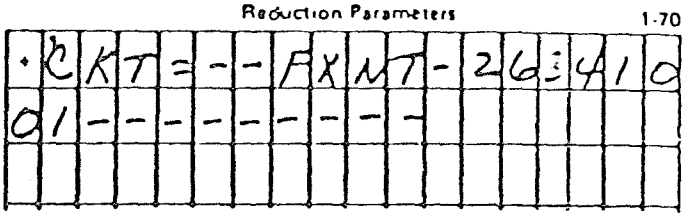
3.10 Subparameters are used in conjuction with reduction paramenter keywords to specify the precise data desired. For example, if the keyword RPC (Report Type) is used, then the use of subparameters 1, 2, 3, 6, 7, and 9 would further define the desired report types.

3.11 The following are examples of the use of reduction keywords and subparameters:

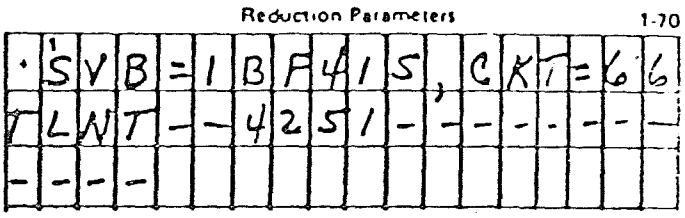
1) Request for report types 1 and 2 with trouble disposition codes of ST, TP and IT.



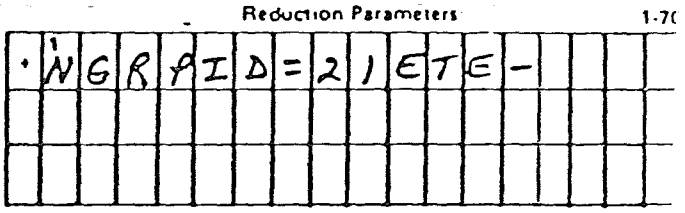
2) Request for all trouble data on file for a particular circuit.



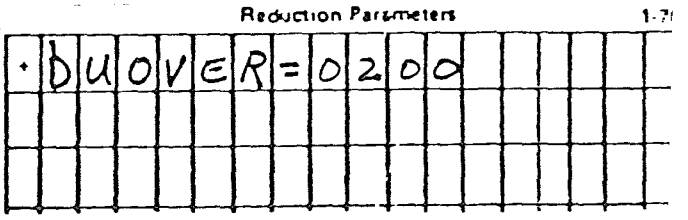
3) Control office request for circuit data from an SVB.



4) Request for trouble data on a particular network.



5) CLD request for data on troubles with a duration exceeding 2 hours.



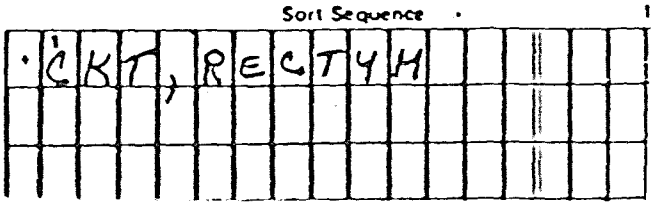
SORT SEQUENCE

3.12 The Sort Sequence section of the Analysis Request enables the user to control the order in which data is displayed on the report. The last sequence keyword used in the sort sequence of a tally report will control the horizontal elements of the report. Table 1 contains a listing of valid sequence keywords for each report type.

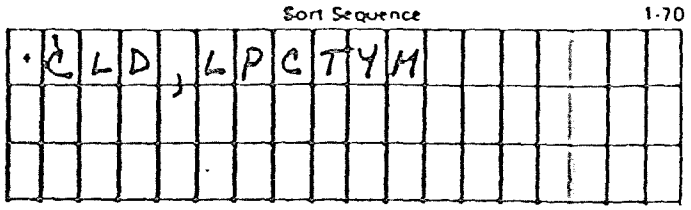
3.13 The Sort Sequence portion of the analysis request is optional. When a sort sequence is not specified the System will default to a standard sort of DPI order and Circuit ID number (alphanumeric).

3.14 The following are examples for the use of sequence keywords:

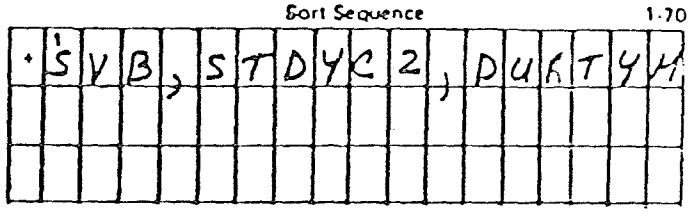
1) Sequenced by Circuit and receive time.



2) Sequenced by CLD with trouble Local Plant Clearing Time.



3) Sequenced by Serving Bureau, study code and Duration.

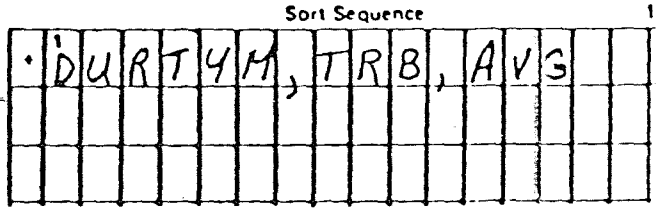


3.15 The Sequence keywords AVG, SUM and DIF are considered as special keywords. They perform a mathematical function. The special keywords may only be used in conjunction with the following keywords which are used as modifiers:

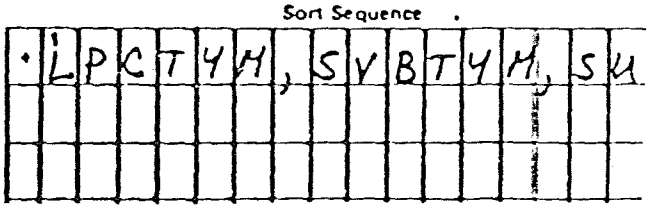
CKT - Number of circuits in reduced file
DLYTYM - Delayed Maintenance Time
DSPTYM - Dispatch Time
DURTYM - Duration Time
LPCTYM - Local Plant Clearing Time
NACTYM - No Access Time
PUPTYM - Pick Up Time
RFOTYM - Referred Out Time
SVBTYM - Serving Bureau Time
SVGLKS - Number of serving links in reduced file
TRB - Number of trouble records in reduced file
TSTTYM - Tested Time

3.16 Use of special keywords is limited to one per request. Any two keyword modifiers in a logical combination are used with a special keyword. The following are examples on the use of special keywords:

1) To obtain the average duration time per trouble.

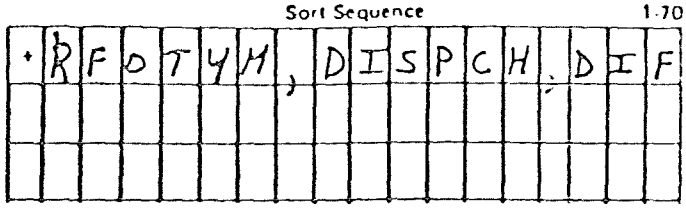


2) To total Local Plant Clearing Time and SVB Time.



3) To find the difference between dispatch time and referred out time.

Sort Sequence 1-70



4. OUTPUT REPORTS

4.01 There are twelve types of output reports that can be retrieved from SSS. The Report Types, Description, Mode of Transmission and Turnaround Time are as follows:

Type	Description	Mode of Output Transmission	Turnaround Time +
A	Trouble Tally	ADNet/Dataphone	Daily, Nightly
B	Trouble Listing	ADNet/Dataphone*	Daily, Nightly
C	Detail Trouble Listing	Mail	Weekly
D	Circuit Tally	ADNet/Dataphone	Daily, Nightly
E	Circuit Listing	Mail	Weekly
F	Customer Dialing Analysis	ADNet/Dataphone*	Nightly
G	Analysis Code Summary	Mail	Nightly
H	DPI Tally	ADNet/Dataphone	Nightly
I	Index	Mail	Weekly
J	Time-of-Day	ADNet/Dataphone	Weekly
K	Input-Output Summary	Mail	Nightly
L	Mean Time Between Outage, Mean Time Restored, Percent Availability	ADNet/Dataphone	Nightly

*These reports will be mailed if the output exceeds 100 lines.

+Turnaround time means frequency of processing. Those reports that have a daily turnaround time will be processed on a three hour basis. That is, there will be a three hour collection period followed by a three hour processing period. Those reports that are not able to be processed in this time frame will be processed during the nightly run.

On Mailed reports, the information on the analysis request (E-6947) will actually be shown on the address page. For the sake of conserving space, the information is shown on the actual reports in this BSP.

