TR 73504
ISSUE C

December 1989

BELLSOUTH®


# BellSouth LATA Access Operation Guidelines for Interexchange Customer Installation and Maintenance of Feature Group A, WATS and Special Access Service

Technical Reference

NOTICE

This Technical Reference is published by BellSouth Services Incorporated to outline the responsibilities for the installation and maintenance of Special Access (SPA), WATS and Switched Access Services (SAS) Feature Group A furnished to Interexchange Customers (ICs).

BellSouth Services Incorporated reserves the right to revise this document for any reason, including but not limited to, conformity with standards promulgated by various governmental or regulatory agencies, utilization of advances in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. Liability to anyone arising out of use or reliance upon any information set forth herein is expressly disclaimed, and no representations or warranties, expressed or implied, are made with respect to the accuracy or utility of any information set forth herein.

This document is not to be construed as a suggestion to any manufacturer to modify or change any of its products, nor does this document represent any commitment by BellSouth Services Incorporated to purchase any product whether or not it provides the described characteristics.

Nothing contained herein shall be construed as conferring by implication, estoppel or otherwise, any license or right under any patent, whether or not the use of any information herein necessarily employs an invention of any existing or later issued patent.

If further information is required, please contact:

Information Exchange Manager
BellSouth Services Incorporated
31C50 Southern Bell Center
675 West Peachtree St., N. E.
Atlanta, Georgia 30375
404−420−2100

# BELLSOUTH LATA ACCESS OPERATIONS GUIDELINES FOR INTEREXCHANGE CUSTOMERS INSTALLATION AND MAINTENANCE OF FEATURE GROUP A, WATS AND SPECIAL ACCESS SERVICES

## CONTENTS

# BELLSOUTH LATA ACCESS OPERATIONS GUIDELINES FOR INTEREXCHANGE CUSTOMERS INSTALLATION AND MAINTENANCE OF FEATURE GROUP A, WATS AND SPECIAL ACCESS SERVICES

## 1. GENERAL

**1.1** This section outlines the responsibilities for the installation and maintenance of Special Access Services (SPA), WATS and Switched Access Services (SAS) Feature Group A furnished to Interexchange Customers (ICs).

**1.2** This section cancels Issue B of TR 73504 and is reissued in its entirety:

- Definitions
- Recent IC/BOC interface agreements
- Tariff Interpretations/Changes
- Revised ASC Designations

Revision arrows have not been used to denote significant changes.

**1.3** The term "Interexchange Customer(s)" denotes any individual, partnership, association, corporation, or governmental agency or any other entity, which subscribes to the services offered under applicable access tariffs to provide interexchange telecommunications services for its own use or for the use of its customers (End Users). The ICs may be regulated communications common carriers authorized by the Federal Communications Commission (FCC) to provide interstate private line communications services, carriers authorized by a state commission to provide intrastate services, or non−carrier entities ordering on their own behalf. The ICs may request the BellSouth Operating Companies (BOC) to provide various facilities and terminations to be used as part of the IC's or their own services. The fundamental principles governing the relations between the BOCs and the ICs are:

(a) The ICs have the responsibilities for their own end−to−end services.

(b) The Bell Operating Companies will show no discrimination between different ICs.

**1.4** BOC responsibility for the Access Services provided will include equipment and facilities between the Point(s) of Termination (POT) and a BOC switching office or hub, or between two POTs. These facilities, including any entrance cable or drop wiring, will be installed by the BOC to reasonably situated Points Of Termination.

**1.5** The BOC will not be responsible for the installation, operation, or maintenance of any IC or end user−provided communications equipment.

**1.6** The BOC is not jointly participating in the IC's services but is only providing certain facilities in connection with the service the IC furnishes to its customers (end users) or to itself.

## 2. DEFINITIONS

**2.1** ACCESS SERVICE: A BOC provided communication path between an IC and an End User or BOC to an IC in the same LATA. Access Services are provided as Special Access service (SPA) or Switched Access Service (SAS).

**2.2** ACCESS SERVICES COORDINATOR (ASC): When two or more Local Exchange Carriers (LECs) jointly provide an Access Service, the ASC is the LEC which serves as coordinator and single point of contact for the Access Service. The ASC coordinates the negotiation, design, installation, completion and maintenance of the jointly provided Access Service. Company−specific agreements between the involved LECs determine which company will serve as ASC. The ASC concept is also applied to "cross boundary" situations in which an Access Service crosses state/company/region boundaries within a LATA.

**2.3** AGENT: The term "Agent" denotes an entity which has an agreement between itself and its customer empowering it to act as the customer's agent in providing and maintaining that customer's service. The entity obtains an agency authorization from its customer specifying the degree and term of the responsibility.

**2.4** BUSINESS CUSTOMER ASSISTANCE CENTER (BCAC) A network center designed to facilitate a single point of contact concept for South Central Bell exchange business customers and Interexchange Carriers, to report trouble on non−design access services e.g., WATS/800 service.

**2.5** CENTRALIZED REPAIR SERVICE ANSWERING BUREAU (CRSAB): A point of contact for customers to report trouble with their telephone service.

**2.6** CONTROL OFFICE: The Control Office is a BOC center or office that has been assigned installation and/or maintenance control responsibilities for an access service furnished to an IC. The Control Office will be the point of contact for ICs regarding installation and circuit specific maintenance activities. The Control Office is not responsible for the overall service of which the access service is a part. (See Part 3.C below)

**2.7** CIRCUIT PROVISION CENTER: The Circuit Provision Center (CPC) is a BOC organization which provides circuit designs in the form of Design Layout Reports (DLR).

**2.8** DESIGN LAYOUT REPORT (DLR): A report furnished to the ICs containing the technical and administrative information that describes the access service provided by the BOC. Non−design services may not utilize a DLR.

**2.9** END USER: The term "End User" denotes any individual, partnership, association, corporation, governmental agency or any other entity which (A) obtains a common line, uses a pay telephone or obtains interexchange service arrangements in the operating territory of the Telephone Company or (B) subscribes to interexchange service(s) provided by an IC or uses the service of the IC when the IC provides interexchange service(s) for its own use.

**2.10** END USER AGENT: See "Agent" defined above.

**2.11** FEATURE GROUPS: Switched Access Service (SAS) will be provided by the BOCs in four different arrangements known as Feature Groups, which are described as follows:

(a) FEATURE GROUP A (FGA): Provides line side access to a BOC switch with an associated seven digit local telephone number for originating access. At the option of the customer, FGA may be provided on a single or multiple line group basis and may be arranged for originating calling only, terminating calling only or two way calling.

(b) FEATURE GROUP B (FGB), FEATURE GROUP C (FGC) and FEATURE GROUP D (FGD): These Feature Groups provide trunk side connections to a BOC switch. The Switching Control Center (SCC) is normally the Control Office for FG B, FG C, and FG D. Installation and maintenance responsibilities for these Feature Groups are covered in BellSouth TR−73502 (see para. 14.1).

**2.12** GOOD−NIGHT TIME: The term used to designate the actual termination of television, video or audio transmission at the customer facility.

**2.13** IC PROVIDED EQUIPMENT: Telecommunications devices, apparatus, and associated wiring provided by the IC.

**2.14** INDEPENDENT COMPANY (ICO): A company engaged in the business of furnishing public (exchange) telecommunication and access service which is not a Bell Operating Company.

**2.15** INDUSTRY STANDARD INTERFACE (ISI): Provides standards for and language definitions used in exchanges of information (interactions) between IC's and BOC's. The major functions requiring such interactions are: Request for Service, Design Layout Report, Installation, Maintenance, Inquiries, Carrier Access Billing, Customer Service Records and Forecasting.