4.02 The Trouble Tally report (Type A) allows the retrieval of any information from the trouble file in the form of a numerical tally. These reports are useful if a numerical total of trouble occurrences is desired and not an actual listing of the data. One possible use would be to determine how many Customer Reports were Test OKs on PL data circuits in a given period of time. Figure 1A shows the completed Analysis Request Ticket and Figure 1B shows the resulting reply from the DPC.

4.03 Another example could be the desire to know how many Customer Reports there were in PL data that were caused by CPE. Figures 2A and 2B illustrate such a request. Figures 3A and 3B show a retrieval of the number of Customer Reports which came clear in the SVB during a given period of time. A maximum of six column headings can be printed.

4.04 The Trouble Listing report (Type B) can be used when a listing is desired of all trouble reports that would fit a given category. This will result in a printout of all troubles on file for the specified time period and reduction parameters. An example of this would be an SVB requesting a listing of all troubles on data circuits for a given period of time that were caused by customer action. Figure 4A shows the ticket requesting the listing sorted by Received Time to see if untrained operators may be causing problems at certain hours of the day. Figure 4B is the resulting printout from the DPC. Figure 4B is one of two possible formats for Report Type B. This format will only appear if the keywords RECTYM, REFTYM or RESTYM are specified in either the reduction paramenter or sort sequence fields. Otherwise, Report Type B will always appear in the format shown in Figure 5B.

4.05 Another example of using Report Type B could be an SVB study of its data set troubles. Figure 5A shows a request for a listing of all troubles in Class of Service 08 circuits which had an analysis Code of 53 and sorted by circuit number. Figure 5B shows the printout received from the DPC.

4.06 Detail Trouble Listing (Type C) from the trouble file is designed for larger retrievals. This report is available in both the PCO and SVB format. For example, a PCO could determine if it has any problem SVBs on circuits it controls by submitting a request as illustrated in Figure 6A. A printout will be issued as illustrated in Figure 6B.

4.07 A Circuit Tally report (Type D) can be used to obtain a tally of specific inventory data. For example, a PCO may want to know how many priority 1 circuits it controls. A request as shown in Figure 7A can be submitted. This will produce a total as shown in Figure 7B. Another example might be an SVB wishing to determine how many of its data serving links terminate in CPE data sets. Figure 8A shows the request ticket and Figure 8B shows the resulting printout.

4.08 The Circuit Listing report (Type E) is helpful if a selective inventory printout is desired. For example a PCO or SVB may want a printout of its circuit inventory for a particular customer. Figure 9A shows an SVB request for a listing by circuit number for all circuits in its inventory for a given customer. Figure 9B shows a sample of the printout received. Report Type E is also available for a PCO/NCO/NM. Figure 9c shows the PCO/NCO/NM format.

4.09 The Customer Dialing Analysis report (Type F) is to be used to analyze Calling-Called or Called-Calling reports on switched service troubles. A listing of all reports submitted with information in Variable Field "G" on the E-6947 Trouble Ticket during the specified time period is printed out. It can be sorted on either the Called number or the Calling number as desired. Figure 10A shows a request to list the reports by Called number. Figure 10B shows the resulting printout.

4.10 The Analysis Code Summary (Type G) provides a breakout of Analysis Codes within Trouble Codes. Figure 11A shows a retrieval ticket to obtain an Analysis Code listing for all controlled circuits with a Class of Service 01 and Trouble Codes 01 and 04. Figure 11B shows the listing by Trouble Code for each analysis code on file. A request for information on a specific Analysis Code can be made. Figure 12 shows a request from an SVB to study the Came Clear reports on data circuits.

4.11 The DPI Tally report (Type H) allows the study of any parameter by DPI code. For example an Area may wish to study Test - OK reports by SVB. A request as shown in Figure 13 could be made. Duration time studies could also be made by using the keyword DURTYM as a reduction parameter. At this time an example of Report Type H is not available.

4.12 An Index report (Type I) allows a study to be made on a select group of services. For example an SVB may wish to look at its index for all customer reports on PL data circuits with a service code of FD. The output is the same as report 13 (SVB Results Summary). It should be noted that RPC= must be used as a reduction parameter. Also, if no data is found to satisfy the request, a blank report would be received.

4.13 Time-Of-Day reports (Type J) can be used by an SVB to study the times when various reports are received during the day. It is helpful in determining the peak load periods so work force can be scheduled accordingly. Figure 15A is a request by an SVB for a distribution study of all Report Types. Figure 15B shows the peak periods to be 1000 to 1100 and 0900 to 1000.

The letters on Figure 15b correspond to the following:

A - Day shown in one hour segments

B - Key to report types shown on report.

C - Total troubles in 24 hours shown by report type

D - Number of troubles

E - Shows that from 0900-1000 there were 13 CRs, 11 RNs, 2 INFs, and 1 RC

In a case where there are the same number of two different types of reports in a one hour period, the lowest alpha will print. For example, between 1200 and 1300 there were three D reports and three G reports. In this situation the D would be printed not the G.

4.14 The Input-Output Summary report (Type K) allows the user to look at the trouble disposition summary (same as Report 14). Figure 16A shows a district requesting a summary on three of its four SVBs. The report is shown in Figure 16B.

4.15 MBO-MTR-AVL report (Type L) is used to study the Mean Time Between Outages, Mean time to Restore and the Percent Availability for group of circuits. For example, a network manager could look at these parameters for his network. Figure 17A shows a study of a network. Another use could be a PCO wishing to study any particular Class of Service as shown in Figure 18 or Trouble Code as shown in Figure 19.

4.16 The formulas for figuring MBO, MTR and AVL are as follows:

a. $$\text{MBO} = \frac{\#\ \text{Circuits} \times \#\ \text{Days}}{\#\ \text{Troubles}}$$

b. $$\text{MTR} = \frac{\text{Total Outage Hours}}{\text{Total Outages}}$$

c. $$\%\ \text{AVL} = \frac{\#\ \text{of Days} \times 24\ \text{Hrs.} \times \#\ \text{of Circuits} - \text{Outage Time}}{\#\ \text{of Days} \times 24\ \text{Hrs.} \times \#\ \text{of Circuits}}$$

5. TRANSMISSION OF THE E-6947 ANALYSIS REQUEST

5.01 This section contains instructions for the transmission of the E-6947 Analysis Request.

5.02 Each E-6947 Analysis Request transmitted to the DPC must be preceded by a control form (E-5973) for ADNet or (E-5513) for DATAPHONE . On the E-5973 ADNet Control Form, the DPC ADNet address code must be LCA24. The E-5513 for Dataphone has not changed. (BSP 660-209-010). Each Analysis Request is considered as one record.

5.03 Special considerations must be given to the transmission of the E-6947 The first character transmitted will always be a >, this is used to indicate a start of record. The last character transmitted will always be a <, this will indicate an end of record.

5.04 The transmission of the Analysis Request may require as little as one line or as many as four lines depending on the variable length of entries made and the type of report requested. General rules for the transmittal of the E-6947 Analysis Request are as follows:

1. Begin line with >, start of record.

2. Type characters shown on ticket taking special care to separate sections of the ticket with a plus (+) sign.

3. Use carriage return and line feed only when end of line has been reached.

4. End of record with <.

6. TROUBLE LIMITERS

6.01 Trouble Limiters are established by the SVB and/or PCO to show an expected performance level for a 30 day period of time. A report will be generated when these levels are equaled or exceeded. A description of the SVB Trouble Limiter Report and the PCO Trouble Limiter Report is provided in Section 7 of this BSP.

6.02 The intent of the Trouble Limiter is to provide an indication of a possible trouble trend on the particular circuit. Circuit troubles with similar disposition codes may be a result of a common cause. The Trouble Limiter Report will provide data to support further investigation.

7. DESCRIPTION OF THE TROUBLE LIMITER REPORTS (REPORTS 004 and 005)

7.01 Trouble Limiter Reports provide notification of circuits having a trouble rate meeting or exceeding a preset limit.

7.02 The SVB Trouble Limiter Report (Report 004, Figure 20) is generated for the SVB as a result of the limitations set in fields 42 and 43 of the SVB Inventory Ticket, E-6943-3. Only trouble data submitted by the SVB will be used to compile the report.

7.03 The PCO Trouble Limiter Report (Report 005, Figure 21) is generated for the PCO as a result of the limitations set in fields 54 and 55 of the PCO Inventory Ticket, E-6943-2. All trouble data on the circuit will be used to compile the report.

7.04 The System sorts trouble tickets by Trouble Disposition Codes and forms eight trouble groupings:

1. ST, FOK, PCA
2. SVB
3. ACPE, UCPE
4. IS
5. TP, IT, LF
6. TOK, CC
7. NPC
8. CA

A Trouble Limiter Report will be generated when one of the following occur:

1. Troubles in one or more of the trouble groups equals or exceeds the Trouble Limiter.
2. The sum of troubles in all the trouble groupings is equal or greater than twice the Trouble Limiter.

NOTE: The trouble dispositions ER, INF, RO and SQ are not included in the Trouble Limiter Report.

7.05 The following is an explanation of each item contained on the Trouble Limiter Reports. The alpha character preceding each item corresponds to that shown in figures 20 and 21.

A. PERIOD ENDING - Month, day and year period covered by report ended.

B. RPT TYP - Report Type CR(1), RN(2), field 43 of E-6944 Trouble Ticket.

C. RECEIVE DATE/TIME - Month, day and clock time report received, fields 44-51 of E-6944 Trouble Ticket

D. SVB FROM, CLD W/RPT - DPI code of SVB referring trouble on RN reports or Customer CLD code on CR reports, Fields 37-42 of E-6944 Trouble Ticket.

E. DUR H/M - Outage duration expressed in hours and minutes.

F. TRBL CODE - Trouble Code, fields 68 and 69 of E-6944 Trouble Ticket.

G. ANL - Analysis Code, fields 2 and 3 continued Record Type 8 of E-6944 Trouble Ticket.

H. SVB TO, CLD W/TBL - DPI code of SVB trouble is referred to or CLD code of trouble location, fields 7-12 continued Record Type 8 of E-6944 Trouble Ticket.

I. TRBL RPTD - Trouble Reported, variable field 'M' entry.

J. SVB STUDY - SVB Study Code, variable field 'H' entry.

K. CIRCUIT NUMBER - 21 character Circuit Identification, fields 13-33 of E-6944 Trouble Ticket.

L. LIMITER SET - Trouble Limiter selected, Report 004 (fields 42 and 43 of SVB Inventory Ticket E-6943-3) and Report 005 (fields 54 and 55 of PCO Inventory Ticket E-6943-2).

M. This line contains history (all data after equal sign).

N. TRNKO - Tracking Serial Number (fields 2-12) of E-6944 Trouble Ticket.

:25-107
NO. 73

E-6947
(11-77)

Special Services System Analysis Request

Request Period 1-16

From Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt Type	
23	78		05	22	78		A 16	C.R. L.F.

Main Selection 1-70

```
SVB=1AK506
```

70 CR LF

Reduction Parameters 1-70

```
LS=08,RPC=1,TRBC
E=07<
```

70 CR LF

Sort Sequence 1-70

70 CR LF

e Sent _____ Message No. _____

FIGURE 1a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System Analysis Request

Request Period 1-16

From Mo.	Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt Type	
04	23	78		05	22	78		A 16	C.R. L.F.

Main Selection 1-70

```
'SVB=MCAJB-
```

70 CR LF

Reduction Parameters 1-70

```
'CLS=08,RPC=1,TRBC
DE=(12,13)<
```

70 CR LF

Sort Sequence 1-70

70 CR LF

Date Sent _____ Message No. _____

FIGURE 2a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System Analysis Request

Request Period 1-16

From Mo.	Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt Type	
04	23	78		05	22	78		A 16	C.R. L.F.

Main Selection 1-70

```
'SVB=GDECD-
```

70 CR LF

Reduction Parameters 1-70

```
'RPC=1,TRBCDE=04,A
NALYS=01
```

70 CR LF

Sort Sequence 1-70

```
'CLS=(01,02,08,10)
<
```

70 CR LF

Date Sent _____ Message No. _____

FIGURE 3a

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE A

PERIOD COVERED 04-23-78 to 05-22-78

MAIN SELECTION
+SVB=1AK506

REDUCTION PARAMETERS
+CLS=08,RPC=1,TRBCDE=07

REDUCTION KEYWORD	CASES
TRBCDE=07	41

TOTAL RECORDS DEFINED BY REDUCTION PARAMETERS= 41

Figure 1b

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE A

PERIOD COVERED 04-23-78 to 05-22-78

MAIN SELECTION
+SVB=MCAJB-

REDUCTION PARAMETERS
+CLS=08,RPC=1,TRBCDE=(12,13)

REDUCTION KEYWORD	CASES
TRBCDE=	
12	65
13	32

TOTAL RECORDS DEFINED BY REDUCTION PARAMETERS=97

Figure 2b

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE A

PERIOD COVERED 04-23-78 to 05-22-78

MAIN SELECTION
+SVB=GDECD-

REDUCTION PARAMETERS
+RPC=1,trbcde=04,ANALYS=01

SORT SEQUENCE
+CLS=(01,02,08,10)

REDUCTION KEYWORD	CLS 01	CLS 02	CLS 08	CLS 10
ANALYS=01	6	10	3	1

TOTAL RECORDS DEFINED BY REDUCTION PARAMETERS=66

NOTE: In this example, the total records defined by reduction parameters are 66 while the total records in the various classes of service adds up to only 20. This is because even though there were 66 records that satisfied the reduction parameters, the request was further defined as wanting only those records in classes of service 01,02,08 and 10.

FIGURE 3b

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE B

PERIOD COVERED 06-23-78 to 07-22-78

MAIN SELECTION
+SVB=LHACA-

REDUCTION PARAMETERS
+CLS=(08,10),TRBCDE=06

SORT SEQUENCE
+RECTYM

TROUBLE LISTING

O W N	REC TYP	CL SV	RPT TYP	RES DATE	SVB CLD	FRM W/RPT	TR/AN	SVB CLD	TO W/TBL	D S P	SVB	REC TIME	REF TIME	RES TIME
CIRCUIT FDAT 12365														
LL	7	08	1	07-03	KC1225		06			N		2112		2120
CIRCUIT FDDT 22476														
LL	7	10	1	07-10	KC2261		06			N		2230		2253
CIRCUIT FDDT 66258														
LL	7	10	1	07-21	KC1626		06			N		2354		0025

FIGURE 4b

660-225-107
NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt. Type	C.R. L.F.
23	78		07	22	78		B	

Main Selection 1-70

```
SVB=LHACA-
```

Reduction Parameters 1-70

```
CLS=(08,10),TRBCD
=06
```

Sort Sequence 1-70

```
RECTYH<
```

Date Sent _____ Message No. _____

FIGURE 4a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt. Type	C.R. L.F.
06	23	78		07	22	78		B	

Main Selection 1-70

```
+SVB=DNCDK-
```

Reduction Parameters 1-70

```
+CLS=08,ANALYS=53
```

Sort Sequence 1-70

```
+CKT<
```

Date Sent _____ Message No. _____

FIGURE 5a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt. Type	C.R. L.F.
07	23	78		08	22	78		C	

Main Selection 1-70

```
+PCO=1GG710
```

Reduction Parameters 1-70

```
+CLS=08,TRBCDE=(01
,04,10,23)<
```

Sort Sequence 1-70

```
+
```

Date Sent _____ Message No. _____

FIGURE 6a

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE B

PERIOD COVERED 06-23-78 to 07-22-78

MAIN SELECTION
+SVB=DNCDK-

REDUCTION PARAMETERS
+CLS=08,ANALYS=53

SORT SEQUENCE
+CKT

TROUBLE LISTING

O W N	REC TYP	CL SV	RPT TYP	RES DATE	SVB FRM CLD W/RPT	TR/AN	SVB TO CLD W/TBL	D S P	SVB	DUR HHHMM	LPCT HHHMM
CIRCUIT 8FDAT 5523											
MB	7	08	1	07-03	DN1162	01/53	DN1162	N	DNCDK-	0220	0115
CIRCUIT 8FDAT 6116											
MB	7	08	1	07-22	DN1326	01/53	DN1326	N	DNCDK-	0140	0020
CIRCUIT 8FDAT 10697											
MB	7	08	2	07-10	DN1125	01/53	DN1326	N	DNCDK-	0100	0030

FIGURE 5b

REPORT FOR 1CG710
PROCESS DATE 08/24/78

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT C

PERIOD COVERED 07/23/78 to 08/22/78

MAIN SELECTION
+PCO=1CG710

REDUCTION PARAMETERS
+CLS=(08),TRBCDE=01,04,10,23)