**2.16** INSTALLATION/MAINTENANCE CENTER (IMC): The IMC is an administrative center which coordinates the activities associated with installing, repairing and maintaining exchange services and non−design special access services. Repair answering functions may be handled by the CRSAB for the IMC and BCAC.

**2.17** INTEREXCHANGE CUSTOMER SERVICE CENTER (ICSC): The ICSC is an Access Service Negotiation work group which will handle sales, inquiries and orders. It is to serve as a point of contact for the access service needs of Interexchange Customers.

**2.18** ISOLATION: The process of determining the circuit element which has failed.

**2.19** LOCAL ACCESS TRANSPORT AREA (LATA): Local Access Transport Area is a geographical territory for which a BOC provides Access Services to an IC in accordance with the Modified Final Judgement (MFJ). Communications links between the LATAs will be provided by Interexchange Customers.

**2.20** LOCAL EXCHANGE CARRIER (LEC): The term LEC includes BOCs and Independent Telephone Companies (ICO), and denotes a company engaged in the business of furnishing exchange services and Access Services in a franchised territory.

**2.21** MAJOR ACCOUNT CENTER (MAC): A Network Center which facilitates a single point of contact for designated customers in Southern Bell only. Used for customers reporting trouble conditions that would normally be reported to the Special Service Center (SSC) and/or Centralized Repair Service Answering Bureau (CRSAB).

**2.22** OTHER LABOR: Requests from the IC to provide other labor, not identified in (a) through (e) below, such as expedited make busy, must be mutually agreed to by the BOC and the IC before such work is undertaken. This work is billable.

(a) Overtime installation.

(b) Additional acceptance testing.

(c) Nonscheduled Testing.

(d) Overtime Repair.

(e) Standby Time. (does not apply to installation)

**2.23** OVERTIME: Any BOC installation or maintenance effort performed outside of an employee's regularly scheduled working hours.

**2.24** POINT OF TERMINATION (POT): The term "Point of Termination" denotes the point of demarcation within a customer−designated location at which the BOC's responsibility for the provision of Access Service ends.

**2.25** POINT OF PRESENCE (POP): The POP is the physical location (a structure where the environmental, i.e., power, air conditioning, etc., specification for BOC terminating equipment can be met) at which an Interexchange Customer establishes itself for the purpose of obtaining exchange access. The POP is the physical location within which the POTs occur. POPs must be identified for both switched access and special access.

**2.26** PRE−SERVICE TESTS: A procedure that ascertains the proven function and quality of the service to the POT, prior to cooperative turn−up of the service by the BOC and IC. The BOC and IC each have responsibility for pre−service testing up to their respective side of the POT.

**2.27** REGISTERED EQUIPMENT: Equipment or systems connected to the telecommunications network in accordance with the Registration Provisions of Part 68 of the FCC's Rules and Regulations.

**2.28** SECTIONALIZATION: The process of determining which side of the POT a trouble locates.

**2.29** SPECIAL SERVICE CENTER (SSC): The SSC is responsible for installation and maintenance of BOC Specially Installed and Maintained Services (SIMS) circuits, i.e., those that require the use of test sets, methods, and tools not normally associated with standard message services such as Feature Groups B, C, and D. Feature Group A, WATS and Special Access Services will be controlled by the SSC or other designated centers e.g., BCAC/MAC center(s).

**2.30** SPECIAL ACCESS SERVICES (SPA): SPA provides a transmission path to connect IC designated premises, either directly or through a BOC hub where bridging or multiplexing functions are performed. SPA includes all LATA access not utilizing a BOC switch. SPA is provided by channel type. The ten channel types of SPA are: Metallic, Telegraph Grade, Voice Grade, Program Audio, Video, Wideband Analog, Wideband Data, Digital Data, High Capacity, and WATS Access Lines (WAL).

**2.31** SWITCHED ACCESS SERVICE (SAS): SAS is a BOC provided switched electrical communications path between an IC POT and a BOC switch. SAS is provided as Feature Groups A, B, C and D.

**2.32** WATS ACCESS LINE (WAL): A WAL is a special access service which provides a connection between an end user's premises and a BOC switch capable of performing the necessary screening functions for WATS (Wide Area Telephone Service). A WAL is provided for use at the closed end of such services. WALs may be furnished to provide for both originating and terminating WATS service, or one way originating as in out−WATS, or terminating as in In−WATS (800 service).

## 3. RESPONSIBILITIES

### A. INTEREXCHANGE CUSTOMERS

**3.1** The IC has the overall installation and maintenance responsibility for the total service to its end user or itself. It is responsible for the overall coordination of installation and testing of its services.

The IC:

(a) Provides adequate personnel and compatible test equipment to install and maintain its services.

(b) Coordinates with the BOC, which provides the Access Service for its total service, to ensure that the services are installed in accordance with their service request.

(c) Notifies the appropriate Interexchange Customer Service Center (ICSC) when there is any change effecting the service requested, including due date changes.

(d) Acts as their end user's (customer's) contact in all matters involving installation and maintenance of IC provided services.

(e) Receives trouble reports from their end users (customers).

(f) Sectionalizes trouble to determine if reported trouble is located in its facility or service, or in the BOC provided Special Access Service (SPA).

(g) When trouble is sectionalized to a BOC provided Access Service, the IC cooperatively tests with the BOC Control Office if necessary, to further identify and clear the trouble.

(h) Keeps its end user (customer) advised of the status of trouble clearance.

(i) Obtains releases from its end user (customer) when requested by the BOC for other than trouble or installation reasons, such as rearrangements or Non−scheduled testing.

(j) Provides a contact number that is readily accessible 24 hours a day, seven days a week.

(k) Maintains complete and accurate installation repair records.

(l) Advises the BOC Control Office when there is an IC facility failure affecting the Access Services the BOC is furnishing the IC.

(m) Performs bulk analysis of its end user's reports. If the IC's analysis of trouble reports reveals a trouble pattern developing, the IC may consult directly with the BOC Control Office to see if there is some concurrence or agreement on the formation of a particular service pattern.

(n) Provides BOC personnel access to the POT when required.

## B. BELL OPERATING COMPANY

**3.2** The BOC is responsible for ensuring that the Access Services furnished to an IC are installed and functioning properly. In addition, the BOC should work cooperatively with the IC in the acceptance testing of the Access Services. (See Part 4)

**3.3** The BOC is responsible for designating a Control Office for each Access Service furnished to an IC.

**3.4** The BOC will furnish the IC a trouble reporting telephone number for each access service. This number should be handled and answered using the same procedures used for intra−LATA special service trouble reporting numbers.

**3.5** The IC is notified of the designated Control Office and its trouble reporting telephone number via the Design Layout Report (DLR) or other notification furnished to the IC during the provisioning of the Access Service. BOC field forces are notified via the WORD document or other existing procedures.

## C. BOC CONTROL OFFICE

**3.6** The overall responsibility of the BOC Control Office will be to control the installation and maintenance of each Access Service furnished to an IC.

**3.7** The Control Office will assume the following specific installation and maintenance responsibilities:

(a) Ensures installation and maintenance of Access Services conforms to current practices and procedures.

(b) Maintains adequate and current records of facilities and equipment assignments, including records of temporary changes on Access Services for which it has responsibility.

(c) Coordinates clearing troubles which are located in the BOC provided facility and/or Central Office equipment.

(d) Cooperates with other BOC offices and the IC when requested to assist in testing, in order to sectionalize and clear circuit trouble(s).

(e) Advises the IC office of major failures affecting Access Services.

(f) Accepts circuit specific trouble reports from the IC, and initiates corrective action on service−affecting conditions and reports to the IC office a description of the trouble noted and action taken.

(g) Consults with the IC Control Office before making any changes which would affect service except under emergency conditions as defined locally.

(h) As Control Office, coordinates with the IC's Control Office and the various BOC work groups to:

Ensure that the Access Services are installed per the service orders.