CIRCUIT NUMBER	SVB	SVB FRM SEG CLD W/RPT	SVB TO SEG CLD W/TBL	RECEIVE DATE TIME	REFER DATE TIME	RESTORE DATE TIME	RPT TYP	TRBL CODE	A N L	D S P	DURATION SVB	DURATION LP	DURATION RO	C C A	M S C	P R I	T Y P
FDDT 2334004	1AB212	006 1AB212 006	SB2531	1124 0905	1124 0920	1124 1130	1	01	01	Y	0015	0210		A			7
	TRACKING NO	1AB212000202	M)ERR=CAME CLEAR														
FD 2339	1CH937	001 1CH937 001	1CH937	1126 1300		1126 1340	6	04	02	N	0040			M			7
	TRACKING NO		C)261315=OPEN ON FRAME														
FD 3527	1CG710	CB6435	1BF415	1126 1510	1126 1530	1126 1630	1	10	00	N			0020				7
	TRACKING NO	1CG7100154D	=RO TO HARRISBURG PA														
FD 3527	1BF415	1CG710		1126 1630													M
	TRACKING NO	1CG7100154D															
FDDT 6425	1AB316	014 AE2243 014	AE2243	1126 1415	1126 1500	1126 1710	1	23	11	Y	0045	0210		A			7
	TRACKING NO	1AB3160222D	F)1ALL0255=BAD CA PR														
FDDT 6425	1AB316	014 AE2243 014	AE2243	1126 1415	1126 1500	1126 1710	1	23	11	Y	0045	0210		CA			X
	TRACKING NO	1AB3160222D	F)1ALL0255=BAD CA PR														
FD 7526001	1CG710	CK3212	CK3212	1126 1600	1126 1620	1126 2030	1	23	11	Y	0020	0410		A			7
	TRACKING NO	1CG7100161D	L)261620=CABLE DAMAGE														
FD 7526002	1CG710	CK3212	CK3212	1126 1600	1126 1620	1126 2030	1	23	11	Y	0020	0410		A			7
	TRACKING NO	1CG7100162D	L)261620=CABLE DAMAGE														
FD 7526004	1CG710	CK3212	CK3212	1126 1600	1126 1620	1126 2030	1	23	11	Y	0020	0410		A			7
	TRACKING NO	1CG7100163D	L)261620=CABLE DAMAGE														
FDDT 8987	1AB519	017 AE2342 017	AE2342	1128 1000	1128 1025	1128 1230	1	01	06	Y	0025	0205		M			7
	TRACKING NO	1AB51900112	=BLOWN FUSE														

Figure 6b

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt Type	
-	-	-	-	0 9	0 1	7 8		16 D	C.R. L.F.

Main Selection 1-70

```
' P C O = 1 D W S 1 1
```

70 CR LF

Reduction Parameters 1-70

```
' P R I C D E = 1 <
```

70 CR LF

Sort Sequence 1-70

```
' 1
```

70 CR LF

Date Sent _____ Message No. _____

FIGURE 7a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt Type	
1 -	-	-	-	0 9	0 1	7 8		16 D	C.R. L.F.

Main Selection 1-70

```
' S V B = 1 D W S 1 1
```

70 CR LF

Reduction Parameters 1-70

```
' C L S = 0 8 , C P E = 0 2 <
```

70 CR LF

Sort Sequence 1-70

```
' 1
```

70 CR LF

Date Sent _____ Message No. _____

FIGURE 8a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt Type	
1 -	-	-	-	0 9	0 2	7 8		16 E	C.R. L.F.

Main Selection 1-70

```
' S V B = 1 D S 6 1 3
```

70 CR LF

Reduction Parameters 1-70

```
' C S T B L W = 1 6 8 3 8 7 3 7 9 0
```

70 CR LF

Sort Sequence 1-

```
' C K T <
```

70 C L

Date Sent _____ Message No. _____

FIGURE 9a

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE D

PERIOD COVERED ------ to 09-01-78

MAIN SELECTION
+PCO=1DW511

REDUCTION PARAMETERS
+PRICDE=1

REDUCTION KEYWORD	CIRCUITS
PRICDE=1	6

TOTAL RECORDS DEFINED BY REDUCTION PARAMETERS =6

Figure 7b

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE D

PERIOD COVERED ------ to 09-01-78

MAIN SELECTION
+SVB=1DW511

REDUCTION PARAMETERS
+CLS=08,CPE=02

REDUCTION KEYWORD	CIRCUITS
CPE=02	523

TOTAL RECORDS DEFINED BY REDUCTION PARAMETER=523

Figure 8b

PERIOD COVERED ------ to 09/02/78

MAIN SELECTION
+SVB=1DS613

REDUCTION PARAMETERS
+CSTBLN=1683873790

SORT SEQUENCE
+CKT

REPORT FOR 1DS613 — SPECIAL SERVICES SYSTEM — PAGE 00001 — REPORT E
PROCESS DATE 09/03/78 — ANALYSIS REPORT E

CIRCUIT NUMBER	I/I	CLS SVC	SVC TYP	START DATE	CPE	PCO	CLD	SL	SUB SVB	PRI	ACC OFC	CUSTOMER BILLING	CCA	TBL LMT	WORK UNITS TAC	TANC
PLNT 18667-001	2	05	1	04/01/71	7	1DK712	MB4534	002		0	KC-	1683873790	0030	3	01	02
PLNT 18667-002	2	05	1	04/01/71	7	1DK712	MB4534	002		0	KC-	1683873790	0030	3	01	02
PLNT 18667-003	2	05	1	04/01/71	7	1DK712	MB4432	002		0	KC-	1683873790	0030	3	02	01
PLNT 18667-004	2	05	1	04/01/72	7	1DK712	MB4432	002		0	KC-	1683873790	0030	3	02	01
PLNT 18667-005	2	05	1	06/11/72	7	1DK712	MB4534	002		0	KC-	1683873790	0030	3	01	02
PLNT 18667-006	2	05	1	06/11/72	7	1DK712	MB4534	002		0	KC-	1683873790	0030	3	02	02

FIGURE 9b

PERIOD COVERED ------ to 09/02/78

MAIN SELECTION
+PCO=ABBJM

REDUCTION PARAMETERS
+CSTBLN=61000001

SORT SEQUENCE
+CKT

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT E

CIRCUIT NUMBER	I/I	CLS SVC	SVC TYP	START DATE	CPE	SVB	CLD	SL	OWN	PRI	ACC OFC	CUSTOMER BILLING	CCA	PCO	PCO TBL LMT
11FXAN201947-001	1	02	2	04/01/71	3	ABBJN	AA2103	004	LL	0	KC-	61000001	0030	ABBJM	05
11FXAN201947-002	1	02	2	04/01/71	3	ABBJN	AA2103	004	LL	0	KC-	61000001	0030	ABBJM	05
11FXAN201947-003	1	02	2	04/01/71	3	ABBJX	AA2103	004	LL	0	KC-	61000001	0030	ABBJM	05
11FXAN201947-004	1	02	2	04/01/71	3	ABBJX	AA2103	004	LL	0	KC-	61000001	0030	ABBJM	05

FIGURE 06

25-107
I NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt. Type	C.R. L.F.
23	78		09	22	78		F	

Main Selection 1-70

```
PCO=CEGCA-
```

Reduction Parameters 1-70

```
LS=05,YFI=G
```

Sort Sequence 1-70

```
CALLED
```

Date Sent _____ Message No _____

FIGURE
10a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt. Type	C.R. L.F.
10	23	78		11	22	78		G	

Main Selection 1-70

```
+PCO=1DW522
```

Reduction Parameters 1-70

```
+LS=01,TRBCDE=(01
,04)<
```

Sort Sequence 1-70

```
+
```

Date Sent _____ Message No. _____

FIGURE
11a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt. Type	C.R. L.F.
10	23	78		11	22	78		G	

Main Selection 1-70

```
+SVB=WGBBE-
```

Reduction Parameters 1-70

```
+LS=08,TRAWAL=01<
```

Sort Sequence 1-70

```
+
```

Date Sent _____ Message No. _____

FIGURE
12

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE F

PERIOD COVERED 08/23/78 to 09/22/78

MAIN SELECTION
+PCO=CEGCA-

REDUCTION PARAMETERS
+CLS=05,VFI=G

SORT SEQUENCE
+CALLED

CUSTOMER DIALING ANALYSIS REPORT

CALLED	CALLING	RPT LOC	R T	TRB RPT	TRB MO	DATE DA	DATE HR	TRB LOC	TR/AN	STUDY CODE
7035554110	3134897632	1DJ614	1	RNA	08	28	10	KLMCA	04/03	RL
7035554110	2026563030	MCDKA-	1	RNA	08	24	06	KLMCA	04/03	GH
8046263325	3037236697	1KM617	1	RNA	09	15	08	1KM617	07/12	DG
9128876532	6167028891	1DM711	1	RNA	09	06	13	1DM711	07/16	SS