Meet acceptance requirements to the POT(s).

(i) Performs maintenance cooperatively with the IC when requested.

(j) Prepares an Interexchange Customer Billing Detail Form when applicable, which accounts for billing for overtime, additional cooperative acceptance testing, standby time, nonscheduled testing, other labor and Maintenance of Service Charge.

(k) Provides status reports regarding installation and repair activity when requested.

(l) Notifies the ICSC when customer credit allowance is required, using local BOC reporting forms.

(m) Coordinates the activation of line translations or equivalent to insure proper operation of hunting arrangements to prevent premature selection of the service by the customer.

**3.8** Both the installation and maintenance records must be complete and accurate. Sufficient details regarding the BOC provided Access Service must be recorded so that timely repair activity can be implemented.

**3.9** Records required to satisfy Control Office installation and maintenance responsibilities are to be maintained by the Control Office and must be updated when order activity occurs.

**D. OTHER WORK GROUPS**

**3.10** The Control Office has the overall responsibility for completing billing charges. All work groups who are performing work functions under the direction of the Control Office, must report their additional labor charges to them in an expedited manner. In addition, they must provide the Control Office with details concerning any work requiring additional billing to the IC and any service interruptions which could result in a customer credit allowance.

**3.11** Details of interruptions to BOC services provided to an IC must also be furnished to the Control Office. Sufficient data must be given to the Control Office to allow them to process customer credit allowances as described in Part 7.

## 4. INSTALLATION

**A. SERVICE ORDER ACTIVITY**

**4.1** The IC will order from the ICSC in each BOC the Access Service required. The ICSC is the BOC point of contact for the IC on installation activity for both design and non−designed access services.

**4.2** The BOCs will use established procedures to track orders for Access Services.

**4.3** Where digital equipment is utilized synchronization/looptiming equipment and/or options should be verified.

**4.4 ESTABLISHING INTERFACE**

The point of connection between the BOC facilities or equipment and the IC facilities or equipment is referred to as the Point of Termination (POT). It is the responsibility of the IC to arrange for suitable equipment space and electrical power, if required, at the POT. The space furnished shall be in a safe working area and will be accessible during normal working hours to BOC personnel for installation and maintenance purposes or IC personnel will be available to work with BOC personnel.

## B. PRESERVICE TESTS

**4.5** The Control Office must ensure that preservice test requirements have been met and recorded.

## C. ACCEPTANCE TEST PARAMETERS

**4.6** ACCEPTANCE TESTS FOR FG−A, SPA AND WATS ON ANALOG FACILITIES.

(a) For Feature Group A, on analog facilities, these parameters (when applicable and specified in the order for service) will be tested:

- Loss
- 3 Tone Slope
- DC Continuity
- Operational Signaling
- C−Notched Noise
- C−Message Noise
- Balance for 2W/4W

(b) For Voice Grade analog SPA, on analog facilities e.g., wire cable, these parameters (when applicable and specified in the order for service) will be tested:

- Loss
- 3 Tone Slope
- DC Continuity
- Operational Signaling
- C−Notched Noise
- C−Message Noise

Also a Balance test will be made if the customer has ordered the improved loss optional feature.

(c) For designed (i.e., WORD document issued) WATS Access Lines, on analog facilities, these parameters will be tested:

- Loss
- 3 Tone Slope
- DC Continuity
- Operational Signaling and Predesignated Interexchange Carrier (PIC) verification if the IC has furnished a PIC verification number.
- C−Message Noise

- Balance for 2W/4W

(d) For non−designed (i.e.,− no WORD document issued), these parameters will be tested:

- Operational Signalling (and PIC verification if the IC has furnished a PIC verification number)

(e) For other analog (e.g., Telegraph) and digital SPA, tests will be made for the parameters applicable to the service as specified by the customer in the order for service.

**COOPERATIVE ACCEPTANCE TEST PROCEDURES − DIGITAL FACILITIES − DIGITAL INTERFACE**

**4.7** ACCEPTANCE TEST PROCEDURES − NON−SWITCHED SPECIAL ACCESS SERVICE DS−0 ADDED TO EXISTING DS−1 FACILITIES WITH A DIGITAL INTERFACE PROVIDED AT THE IC POT

If the DS−0/Voice grade service is being extracted from the DS−1 facility at the POT, by the IC, cooperative acceptance tests should be performed from the IC POT to the End−User POT. If the IC does not extract the DS−0 Voice Grade Service at the IC POT, **in lieu of cooperative acceptance tests,** the BOC will perform acceptance tests from the End User POT through the BOC channel unit, or from the DSX−1 bay or equivalent using a drop and insert type test set. If requested, the BOC will provide the test results to the IC. (See Exhibit 1)

**4.8** ACCEPTANCE TEST PROCEDURES − WATS ACCESS LINES AND FEATURE GROUP A ADDED TO EXISTING DS−1 FACILITIES − DIGITAL INTERFACE PROVIDED AT THE IC POT

If the DS−0 voice grade service is being extracted from the DS−1 facility at the POT, by the IC, cooperative acceptance tests should be performed from the POT to the WATS serving office/dial tone office. If the IC does not extract the WATS Access line or Feature Group A at the IC POT **in lieu of cooperative acceptance tests,** the BOC will perform applicable operational and transmission tests from the WATS serving office/dial tone office through the BOC's channel unit, or from the DSX−1 bay or equivalent using a drop and insert type test set. If requested, the BOC will provide the test results to the IC. (See Exhibit 2)

**4.9** ACCEPTANCE TEST PROCEDURES − INSTALLATION OF A DS−1 SERVICE ON AN EXISTING DS−3 SERVICE WITH A DIGITAL INTERFACE PROVIDED AT THE IC POT

When the IC demuxs the DS−3 to DS−1 service at their POT, cooperative acceptance tests, when requested, will be performed from the End−User POT at the DS−1 rate to the IC POT. Where the ICs demux to DS−1 is beyond the POT or the IC requests a loop back, **in lieu of cooperative acceptance tests** the BOC will provide a loop back at the DSX−1 or equivalent toward the MUX, and notify the IC. This method when used should be determined prior to scheduling cooperative acceptance tests. The BOC will then perform appropriate tests on the DS−1 from the BOC's DSX−1 or equivalent to the End−User POT then notify the IC of the results, if requested, and coordinate the removal of all loop backs. The IC can then verify the End−to−End DS−1 service. (See Exhibit 3) Parameters for the DS−1 are indicated in Bellcore PUB−62508 (see para. 14.1).

**4.10** ACCEPTANCE TEST PROCEDURES − INSTALLATION OF A DS−3 SERVICE WITH A DIGITAL INTERFACE PROVIDED AT THE IC POT

This procedure is in lieu of Bellcore PUB−62508 tests performed on the 28 individual DS−1's within the DS−3. Perform one 40 minute test from the BOC DSX−3 to the IC DSX−3 (or equivalent) using Framed Format. If the test result is less than 73 errored seconds ( <73 ES) accept the DS−3 service. If this first 40 minute test is equal to or greater than 73 errored seconds ( >>73 ES) perform 3 additional 40 minute tests. If 3 out of 4 tests are each less than 84 errored seconds ( <84 ES) the DS−3 service should be accepted.

**4.11** COOPERATIVE ACCEPTANCE TEST OF DIGITAL TRANSMISSION FACILITIES WITH A DIGITAL INTERFACE IN CONNECTION WITH AN ORDER FOR SWITCHED ACCESS SERVICE FG−B, C OR D WILL CONSIST OF THE FOLLOWING

- Bit Error test in each direction of transmission using compatible Quasi/Pseudo Random Signal Source. (Described in Bellcore PUB−62411) (see para. 14.1).

  Acceptable Bit Error Ratio should be 10−7 or better for a period of five minutes.

- Test should be made from the BOC DSX closest to the BOC Switch, to the first IC DSX or equivalent. The test shall be performed at a mutually agreed upon time during normal business hours.

  Or in lieu of the above

- If the DS−1 facility is connected to a DS−3/HC−3 Service, in lieu of cooperative acceptance tests, the BOC will provide a Loop−back toward the MUX at the DSX−1 closest to the BOC Switch and notify the IC the loopback is in place.

- The IC can then verify the integrity of the DS−1 through the DS−3/HC−3. Bit Error Ratio parameters apply.

**D. COOPERATIVE ACCEPTANCE TESTS**

**4.12** Prior to the due date the Control Office should contact the IC and advise that the Access Service is ready to be turned up. At no additional charge, the BOC will at the customer's request cooperatively test the above listed parameters at the time the Access Service is installed. The IC has the option of acceptance with or without Cooperative Acceptance Testing on or before the due date. If the IC requests Cooperative Acceptance Tests, the Control Office shall schedule a mutually agreeable date and time and coordinate all normal acceptance testing as specified on the order. If the IC declines cooperative acceptance tests, the date, name and telephone number of the IC person authorizing acceptance without testing must be recorded and retained by the Control Office.

**4.13** When intelligent Network Terminal Channel Equipment, commonly referred to as "Smart NCTE", are deployed on Special Access Services, cooperative acceptance tests may be performed remotely by the Control Office without the presence of a technician at the customer POT. Preservice tests, from IC POT to NI POT must have been properly performed and documented before calling the IC for cooperative acceptance tests. In some cases the IC may request a dispatch to the NI POT in order to accept the circuit as working. The BOC will honor the IC's request but must inform the IC that additional charges will be applied if no trouble is found in the BOC facilities. The Control Office must make the IC aware that though the technician is physically located at the NI−POT, he/she cannot contribute to the test procedure. If billable Additional Cooperative Acceptance Tests (ACAT) are requested and performed the technician may be required to participate.

**4.14** At the time of Cooperative Acceptance Testing, the BOC forces under the direction of the Control Office will perform the acceptance tests as specified on the order. Unless directed to do so by the Control Office, the BOC forces will not test directly with the IC. Once the acceptance tests have been completed on the Access Service the BOC will "make busy" the termination, if required, to prevent selection and false seizures from affecting the switching machines. It will be necessary for the IC to coordinate with the designated Control Office (both ends of their overall service) for the removal of the "make busy".

**4.15** In the event that the IC is not ready on the due date, and the BOC has satisfactorily performed preservice tests, the BOC Control Office should complete the service on the due date. New service and additions should be made inaccessible to subscriber traffic until acceptance tests are made with the carrier. The BOC Control Office will not schedule another test after the due date without an additional charge as discussed in Part 5K Non−Scheduled Testing. If the service is a rearrangement, the BOC must contact the ICSC and advise them that the service can not be completed because of an IC not ready condition and the order requires further negotiation with the IC.

**4.16** While performing Cooperative Acceptance Tests the IC may request that operational signaling tests be performed to ensure that the service is functioning properly. Operational signaling tests will be performed at no additional cost. For example, an operational signaling test verifies that the BOC provided signaling (loop, duplex, single frequency, multifrequency, or E and M) is functioning properly. This test consists of the BOC employee using a dial test set or another test telephone to verify that the pulses are received by the IC. This operational test does not require the use of any particular test set.

**4.17** The BOC Control Office will internally coordinate the operational signaling test requested by the IC. Central office and field forces will perform operational signaling tests only under the direction of the Control Office.

**4.18** If the IC will not accept the Access Service, after performing Cooperative Acceptance Tests, because one or more of the acceptance parameters are not met, the BOC will verify that the Access Service is meeting design requirements.

**4.19** Requests for End to End and/or Intercarrier Testing should be handled in accordance with Part 8.

**E. COMPLETIONS**

**4.20** When an IC requests access service order completions outside the BellSouth nine state operating area via the toll network, the IC should provide the BOC either a toll free number (800 service), agree to accept reverse charges from our control centers, or provide a contact number within the BellSouth Region.

**4.21** Upon acceptance of the Access Service by the IC with or without acceptance tests being performed, the BOC Control Office should record the date and the name of the IC representative accepting the service and whether or not acceptance tests were performed.

**4.22** The BOC Control Office should report the order as completed and furnish required information. For non−designed access services, it is the responsibility of the control office, normally the IMC, to furnish the IC a point of contact for maintenance. Normally this is the BCAC in SCB and the IMC/MAC in SBT.

## F. DISCONNECTS

**4.23** Disconnect activity should be performed according to local BOC procedures.

## G. ADDITIONAL COOPERATIVE ACCEPTANCE TESTING (ACAT)

**4.24** Any transmission measurements or signaling tests requested by the IC at the time of acceptance and not specified as normal acceptance tests are considered additional and will be billed to the IC. The IC should be advised that additional charges will be billed for these tests. The IC will normally specify on its initial order to the BOC any additional tests required. However, additional tests may be requested by the IC subsequent to its initial order. These requests will be addressed directly to the BOC Control Office.

**4.25** Normal tariffed acceptance test parameters are performed with the IC, at their request, at no additional charge. (see 4C above) However, there are some tariffed parameters that are not normally tested during cooperative acceptance, but may be requested to be performed by the IC. Such test are billable to the IC if they meet requirements. Those parameters not met are to be brought within requirements at no charge to the IC.

**4.26** Time required to perform additional installation transmission or signaling tests over and above those required in Cooperative Acceptance Testing is billable to the IC.

**4.27** In all cases, it is the responsibility of the IC to use test equipment that is compatible with the test equipment being used by the BOC for measurements. Upon request, and provided the BOC is capable of providing such tests, the BOC will cooperatively perform additional tests with the IC.

**4.28** Completion of the order will not be contingent on ACAT test results which are furnished to the IC as information only.

**NOTE: Access Services must be restored to immediate action limits on any tariffed parameters when reported as trouble. However, during Cooperative Acceptance Testing, only the normal acceptance tests will be performed without additional billing.**

## H. OVERTIME INSTALLATION

**4.29** When an IC requests work to be done outside regularly scheduled hours and the request was not included on the initial order, such requests should be received by the BOC Control Office employee who should ascertain the nature of the work and the specified date and time the IC wishes to begin the work.

**4.30** Overtime installation is the time spent by BOC persons doing the installation functions outside their scheduled working hours. Hours considered as overtime are billable to the IC, as outlined in the following paragraphs.

**4.31** The BOC Control Office should determine the various craft groups that would be involved in the work and notify local management so that rescheduling can be considered.

**NOTE: The BOC should attempt to use scheduled people whenever possible and to reschedule only when sufficient notice has been received and when it is possible to do so.**

**4.32** If the requested start date and time is more than 72 hours hence, the BOC Control Office should notify the IC that the BOC will attempt to reschedule people but, if unable to do so, any nonscheduled hours which are required will be billable.

**4.33** If a BOC technician is required to work on a nonscheduled basis, the billable overtime hours begin at the time the IC requests the start of the work and end when the job is completed or the BOC technician has been released by the IC. This includes travel time to and from a location.

**4.34** In the event a technician is called out for IC overtime installation, the normal travel time from place of reporting, the work time, and the normal travel time back to place of reporting are billable at the overtime rate.

## 5. MAINTENANCE

### A. GENERAL

**5.1** The IC is responsible for performing all necessary tests to determine the nature of the trouble. If the trouble is found to be in the BOC−provided service, the IC tester will report the trouble to the appropriate BOC Control Office.

**5.2** Trouble reports received from an IC should be taken as an implied request for dispatch. Those requests for test without a dispatch authorization by the IC should be considered as a test assist or information report.

**5.3** The IC should provide the following information to the BOC Control Office:

(a) BOC circuit identification number.