Figure 10b

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE G

PERIOD COVERED 10/23/78 to 11/22/78

MAIN SELECTION
+PCO=1DW522

REDUCTION PARAMETERS
+CLS=01,TRBCDE=(01,04)

ANALYSIS CODE SUMMARY

TR/AN	TOTAL CASES	MEASURED HOURS/MIN	AVG T/C	RO T/C	SVB T/C	LPCT T/C	NA CASES	NA HOURS/MIN	DM CASES	DM HOURS/MIN	TOTAL HOURS/MIN
TRBCDE=01											
01-00	3	12 23	4.1	0.3	0.5	1.5	0	1 15	2	2 15	12 23
01-01	6	18 08	3.0	0.7	0.0	0.7	0	0 00	0	0 00	18 08
01-02	0	00 00	0.0	0.0	0.0	0.0	0	0 00	0	0 00	00 00
01-03	1	00 20	0.3	0.3	0.0	0.0	0	0 00	0	0 00	00 20
01-04	4	01 20	0.3	0.3	0.0	0.0	0	0 00	0	0 00	01 20
01-05	2	02 00	1.0	0.5	0.0	0.0	0	1 00	0	0 00	03 00
01-06	5	11 35	2.3	0.3	0.0	2.0	0	0 00	0	0 00	11 35
TOTAL	21	45 06	11.0	2.4	0.5	4.2	0	2 15	2	2 15	46 06
TRBCDE=04											
04-00	8	02 50	0.4	0.0	0.4	0.0	0	0 00	0	0 00	02 50
04-01	2	00 40	0.3	0.0	0.3	0.0	0	0 30	0	0 00	01 10
04-02	5	02 30	0.5	0.0	0.5	0.0	0	0 40	0	0 00	03 10
04-03	1	00 45	0.7	0.0	0.7	0.0	0	0 00	0	0 00	00 45
04-04	1	00 24	0.4	0.0	0.4	0.0	0	0 00	0	0 00	00 24
04-05	2	01 00	0.5	0.0	0.5	0.0	0	1 00	0	0 00	02 00
TOTAL	19	06 89	2.8	0.0	2.8	0.0	0	1 70	0	0 00	09 39

FIGURE 11b

225-107
N NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt Type	
9	23	78		10	22	78		H	C.R. L.F.

Main Selection 1-70

```
SVB=ALL
```

70 CR LF

Reduction Parameters 1-70

```
TRBCDE=07<
```

70 CR LF

Sort Sequence 1-70

70 CR LF

Date Sent _____ Message No. _____

FIGURE 13

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt Type	
09	23	78		-	-	-		I	C.R. LF

Main Selection 1-70

```
+SVB=LHACR-
```

70 CR LF

Reduction Parameters 1-70

```
+LLS=08,SVC=FD,RPC
=1<
```

70 CR LF

Sort Sequence 1-70

70 CR LF

Date Sent _____ Message No. _____

FIGURE 14

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From Mo.	Day	Yr.	1 space	To Mo.	Day	Yr.	2 spaces	Rpt Type	
06	23	78		09	22	78		J	C.R. LF

Main Selection 1-70

```
+SVB=NHCPA-<
```

70 CR LF

Reduction Parameters 1-70

70 CR LF

Sort Sequence 1-70

70 CR LF

Date Sent _____ Message No. _____

FIGURE 15a

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE J

PERIOD COVERED 06/23/78 to 9/22/78

IN SELECTION
+SVB=NHCPA-

B A E C

REPORTS	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	TOTAL TRBLS
TYPE KEY	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	24 HOURS
CR A	00	00	01	00	03	02	04	07	10	13	14	11	07	09	11	12	13	10	07	04	03	02	01	00	0144
RN B	00	00	00	00	01	00	01	03	06	11	12	08	04	06	07	07	08	07	05	01	01	00	00	00	0088
INF C	00	00	00	00	00	00	00	00	01	02	02	00	02	02	01	02	02	01	00	00	00	00	00	00	0015
AD D	00	00	02	00	00	02	00	00	04	00	00	00	03	03	00	01	00	00	00	00	00	00	00	00	0015
RL E	00	00	00	01	00	01	00	02	03	01	01	00	00	00	03	03	01	00	01	00	00	00	00	00	0017
AST G	00	00	00	00	00	00	00	00	00	00	03	00	03	04	02	00	00	00	02	00	00	00	00	00	0014

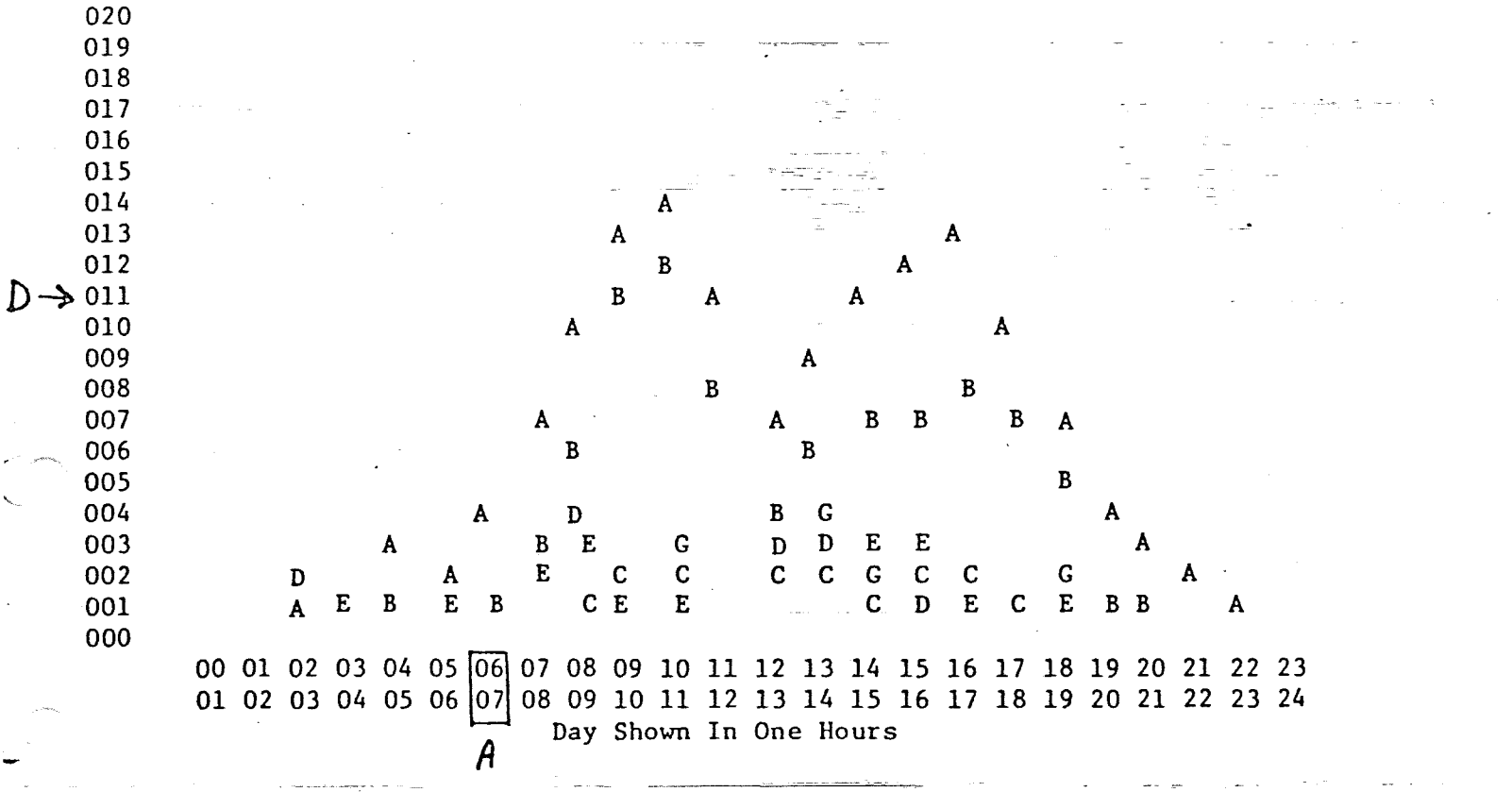


Figure 15b

:25-107
NO. 73

E-6947
(11-77)

Special Services System Analysis Request

Request Period 1-16

From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt Type 16	C.R. L.F.
9	78		10	22	78		K	

Main Selection 1-70

```
SVB=1ABS--
```

70 CR LF

Reduction Parameters 1-70

```
SVB=(1AB5011AB50
,1AB503)<
```

70 CR LF

Sort Sequence 1-70

70 CR LF

Date Sent _____ Message No. _____

FIGURE 16a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System Analysis Request