**NOTE: The IC must report troubles using the BOC circuit identification. The BOC will not accept reported trouble such as all circuits in a group, all locations on a multipoint, etc., unless that is the actual condition. In some cases it may be necessary to test (with IC authorization) an entire circuit group (e.g., In−Wats) to identify a defective circuit(s). Those circuits tested without trouble found are billable as Non−Scheduled Testing.**

(b) Date and time of reported trouble.

(c) Nature of trouble.

(d) Any other information that may be of assistance to the BOC Control Office, for example, results of tests performed by the IC.

(e) The name or initials of the IC employee or agent reporting the trouble.

(f) A callback telephone number for testing and/or restoral of service to the IC.

**5.4** Generally, reports on the IC's purchased facility will reference the common language circuit identification (CLCI) of the facility, unless the HI−Cap is multiplexed by the BOC. ICs reporting BOC−multiplexed or BOC−owned facilities will provide the common language facility identification (CLFI) shown on their DLR.

**5.5** For an IC to perform proper repair tests on line terminated services, it may be necessary for the IC to request that the BOC Control Office have the circuit made busy. Procedures for handling requests for make busy are covered in Part 5, Sections F and G.

**5.6** The BOC Control Office is responsible for the following:

- Properly maintaining the Access Service furnished to the IC.
- Coordinating with the IC, the sectionalization of trouble in the Access Service.
- Performing the tests needed to isolate and clear reported trouble sectionalized to the BOC−provided service.
- Dispatching BOC field repair forces and coordinating the clearance of troubles located in the BOC−provided service.
- Coordinating verification tests on the Access Service, as appropriate, with the IC to ensure the trouble has been cleared.

**5.7** The BOC Control Office is responsible for contacting the IC when rearrangements of facilities or other such work requires the release of a service by the IC's end user.

**5.8** Communication may also be necessary on services that involve an IC, their intermediate agent, and a BOC. In these situations the cooperation of all three organizations may be necessary to expedite trouble clearance. When it is necessary for communication between the IC and BOC, it is required that this contact be made through the intermediate agent.

**5.9** The BOC Control Office, upon receipt of a trouble report, will conduct independently or cooperatively with the IC tester any tests required to identify and clear the trouble. If it is determined that testing with other BOC forces is required, all such activity will be directed by the BOC Control Office. No direct contact between other BOC field forces and the IC tester will be made except at the direction of the BOC Control Office.

**5.10** The BOC Control Office should coordinate the sectionalization of circuit trouble within the BOC−provided services and should minimize the dispatch of technicians to the POT(s). If it is necessary to dispatch a technician to the POT, the person dispatched will be responsible for providing status information to the BOC Control Office. The BOC Control Office will determine the frequency of such contacts.

**5.11** The deployment of intelligent Network Terminal Channel Equipment, some times referred to as "Smart NCTE" should replace the need for dispatch when an IC requests or demands a dispatch for isolation and/or sectionalization assistance. A request for a dispatch by an IC should be honored and ancillary charges applied for no trouble found or trouble not in BOC equipment determinations.

**5.12** BOC employees will limit their repair activities to BOC−provided equipment. No attempt should be made to adjust or repair equipment belonging to the IC or its end user. The IC or others may not rearrange, move, disconnect, remove, or attempt to repair any equipment provided by the BOC. The BOC is responsible for leaving a circuit in the same condition as when repair activity began. If the circuit was found closed through, open, terminated, etc., the circuit will be left in the same condition, unless requested by the IC tester to do otherwise and agreed to by the BOC Control Office.

**5.13** The IC should maintain all apparatus and equipment it provides. The IC, not the BOC, is responsible to their end user for end−to−end service of which the Access Services provided by the BOC are a part.

**5.14** Normal acceptance tests specified for the Access Service being provided are considered to be normal maintenance tests when performed in conjunction with a reported trouble.

**5.15** The installation and maintenance testing procedures described in this section should allow the IC to isolate and/or clear virtually all trouble conditions encountered. Requests for end−to−end and intercarrier testing should be handled in accordance with Part 8 of this document, End to End and Intercarrier Testing.

**B. MAINTENANCE OF DS−0/VOICE GRADE SERVICE WITHIN DS−1 FACILITIES**

**5.16** If initial testing of the DS−0 Service indicates the trouble is toward the DS−1 Service/facility the following procedures should be followed:

- Use test equipment to extract the DS−0/Voice Grade service from the DS−1 bit stream. The IC will perform a cooperative test with the EC from the IC POT location to either the End User POT or the BOC HUB location.
- If the IC does not normally staff the POT or have remote test access, the BOC will, upon an IC request, determine if the trouble is at the DS−0 level, which may involve substituting the channel unit.
- If changing the channel unit, where appropriate does not clear the trouble the IC will dispatch to their POT to perform cooperative tests.

**C. MAINTENANCE OF DS−1 SERVICE WITHIN A DS−3 SERVICE**

**5.17** Alarmed failures on MUX/DEMUX equipment should be handled as follows:

- When either an IC or BOC receives a DS−1 alarm, which impacts the other company, they shall notify the other party.
- Equipment specific alarms (e.g., Fuse Alarms) shall be cleared by the carrier receiving the alarm and a clearance given to the IC or BOC as applicable.

**5.18** Alarms that show to the DS−1 shall be handled as follows:

- When the IC MUX/DEMUX equipment is at the POT, cooperative tests will be made between the BOC and IC including the MUX/DEMUX equipment of both carriers.
- When there is no DS−1 test access at the IC pot location or if the IC POT Location is not staffed the BOC will, at the IC's requests, give a loopback to the IC at the BOC MUX/DEMUX equipment or the DSX1 closest to the MUX/DEMUX. The IC will then test the DS−1 segment from their test access point via the loopback at the BOC location.

  A. If the DS−1 then tests good the IC will refer the trouble to the BOC.

  B. If trouble is indicated and further sectionalization is required the IC will dispatch to the Point of Termination (POT).

**D. MAINTENANCE TESTING OF HC−3 SERVICE**

Special Access Arrangements

- IC POT − End User Premises
- IC POT − BOC HUB
- IC POT − IC POT

**5.19** All tests shall be performed Out of Service, using a framed format. Tests should be performed from the IC POT DSX−3 to the BOC DSX−3 or End User DSX−3 (or equivalent) POT as applicable.

**5.20** In those cases where the IC does not staff their POT location or have remote test access, the BOC will, upon the IC's request, provide a loopback at the EC−DSX−3 closest to the IC POT location. The IC will test the DS−3 from their test access point, via the loopback at the BOC DSX−3.

- If the DS−3 then tests good the IC will refer the trouble to the BOC.
- If trouble is indicated and further sectionalization is required the IC will dispatch to the Point of Termination (POT).

## E. TEST LINES

**5.21** Switched Access Services (Feature Group A) and Intrastate WATS Access Lines may provide seven digit access to balance (100 type) and milliwatt (102 type) BOC test lines where equipment is available.

**5.22** Test line type 100 and type 102 are accessible by interstate outwats lines (where available) which have an equal access WATS Serving Office (WSO). The 100 test line is accessed by dialing 711 and the 102 test line is accessed by dialing 811.

**5.23** Any IC may obtain test line access by contacting the Test Line Coordinator in each BOC who maintains a current list of test lines available and the telephone numbers used to access them. The ICs will provide a list of their test lines to the BOC when they are available.

**5.24** When experiencing difficulty accessing or utilizing Test Lines, the IC should attempt to access the Test Lines using another Access Service, if available, to determine if the trouble is in the Test Line or Access Service.

**5.25** If trouble is indicated in the Access Service, the IC should report the trouble to the appropriate BOC Control Office.