Request Period 1-16

From Mo.	From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt Type 16	C.R. L.F.
09	23	78		--	--	--		L	

Main Selection 1-70

```
+WGRPID=21ELF-<
```

70 CR LF

Reduction Parameters 1-70

70 CR LF

Sort Sequence 1-70

70 CR LF

Date Sent _____ Message No. _____

FIGURE 17a

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System Analysis Request

Request Period 1-16

From Mo.	From Day	From Yr.	1 space	To Mo.	To Day	To Yr.	2 spaces	Rpt Type 16	C.R. L.F.
09	23	78		10	22	78		L	

Main Selection 1-70

```
+PCO=ECNBA-
```

70 CR LF

Reduction Parameters 1-70

```
+CLS=11<
```

70 CR LF

Sort Sequence 1-70

70 CR LF

Date Sent _____ Message No. _____

FIGURE 18

PERIOD COVERED 09/23/78 to 10/22/78

MAIN SELECTION
+SVB=1AB5--

REDUCTION PARAMETERS
+SVB=(1AB501,1AB502,1AB503)

CLASS 1 TROUBLE DISPOSITIONS

	LP CASES						SVB CASES				IS	
CLASS OF SVC	ST	PCA	IT	LF	TP	TOTAL	SVB	CA	NPC	TOTAL	CASES	TOTAL
INTRASTATE												
01 SSTP	42	1	17	16	11	87	6	15	2	23	63	173
08 PLDT	74	0	32	7	19	132	3	21	6	30	24	86
INTERSTATE												
01 SSTP	31	4	7	24	11	77	2	8	3	13	16	106
08 PLDT	40	2	18	33	3	96	1	12	5	18	21	57
TOTAL CLASS 1	187	7	74	80	44	392	12	56	16	84	124	400

CLASS 2 TROUBLE DISPOSITIONS

CLASS OF SVC	TOK	FOK	SQ	ER	CC	TOTAL
01 SSTP	24	16	10	7	17	74
01 SSTP	17	22	0	3	15	57
TOTAL CLASS2	137	38	10	10	32	131

	CLASS OF SVC	TOK	FOK	SQ	ER	CC	TOTAL
INTRASTATE	08 PLDT	56	28	8	5	26	123
INTERSTATE		40	12	2	1	12	67
		96	40	10	6	38	190

Fig.16b

SPECIAL SERVICES SYSTEM
ANALYSIS REPORT TYPE L

PERIOD COVERED 09/23/78 to ------

MAIN SELECTION
+NGRPID=21ELF-

DAYS	HRS	CIRCUITS	TROUBLES	DURATION	AVL	MTR	MBO
99	24.0	2219	477	26567	99.49%	55.0	460.54

Figure 17b

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System
Analysis Request

Request Period 1-16

From			1 space	To			2 spaces	Rpt Type	
Mo	Day	Yr.		Mo	Day	Yr.		16	CR LF
09	23	78		10	22	78		L	

Main Selection 1-70

																		70	CR LF
+	1 P	C	O	=	M	C	A	F	C	-									

Reduction Parameters 1-70

																		70	CR LF
+	1 T	R	B	C	D	E	=	0	1	2									

Sort Sequence 1-70

																		70	CR LF
+	1																		

Date Sent _____ Message No. _____

FIGURE 19

A

PERIOD ENDING 09/07/78 SPECIAL SERVICES SYSTEM REPORT 034
SVB TROUBLE LIMITER REPORT

B RPT TYP	C RECEIVE DATE TIME	D SVB FROM CLD W/RPT	E DUR H/M	F TRBL CODE	G ANL	H SVB TO CLD W/TRBL	I TRBL RPTD	J SVB STUDY
K CIRCUIT NUMBER FDDT 23445013LL							L LIMITER SET 03	
TRBLGROUP ST (ST,F-OK,PCA)								
CR 1	0902 1000	AE2334	0030	01	01	AE2334	ERR	CPCC010
ERRORS CAME CLEAR FROM STATION M							N TRKNO	1AB519S0143
CR 1	0904 0900	AE2334	0140	01	01	AE2334	ERR	SRCC004
1 0 ERRORS CC FM STN M							N TRKNO	1AB519S0167
RN 2	0905 0920	1AB221	0320	01	40	AE2334	ERR	JBCT006
ERRS RPL DATA SPEED LOGIC CARD M							N TRKNO	1AB221S0198

FIGURE 20 ,

```
          A
PERIOD ENDING 09/07/78        SPECIAL SERVICES SYSTEM          REPORT 005
                             PCO TROUBLE LIMITER REPORT

 B      C           D          E     F     G      H          I       J
RPT   RECEIVE     SVB FROM    DUR   TRBL  ANL   SVB TO      TRBL    SVB
TYP  DATE TIME   CLD W/RPT    H/M   CODE       CLD W/TRBL  RPTD    STUDY

                                  K                                 L
CIRCUIT NUMBER    FDDT 23445013LL                          LIMITER SET 05

TRBLGROUP ST (ST,F-OK,PCA)
CR 1 0902 1000    AE2334      0030    01    01   AE2334      ERR     CPCC013
ERRORS CAME CLEAR FROM STATION M                            N TRKNO 1AB51950043
CR 1 0902 1135    SN5424      0230    01    35   SN5424      CRD
CANT RECEIVE REPLACE 201 M                                  N TRKNO 1AB22150065
CR 1 0903 1415    SN5424      0300    01    47   SN5424      ERR
ERRORS ADJUST AMP M                                         N TRKNO 1AB22150073
CR 1 0904 0900    AE2334      0140    01    01   AE2334      ERR     SRCC004
IO ERRORS CC FM STN M                                       N TRKNO 1AB51950067
RN 2 0905 0920    1AB221      0320    01    40   AE2334      ERR     JBCT005
ERRS RPL DATA SPEED LOGIC CARD M                            N TRKNO 1AB22150098
```

FIGURE 21

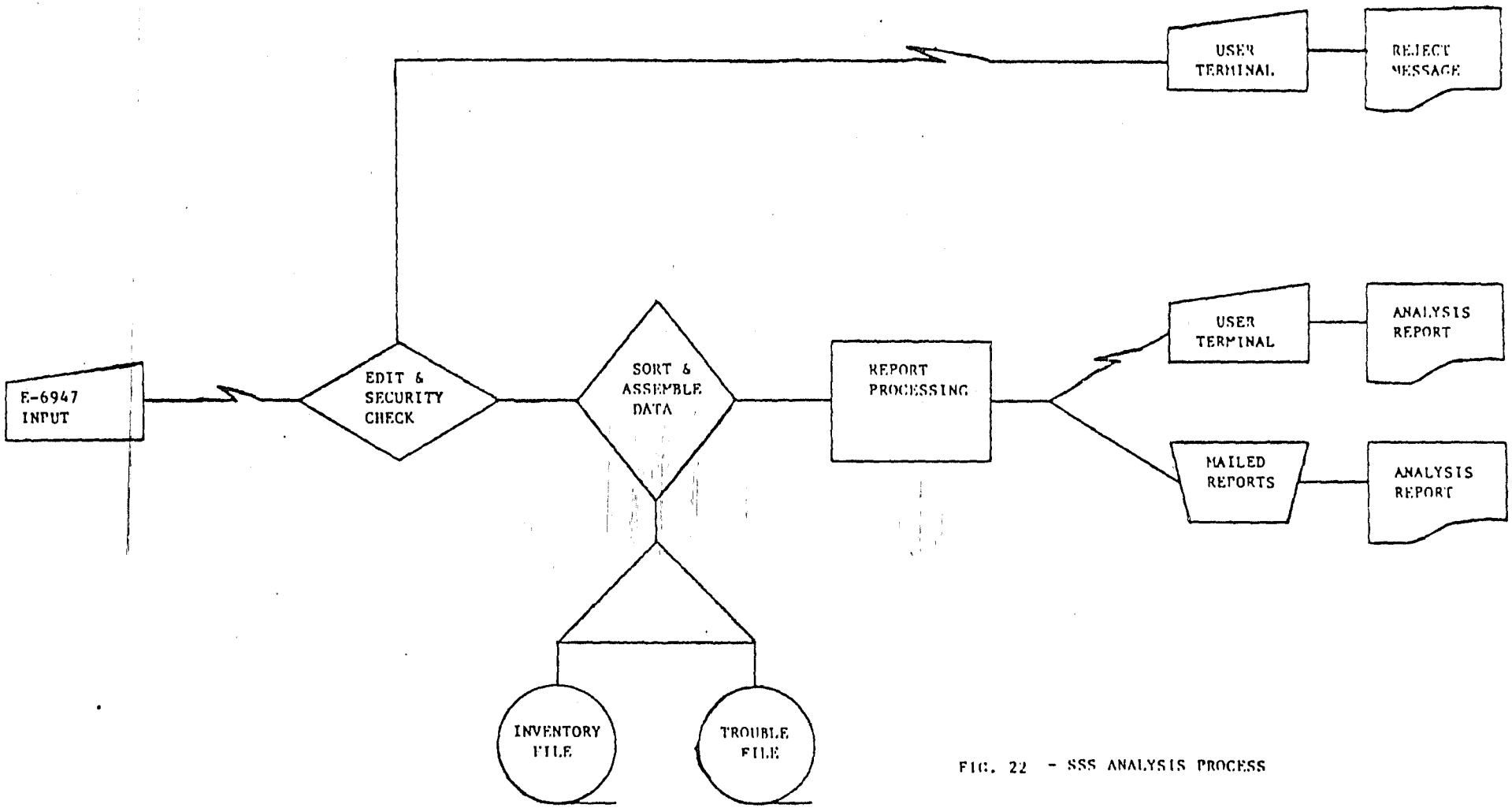


FIG. 22 - SSS ANALYSIS PROCESS

660-225-107
PLAN NO. 73

E-6947
(11-77)

Special Services System Analysis Request

Request Period 1-16

From						1 space	To						2 spaces	Rpt. Type	
Mo.		Day		Yr.			Mo.		Day		Yr.				
1														16	C R. L.F.

Main Selection 1-70

+	1																		
																		70	CR LF

Reduction Parameters 1-70

+	1																		
																		70	CR LF

Sort Sequence 1-70

+	1																		
																		70	CR LF

Date Sent _____ Message No. _____

FIGURE 23

KEYWORD	REPORT TYPE A	B	C	D	E	F	G	H	I	J	K	L	MAXIMUM NO. OF SUB-PARAMETERS	VALID TO SPECIFY 'ALL' AS SUB-PARAMETERS	SUBPARAMETER	LENGTH OF SUB-PARAMETER
ACO	B	R	R	R	R	R	R	B	R	R	R	R	3	NO	Accounting Control Office-Fields 37-39 of E-6943-2	3
ACOCUS	S							S					NONE		A.C.O./Cust. Code-Fields 37-39 of E-6943-2	
ANALYS	B	B	B			R	R	B	R	R	R	R	20	YES	Analysis Code-Fields 2 & 3 of E-6944 Record Type 8	2
AVG	S			S				S					NONE		Average (see para. 3.15)	
CALLED					S								NONE		Called #-VFI 'G' of E-6944, characters 1-10	
CALLING					S								NONE		Calling #-VFI 'G' of E-6944, characters 11-20	
CKT	B	B	B	B	B	R	R	B	R	R	R	R	3	NO	Circuit Number-21 characters CKT ID	21
CLD	B	R	R	R	B	R	R	R	R	R	R	R	5	NO	Customer Location District-6 character DPI	6
CLDREP	B	B	B			R	R	B	R	R	R	R	5	NO	CLD with Report Fields 37-42 of E-6944	6
CLDTBL	B	B	B			R	R	B	R	R	R	R	5	NO	CLD with Trouble Fields 7-12 of E-6944 Record 8	6
CLS	B	R	R	R	B	R	R	B	R	R	R	R	20	NO	Class of Service-Fields 32-33 of E-6943-2	2
CODTBL	B	B	B			R	R	B	R	R	R	R	5	NO	COD with Trouble Fields 7-12 of E-6944 Record 8	6
CPE	B	R	R	R	B	R	R	B	R	R	R	R	4	NO	CPE Indicator-Field 40 of E-6943-3	1
CRFPSN	B	B	B			R	R	B	R	R	R	R	20	NO	Craftperson-character 2 of VFI 'H' E-6944	1
CSTBLN	B	R	R	R	R	R	R	B	R	R	R	R	1	NO	Customer Billing #-Fields 37-49 of E-6943-2	13
CUCOLN	B	R	R	R	R	R	R	B	R	R	R	R	1	NO	C.O. Code & Line # Code-Fields 43-49 of E-6943-2	7
CUSCOD	B	R	R	R	R	R	R	B	R	R	R	R	1	NO	Cust. Code-Fields 37-39 of E-6943-2	3
CUSNPA	B	R	R	R	R	R	R	B	R	R	R	R	1	NO	NPA-Fields 40-42 of E-6943-2	3
CUSTBN	B	R	R	R	R	R	R	B	R	R	R	R	1	NO	Customer Base Number-Fields 40-44 of E-6943-2	5
CUSTNM	B	R	R	R	B	R	R	B	R	R	R	R	1	NO	Customer Number-Fields 40-49 of E-6943-2	10
DIF	S			S									NONE		Difference (see para. 3.15)	
DISPCH	B	R	R			R	R	B	R	R	R	R	1	NO	Dispatch Indicator-Field 13 of E-6944 Record Type 8	1
DLOVER	B	R	R			R	R	B	R	R	R	R	1	NO	Delayed Maintenance exceeding a value of Hrs. and Mins.	4
DLYMCE	B	R	R			R	R	B	R	R	R	R	1	YES	Delayed Maintenance-VFI 'A' of E-6944 - Cases	3
DLYTYM	S	S	S					S					NONE		Delayed Maintenance-Expressed in minutes	
DPICD1	R			R				R					30	NO	DPI Code - First Character	1
DPICD2	R			R				R					20	NO	DPI Code - First Two Characters	2
DPICD3	R			R				R					10	NO	DPI Code - First Three Characters	3
DPICD4	R			R				R					10	NO	DPI Code - First Four Characters	4
DPOVER	B	R	R			R	R	B	R	R	R	R	1	NO	Dispatch time exceeding a value of hrs. and mins.	4
DSPTYM	S							S					NONE		Dispatch time-Expressed in minutes	
DUOVER	B	R	R			R	R	B	R	R	R	R	1	NO	Duration Over-exceeding time specified in hrs. and mins.	4

R-Can Be Used As A Reduction Keyword
S-Can Be Used As A Sequence Keyword
B-Can Be Used As Either
Space Indicates Keyword Cannot Be Used

KEYWORD	REPORT TYPE A	B	C	D	E	F	G	H	I	J	K	L	MAXIMUM NO. OF SUB-PARAMETERS	VALID TO SPECIFY 'ALL' AS SUB-PARAMETERS	SUBPARAMETER	LENGTH OF SUB-PARAMETER
DURTYM	S	S	S				S						NONE		Duration Time Expressed in minutes	
FORPSN	B	B	B			R	R	B	R	R	R	R	20	NO	Foreperson-Character 3 of VFI 'H'	1
HQSTDY	B	B	B			R	R	B	R	R	R	R	5	NO	Headquarters Study Code-VFI 'J' of E-6944	6
HQSTD1	B	R	R			R	R	B	R	R	R	R	20	NO	Headquarters Study Code-Character 1	1
HQSTD2	B	R	R			R	R	B	R	R	R	R	20	NO	Headquarters Study Code-Character 2	1
HQSTD3	B	R	R			R	R	B	R	R	R	R	20	NO	Headquarters Study Code-Character 3	1
HQSTD4	B	R	R			R	R	B	R	R	R	R	20	NO	Headquarters Study Code-Character 4	1
HQSTD5	B	R	R			R	R	B	R	R	R	R	20	NO	Headquarters Study Code-Character 5	1
HQSTD6	B	R	R			R	R	B	R	R	R	R	20	NO	Headquarters Study Code-Character 6	1
HRS												R	1	NO	Hours	3
INT	B	R	R	R	B	R	R	B	R	R	R	R	1	NO	Intra/Interstate Indicator-Field 31 of E-6943-2	1
INVREB	B	R	R	R	R	R	R	B	R	R	R	R	1	NO	C.C.A. Criteria-Fields 50-53 of E-6943-2	4
LPCTYM	S	S	S				S						NONE		Local Plant Clearing Time-Expressed in minutes	
LPOVER	B	R	R			R	R	B	R	R	R	R	1	NO	Local Plant Time Exceeding Time Specified Hrs-Mins	4
MOD	B	B	B	R	B	R	R	B	R	R	R	R	5	NO	Modifier-Characters 5 and 6 of CKT ID	2
NACCES	B	R	R			R	R	B	R	R	R	R	1	YES	No Access-VFI 'B' of E-6944 Cases	3
NACTYM	S	S	S				S						NONE		No Access-Expressed in minutes	
NAOVER	R	R	R			R	R	R	R	R	R	R	1	NO	No Access Time Exceeding Time Specified Hrs and Mins	4
NCO	B	R	R	R	R	R	R	R	R	R	R	R	5	NO	Network Control Office-DPI Code	6
NGRPID	B			R			R						5	NO	Network Grouping ID	6
NNX	B	B	B	R	B	R	R	B	R	R	R	R	5	NO	C.O. Unit Code-Characters 10-12 of CKT ID	3
NPA	B	B	B	R	B	R	R	B	R	R	R	R	5	NO	NPA-Characters 7-9 of CKT ID	3
OWN	B	B	R	R	B	R	R	B	R	R	R	R	10	YES	Company Ownership-Fields 29-30 of E-6943-2	2
PCO	B	R	R	R	S	R	R	R	R	R	R	R	5	NO	Control Office-DPI Code	6
PRE	B	B	B	R	B	R	R	B	R	R	R	R	5	NO	Prefix-Characters 1 and 2 of CKT ID	2
PRICDE	B	R	R	R	B	R	R	B	R	R	R	R	4	NO	Priority Code-Fields, 34 and 35 of E-6943-2	1
PUOVER	B	R	R			R	R	B	R	R	R	R	1	NO	Pick Up Time Exceeding Time Specified in Hrs and Mins	2
PUPTYM	S	S	S				S						NONE		Pick Up Time-Expressed in minutes	
RECTYM	B	B	B			R	R	B	R	R	R	R	6	NO	Receive Time-Fields 44-51 of E-6944	8
RECTYP	B	R	R			R	R	B		R	R	R	2	NO	Record Type-Field 1 of E-6944	1
REFTYM	B	B	B			R	R	B	R	R	R	R	6	NO	Referred Time-Fields 52-59 of E-6944	8
RESTYM	B	B	B			R	R	B	R	R	R	R	6	NO	Restore Time-Fields 60-67 of E-6944	8