**5.26** If trouble is indicated in the Test Line, the IC should report the trouble to the BOC Control Office of the Access Service the IC is attempting to test.

**5.27** The BOC Control Office should give IC reported Test Line troubles the same priority as customer trouble reports.

## F. MAKE BUSY OF CENTRAL OFFICE TERMINATED SERVICES

**5.28** Requests for make busy may be categorized as follows:

(a) Single Circuit.

(b) Circuit groups (facility failure).

(c) Circuit group (routine maintenance).

**5.29** The following procedures specify how each type of request from an IC should be handled. Included are specific administrative and cooperative test procedures which must be followed so that the IC's request may be properly and expeditiously handled.

**5.30** Upon receipt of a request for make busy, the BOC Control Office shall initiate a trouble ticket. The trouble ticket shall be an information report, and a ticket tracking number may be provided to the IC for future reference.

### SINGLE CIRCUIT MAKE BUSY (Routine)

**5.31** An IC requesting a BOC to make busy a line−terminated service should contact the designated BOC Control Office responsible for the Access Service. The IC shall provide the Control Office with the necessary information (i.e., circuit identification). At the time of request, the IC should indicate if it wants the signaling leads opened (disabled) and whether the circuit is busy or idle.

**5.32** Upon receipt of the request, the BOC Control Office shall determine the condition of the circuit (idle or seized). If idle and so requested by the IC, the Control Office will leave the signaling leads closed to enable the IC to test into the switching machine. The Control Office will then call the appropriate work center and request a make busy of the circuit. If the circuit has a seizure on it, the Control Office will advise the IC that the signaling leads will be opened until the seizure is removed.

**5.33** If trouble is experienced on the circuit while it is made busy and the signaling leads are closed, the Control Office should disable them and notify the IC. The IC must inform the BOC Control Office upon final completion of its tests and coordinate the removal of the make busy.

**NOTE: The time required to cooperatively assist the IC in a single circuit make−busy may be nonbillable during the normal business day. Time expended to provide this service exceeding a reasonable amount is billable as "Other Labor."**

**CIRCUIT GROUP MAKE BUSY (A FACILITY FAILURE)**

**5.34** In the event of an IC facility failure, the IC should advise the BOC Control Office of the involved circuits and the need to have them made busy. Likewise if the BOC detects a failure of BOC or IC facilities, the BOC Control Office should have the circuits made busy and signaling lead opened (disabled). The BOC Control Office should then advise the IC of the action taken to protect the other users of the BOC switching machines.

**5.35** When the IC has restored its facilities, it should contact the involved BOC Control Office(s) to request the circuit make busy be removed. The IC must ensure that the circuits are in an idle condition before the BOC Control Office closes the signaling leads and removes the make busy. The control office will maintain a record of outage times.

**NOTE: The time required to make busy a group of IC line−terminated circuits due to an IC facility failure and to cooperatively assist the IC to turn up its services may be nonbillable during the normal business day. Time expended to provide this service exceeding a reasonable amount is billable as "Other Labor."**

**CIRCUIT GROUP MAKE BUSY (ROUTINE MAINTENANCE)**

**5.36** Whenever the IC or BOC needs a release of one or more Access Services, the IC or BOC will request a release for maintenance testing at a mutually agreed upon time.

**5.37** If an IC requests a circuit group be "made busy" for routine maintenance purposes, the request should normally be honored. Such requests for maintenance purposes should be made in advance by the IC where BOC work forces are required for assistance. This would allow for the scheduling of BOC work forces and times to be mutually agreed upon. The Control Office will maintain a record of outage times.

**5.38** Whenever the BOC needs a release of an IC circuit group, the BOC will request a release from the IC. If the IC cannot make busy the circuit group, it may request the BOC to assist in making the circuit group busy. After the BOC has completed its activity, it will notify the IC that the circuit group can be restored to service. The IC must coordinate the removal of any "make busy" and turn−up of the service.

## G. EXPEDITED MAKE BUSY PROCEDURE

**5.39** An IC must be able to properly perform maintenance on its end−to−end services. To accomplish this, the IC may request an expedited make busy so that the circuit is denied selection by the switching machine. Upon receipt of an expedited make busy request, the BOC Control Office should advise the IC that this type of request is billable as "other labor". However, to maintain switching machine operation in emergency conditions, billing may be waived.

**5.40** An IC request for expedited make busy of Access Services is to be handled by the responsible BOC Control Office on an expedited basis. It is handled in this manner because it is a no−test situation, requiring only that the BOC Control Office contact the appropriate Switching Control Center or other work group who may best respond to the request for taking the circuit(s) out of service (make busy).

**5.41** The BOC Control Office shall prepare a trouble ticket when it receives a request from an IC for a make busy. The Control Office will contact the appropriate Switching Control Center or maintenance work group and inform them that this is an "expedited make busy" request. The SCC or the responsible group shall respond by immediately taking the circuit(s) out of service.

**5.42** If the request for make busy cannot be handled at once, the Control Office will inform the IC of its ticket number and that the make busy request will be handled as soon as possible.

**5.43** If the IC discovers trouble in the BOC provided Access Service, it will report the suspected trouble to the Control Office referencing the expedited make busy. This trouble report shall be handled in the normal manner and in the sequence in which the report is received.

## H. INOPERATIVE OR IMPAIRED SERVICES

**5.44** Treatment of troubles detected by alarms and various reports will differ from those detected by routine test results. In addition, circuits that are inoperative will be treated differently from those that are impaired, even though the impairment may be beyond immediate action limits. Since the office on the originating end of a circuit is best equipped to detect failures, both the BOC and the IC will be responsible for detecting failures.

(a) INOPERATIVE

A service is inoperative when it becomes unusable to the customer because of a failure of a facility component used to furnish service. When BOC personnel become aware of an inoperative trouble they will notify the Control Office which will insure the access circuit is removed from service if possible, then sectionalize and repair, or refer the trouble.

When IC personnel become aware of an inoperative trouble they should have the circuit removed from service and then sectionalize (with BOC assistance if necessary).

(b) IMPAIRED

When either BOC or IC personnel become aware of an impaired circuit, regardless of direction, they will report the trouble appropriately. In the case of the Control Office they will, after analyzation, notify the IC who will be responsible to authorize release of the circuit. The IC may for instance, in periods of heavy usage, choose to leave the impaired circuit in service. If maintenance is to be delayed, a mutually agreed upon time must be designated for the start of the repair activity.

**5.45** Restoration Priority procedures are discussed in part 10 below.

## I. VERIFICATION TESTS

**5.46** After a trouble condition has been repaired or found okay by the BOC, the IC may request verification testing to determine that the trouble has been cleared. Verification tests requested should be related to trouble found. Circuit repair should be considered complete when the access service meets maintenance limits.

**5.47** The BOC will not normally dispatch a technician to make verification tests when a trouble has been cleared without dispatching.

**5.48** The IC may request tests other than those specified for the type of service involved, i.e., impulse noise measurements on a circuit not ordered for data. The BOC Control Office should notify the IC that the time required to perform these other tests will be billed to the IC as Nonscheduled Testing.

**5.49** Requests for verification tests will be handled as follows:

(a) Trouble cleared – No Dispatch Required

The BOC will not normally dispatch a technician to make verification tests when a trouble has been cleared without dispatching. When a trouble has been corrected, the BOC Control Office will assure itself that the circuit is functioning properly. If the IC insists on a verification test and it requires a BOC dispatch, the BOC Control Office should advise the IC that a charge will be made for the tests if the BOC service meets requirements.

(b) Trouble cleared – Dispatch Required

The IC may request verification of any parameter specified for the type service provided when a trouble has been reported and a dispatch is required; however, it is expected that such verification tests will be related to the trouble found. The BOC Control Office, prior to dispatch, should determine if the IC wants verification tests to be made and the nature of the requested tests. This will enable the technician to be equipped with the necessary test equipment.