R-Can Be Used As A Reduction Keyword
S- Can Be Used As A Sequence Keyword
B=Can Be Used As Either
Space Indicates Keyword Cannot Be Used

KWORD	REPORT TYPE A	B	C	D	E	F	G	H	I	J	K	L	MAXIMUM NO. OF SUB-PARAMETERS	VALID TO SPECIFY 'ALL' AS SUB-PARAMETERS	SUBPARAMETER	LENGTH OF SUB-PARAMETER
OTYM	S	S	S					S					NONE		Referred Out Time-Duration Expressed in Minutes	4
OVER	B	R	R			R	R	B	R	R	R	R	1	NO	RO Time Exceeding Time Specified in Hrs and Mins	4
C	B	B	B			R	R	B	R	R	R	R	6	YES	Report Type-Field 43 of E-6944	1
RPSN	B	B	B			R	R	B	R	R	R	R	10	NO	Repair Person-Characters 3 and 4 of VFI 'H' E-6944	2
DYCD	B	R	R			R	R	B	R	R	R	R	10	NO	Characters 5-7 of SVB Study Code VFI 'H' E-6944	3
DYC1	B	R	R			R	R	B	R	R	R	R	20	NO	Character 5 of SVB Study Code VFI 'H' E-6944	1
DYC2	B	R	R			R	R	B	R	R	R	R	20	NO	Character 6 of SVB Study Code VFI 'H' E-6944	1
DYC3	B	R	R			R	R	B	R	R	R	R	20	NO	Character 7 of SVB Study Code VFI 'H' E-6944	1
OVER	B	R	R			R	R	B	R	R	R	R	1	NO	SVB Time Exceeding Time Specified in Hrs and Mins	4
RDTE	B	R	R	R	B	R	R	B	R	R	R	R	1	NO	Start Date-Fields 25-28 of E-6943-2	4
JB	B	R	B	R	B	R	R	B	R	R	R	R	9	NO	Sub SVB-Field 49 of E-6943-3	1
UBPRI	B	R	R	R	R	R	R	B	R	R	R	R	5	NO	Sub-Priority Code-Field 35 of E-6943-2	1
UM	S			S				S					NONE		Sum (see para. 3.15)	
VB	B	B	B	R	B	R	R	R	R	R	R	R	5	NO	SVB-DPI Code	6
VBSTD	B	B	B			R	R	B	R	R	R	R	5	NO	SVB Study Code-VFI 'H' of E-6944	7
VBTYM	S	S	S					S					NONE		SVB Time-Duration Expressed in Minutes	
VC	B	B	B	R	B	R	R	B	R	R	R	R	5	NO	Service Code-Characters 3 and 4 of CKT ID	2
VCTYP	B	R	R	R	R	R	R	B	R	R	R	R	4	NO	Service Type-Field 36 of E-6943-2	1
VGLKS				S				S					NONE		Serving Link Count	
RANAL	B	R	R			R	R	B	R	R	R	R	10	NO	Trouble Analysis Codes E-6944	4
RB	S							S					NONE		Number of Records in Reduced File	
RBCDE	B	B	B			R	R	B	R	R	R	R	19	YES	Trouble Code-Fields 68-69 of E-6944	2
TRBGRP	B	R	R			R	R	B	R	R	R	R	3	NO	Trouble Group-See Note 1	2
TRBRPT	B	B	B			R	R	B	R	R	R	R	5	NO	Trouble Reported-VFI 'M' of E-6944	6
TSOVER	B	R	R			R	R	B	R	R	R	R	1	NO	Tested Time Exceeding Time Specified in Hrs and Mins	4
TSTPSN	B	B	B			R	R	B	R	R	R	R	10	NO	Test Person-Characters 1 and 2 of VFI 'H' of E-6944	2
TSTTYM	S							S					NONE		Tested Time-Duration Expressed in Minutes	
TYPSER	B	B	B	R	B	R	R	B	R	R	R	R	5	NO	CKT Type and Serial-Characters 3-12 of CKT ID	10
VFI	B	R	R			R	R	B	R	R	R	R	10	NO	Variable Field Indicator (A,B,C,D,E,F,G,H,J,K,L,M)	1

R-Can Be Used As A Reduction Keyword
S-Can Be Used As A Sequence Keyword
B-Can Be Used As Either
Space Indicates Keyword Cannot Be Used

NOTE 1:

TROUBLE GROUP	SUBPARAMETER
STATION (ST, CA)	ST
CLASS 1 TROUBLES	R1
CPE (ACPE, UCPE)	CP
LOCAL PLANT (TP, IT, LF)	LP
NOT FOUND (K, T, CC)	NF
CLASS 2 TROUBLES	R2

E-6947
REJECT REASONS

200 NO DATA SATISFIES CRITERIA
201 UNRECOGNIZABLE KEYWORD
202 UNRECOGNIZABLE SUBPARAMETER
203 KEYWORD NOT VALID ON REPORT
204 SYNTAX ERROR
205 TOO MANY SUBPARAMETERS
206 TOO MANY SEQ SUBPARAMETERS
207 INVALID USE OF 'ALL'
208 INVALID USE OF AVG,SUM,DIF
209 KEYWORD USED TWICE
210 DPI CODE NOT IN REPORT DPI
211 REPORT DPI NOT IN YOUR ORG
212 INVALID DPI LEVEL IN LIST
213 TOO MANY MAIN RPT KEYWORDS
214 INVALID REDUCTION KEYWORD
215 INVALID SEQUENCE KEYWORD
216 REQUEST NOT FROM SSS USER
217 MISSING RIGHT PARENTHESIS
218 MISSING LEFT PARENTHESIS
219 INVALID SELECTION KEYWORD
220 TOO MANY SEQ KEYWORDS
221 INVALID TALLY FORMAT
222 REQUIRED SUBPARMS ABSENT
223 INVALID USE OF SUBPARMS
224 CONFLICTING KEYWORDS
225 REDUC DPI NOT PART OF RPT
226 VERT TALLY KWD NOT LAS KWD
227 ERROR IN PERIOD COVERED
228 UNKNOWN REPORT TYPE
229 REQUIRED REDUC KYWD ABSENT
230 NO MAIN REPORT SELECTION
231 SPECIFY CALLING OR CALLED
232 RECTYP MUST BE '7' OR 'X'
233 RPC NOT 1,2,3,6,7 OR 9
234 DLYMCE/NACCES NOT SVB/LPC
235 REC/REF/RESTYM INVALID
236 TIME OVER NOT NUMERIC
237 MINUTES NOT LESS THAN 60
238 TRBGRP. NOT ST/R1-2/CP/LP/NF
239 INVERB INVALID
240 HRS INVALID
241 REPORT J ONLY VALID FOR SVB
242 SUBPARM INCORRECT LENGTH
243 KEYWORD TOO LONG
244 MUST REQUEST VIA SYS MGR
245 INVENTORY EXCEEDS MAX SIZE