(c) Standby

If the IC is not ready to begin verification testing when the BOC technician completes repairs, the IC may ask the BOC Control Office to have the BOC technician to standby. Billable Standby Time is discussed in Part 5 Section J below.

## J. STANDBY TIME

**5.50** Billable standby time for Access Services is all time in excess of one–half hour during which BOC personnel "stand by" to make coordinated tests with the IC to verify facility repair on a given service. Requests to standby must come from the IC. Such requests must be jointly agreed to by employees of the IC and the Control Office.

## K. NONSCHEDULED TESTING (NST)

**5.51** Any tests which the IC requests may be performed by the BOC and billed to the IC as Nonscheduled Testing (NST). The time to perform a test of tariffed parameters will not be billed if the test results are outside of Immediate Action Limits for the Access Service involved and the trouble is located in BOC facilities.

**5.52** A request for NST will only be accepted by the BOC Control Office.

**5.53** The ICs request for NST should include the tests to be performed, the place(s) the IC wishes the BOC to conduct the tests (e.g., POT), and the day and time desired.

**5.54** The BOC Control Office will contact the other BOC organizations required, explain the IC request, and ascertain their ability to schedule technicians on the desired date and time.

**5.55** The Control Office will inform the IC when the desired NST work request can be scheduled or negotiate a different day and/or time with the IC.

**5.56** If the requested start day and time is within 72 hours and if such work requires the use of nonscheduled people, the BOC Control Office must notify the IC that nonscheduled hours/day charges will apply.

**5.57** If the requested start date and time is more than 72 hours hence the BOC Control Office should notify the IC that the BOC will attempt to reschedule people but, if unable to do so, nonscheduled day/hour charges will apply.

## L. OVERTIME REPAIR

**5.58** Overtime repair is the time spent by BOC employees doing maintenance functions outside their scheduled working hours. When an IC requests work to be done outside regularly scheduled hours, such requests should be made by an IC employee or agent should be received by a BOC Control Office management employee.

**NOTE: If Maintenance of Service Charge (MSC) conditions are encountered during an overtime repair job, only the MSC applies.**

**5.59** When an IC requests work to be done outside regularly scheduled hours, such requests should be made by an IC employee and should be received by a BOC Control Office management employee.

**5.60** The BOC Control Office employee should ascertain the nature of the work and the specific date and time the IC wishes to begin the work.

## M. MAINTENANCE OF SERVICE CHARGE

**5.61** When an IC reports a trouble to the BOC for clearance, the IC may be responsible for payment of a Maintenance of Service Charge. The Maintenance of Service Charge shall include the total time of all technicians dispatched from their normal work location during scheduled hours or any dispatch after scheduled hours when either of the following conditions have been met.

(1) The trouble is observed to be in the equipment or communications system provided by other than the BOC or detariffed CPE provided by the BOC.

(2) No trouble is found in the BOC's facilities.

**5.62** The information must include details relative to a specific request from the IC and any other pertinent data.

**5.63** Failure of BOC personnel to find trouble in BOC facilities at the time of original dispatch will result in no charge to the IC if the trouble is actually found in those facilities on a later dispatch.

## 6. ADDITIONAL BILLING

**6.1** The additional billing information contained in this practice is of a general nature.

**6.2** Provision has been made for billing the IC for the labor costs which are in excess of those that the BOC would have incurred had normal installation and repair functions been performed during scheduled hours.

## 7. CUSTOMER CREDIT ALLOWANCE FOR SERVICE INTERRUPTIONS

**7.1** For credit allowance calculation, a period of service interruption starts when an inoperative service is reported to the BOC (or ASC in the case of jointly provided service), and ends when the service is operative, per paragraph 5.44. On jointly provided service, a BOC credit allowance applies when the trouble is located in a connecting LEC's equipment.

**7.2** An allowance for an interruption to any BOC−provided Access Service is not required in the following conditions:

(a) When the interruption is the result of the turndown of a circuit for rearrangement or other routine maintenance activity and a release of the circuit has been arranged through the IC.

(b) The trouble was the result of negligence or willful act on the part of the IC or end user.

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

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

(e) The interruption resulted from equipment or communications system provided by other than the BOC, or connecting LEC for jointly provided access services.

(f) An interruption allowance is not applicable for any period during which the IC or its end user fails to afford access to the facilities provided by the BOC or fails to release the service for testing and/or repair.

(g) When the IC refuses to authorize overtime repair charges, it is considered as a denial of access or a failure to release the service.

## 8. END−TO−END AND INTERCARRIER TESTING

**8.1** End−to−end testing refers to the testing, with assistance from the BOC(s), of an IC−provided service, comprised of facilities and equipment of the IC and the Access Service(s) provided by the BOC(s).

**8.2** Intercarrier testing refers to the testing of multicarrier connected services, i.e., testing over the facilities and equipment provided by multiple ICs and the Access Service(s) provided by the Exchange Carriers (EC).

**8.3** Circuit networks comprising BOC and IC services might experience trouble conditions which cannot be cleared by each carrier testing and maintaining its own services. A trouble condition might be identifiable on an end−to−end service although the portions provided by each carrier and each BOC apparently perform properly.

**8.4** As provider of end−to−end interLATA service to its end users, the IC has the responsibility to request and coordinate any required end−to−end and/or intercarrier testing with each sectional provider such as other ICs and Exchange Carriers (EC).

**8.5** As the provider of Access Service to the IC, the BOC is responsible for testing the Access Service from the BOC switch to the POT, or POT to POT within the LATA. BOC responsibility does not extend beyond the POT.

**8.6** BOC testing of all or part of an IC's end−to−end service; whether with the IC, another EC, or any other entity, is billable to the IC with the exception of paragraphs 8.7 and 8.8 following. When requested by the IC, the BOC will participate in testing the IC's end−to−end service either:

(a) During installation − this type of testing is billable as Additional Cooperative Acceptance Testing.

(b) After installation − this type of testing is billable as Nonscheduled testing. The Nonscheduled Testing procedures apply if it is necessary for BOC personnel to test over IC provided facilities to resolve a service affecting problem.

**NOTE: When the BOC participates in end−to−end testing of transmission parameters at the IC's request, the test results are provided to the IC as information only. No adjustments will be made to BOC equipment for the purpose of meeting an end−to−end transmission parameter. The BOC must ensure that transmission parameters are within limits between the BOC switch and the POT.**

**8.7** The IC will not be billed if, as a result of such testing, a trouble is found in BOC facilities.

**8.8** Although BOC responsibility ends at the POT, it is BellSouth policy to waive billing for cooperative acceptance testing beyond the POT on SPA and FGA for those tests that would not otherwise be billable when the following conditions apply:

(a) During Cooperative Acceptance Testing of circuits on entirely digital facilities, tests may be made from BOC to IC without additional billing per paragraphs 4.7 – 4.11.

(b) During Cooperative Acceptance Testing of FGA, call–thru tests for operational signaling and continuity may be made from BOC switch to IC switch without additional billing.

## 9. OTHER CIRCUIT ACTIVITY

## A. COORDINATED CONVERSIONS

**9.1** Coordinated conversion is a process that may be used to facilitate a change in service from one Interexchange Carrier (Former IC) to another (New IC) that involves the reuse of a portion of the Bell Operating Company provided equipment and/or facilities previously assigned to the services being converted. It requires the issuance and processing of related disconnect and connect orders and coordination of these orders throughout the entire cutover process.

**NOTE: In some cases, the New IC and Former IC could be the same entity (e.g., when an IC rehomes an Access Service to a new Point of Termination).**

**9.2** The New IC is expected to bear full responsibility for the overall installation and coordination of the various service orders and all related activities involved in the provision of its end–to–end service. The actual BOC work operations performed remain under control of the BOC Control Office according to mutually agreed upon schedules.

**9.3** The New IC will establish and coordinate conversion activities with the BOC(s), Former IC and all vendors involved. Those activities will include but are not limited to:

- COMPLETION TESTING AND NOTIFICATION,
- REQUESTS FOR CONTINUATION OF SERVICE,
- CONVERSION TIMING,
- CIRCUIT RELEASE,
- CIRCUIT CONVERSION SEQUENCE.

**9.4** Every effort must be made jointly by the New IC and the BOC(s) to successfully complete the conversion prior to considering continuation of service with the Former IC. If a New IC encounters difficulties in activating its end–to–end service after work has begun or acceptance tests have been completed on the BOC provided facilities, the New IC may negotiate and coordinate continuation of the service with the Former IC and involved BOC(s). Following successful negotiations for continuation of service, the New IC must advise the BOC Control Office and the Former IC that continuation of service has been negotiated and restoral procedure should be started.

**9.5** Since continuation of the Former IC service does not automatically defer the due date of the disconnect order, the New IC must request the Former IC to contact the BOC ICSC, or equivalent, (to request a due date change) in order to prevent the disconnect of the Former IC service. This must take place prior to the disconnect due date.

**9.6** It is the responsibility of the BOC Control Office to inform the New IC that all work involved in restoring the Former IC service and subsequent cut–over activities of the New IC facilities is work over and above that required for normal coordinated conversion cut–overs. This work may result in appropriate additional labor charges.

**B. CIRCUIT REARRANGEMENTS**

**9.7** Rearrangements of SAS circuits may include IC/BOC changes in switching or facility assignments or both. When the rearrangement requires physical work on behalf of the BOC, the Control Office shall contact the IC to determine extent of the coordination required. If, however, the rearrangement can be accomplished solely by the IC, requests for circuit make busy will be handled as specified in part 5−F and request for non−scheduled testing as specified in part 5−K.

**9.8** A sufficient time period should be agreed upon for all entities to complete rearrangement work and appropriate tests. Credit allowance rules will only apply when circuits are out of service for a duration which exceeds this period due to BOC caused problems as specified in Part 7.

**9.9** Upon completion the BOC will perform cooperative tests to determine if the rearrangement was successful. If the rearrangement affects transmission parameters, both entities will cooperatively verify that circuits are within acceptance limits.

**C. CHANGE ORDERS**

**9.10** Change orders cover any changes in the design or operation of an existing circuit or circuit group(s) administered through the ICSC or equivalent center procedure.

**D. "GOOD−NIGHT" TIMES**

**9.11** The IC Television/Program Operating Center which is contacted by the receiving customer (end user) with the actual "good−night" time is responsible for contacting the BOC providing access for the program signal and advising them of the "good−night" times. Each IC is responsible for notifying the preceding IC in tandem until the "good−night" reaches the pickup source.

**10. RESTORATION PRIORITY (RP) GUIDELINES**

**10.1** The Restoration Priority (RP) system is established by the Federal Communications Commission (FCC) Final Order No. 80−581 to restore only the most essential special service circuits to increase their reliability during emergencies.

**10.2** The IC's End Users obtain RP's for their special services by application to the FCC. If the request is granted, the FCC notifies the IC providing the service and the End User.

**10.3** The IC, when ordering Access Services from the BOC will indicate the RP code assigned by the FCC to the ICSC with the Access Service request.

**10.4** Special Service Protection (SSP) applies to all services with a Restoration Priority.

**10.5** Restoration Priority assignments are shown on service orders and on the WORD document. The field identifier (FID) is RSP, following by the Restoration Priority code.

**10.6** When reporting trouble on a BOC furnished Access Service, it is the IC's responsibility to inform the BOC Control Office of the circuit's current Restoration Priority.

**10.7** The BOC is only responsible for restoration of service that it provides.

**10.8** The Restoration Priority procedures apply on a daily trouble basis as well as in emergency conditions.

**10.9** The Restoration Priority code has four levels with subpriorities within each level. The highest priority level is "I" and the lowest is "4". The receipt of a trouble report on an Access Service Line with a highest Restoration Priority code will be handled on a next available tester basis followed by the Access Service(s) with a lower priority code. The Access Service(s) without a Restoration Priority code will be handled in normal sequence after priority service.

## 11. ESCALATIONS

**11.1** Escalation is a means of bringing problems to the attention of individuals responsible for or having appropriate authority to initiate corrective action.

**11.2** Each BOC should establish the necessary procedures to ensure timely escalation of installation and repair problems to successive levels of management. The ICs should provide a reciprocal process.

**11.3** Internal lines of escalation should be structured to allow management sufficient time to become involved in a problem−solving process prior to being contacted by an IC.

**11.4** Each BOC should develop an escalation policy for the ICs. This policy should:

(a) Be complementary to the BOC's internal escalation policy.

(b) Provide escalation times and levels, telephone numbers, and titles of managers the IC is to contact for provisioning and for maintenance escalations.

(c) Be distributed to all ICs interfaced.

(d) Be uniformly implemented and enforced.

## 12. HOLD AND TRACE PROCEDURES

### TROUBLE SECTIONALIZATION/ISOLATION HOLD AND TRACE

**12.1** It may become necessary for the BOC or IC to request a hold and trace in order to resolve a difficult trouble that cannot be identified by conventional testing methods. When this request is made, the IC/BOC receiving the request should handle it on an expedited basis, recognizing that an end user may be involved. The receiving IC/BOC will hold the call so that the end user may be released. When the trace is completed, isolation and repair should begin.

### EMERGENCY CALL TRACING

**12.2** Emergency Call Tracing is directed toward identifying the source of an in−progress call for urgent physical assistance. These traces may require both IC and BOC involvement. An IC/BOC receiving such a request will initiate the trace on an expedited basis recognizing that human life may be at stake. Information relative to these traces will be handled according to local security guidelines.

## 13. BOC/INDEPENDENT TELEPHONE COMPANY GUIDELINES

### GENERAL

The following is a broad overview of BOC−Independent Company (ICO) relationships. Detailed guidelines are contained in Bell Industry Relations (BIR) documentation.

**13.1** This section contains recommended procedures for BOCs and ICOs in providing access service to ICs where:

(a) The ICO territory is associated with the BOC LATA, and

(b) Equipment and facilities of both the BOC and ICO are used to provide the access service, including those instances when the BOC provides only facilities for direct connection between the ICO and the IC.

These procedures cover installation and maintenance activities for operations organizations.

**13.2** For multi−EC Access Service, it is recommended that a single Access Service Coordination (ASC) point be specified.

**13.3** Before an Access Servicew Request (ASR) is issued by the IC for an access service involving multiple ECs, the ECs involved should have a mutually agreeable working arrangement in place to allow one of the ECs to perform the overall ASC for the access service provided.

**13.4** Each EC is responsible for working cooperatively with ICs and other ECs to ensure that access services are installed, tested, and turned up in a timely manner and that trouble conditions are resolved without undue delay and participate in repair verification as required.

**13.5** Other service provision functions (e.g., negotiation, design, and billing) requiring BOC−ICO interaction are covered in other guidelines.

**13.6 DETERMINATION OF ACCESS SERVICE COORDINATOR (ASC) COMPANY**

Company−specific agreements between the involved LECs determine which company will serve as ASC.

(a) For Special Access Services and Switched Access Service Feature Group A, the LEC where the IC POT is located will serve as ASC.

(b) For WATS Access Lines, the LEC having the WATS serving office will serve as ASC.

(c) For Jurisdictionally Interstate Service (contaminated and cross boundary), the LATA "owner" will serve as ASC. The BellSouth BOC is the "owner" of their LATA in every case.

**INSTALLATION, TESTING AND COMPLETION**

**13.7** The ASC is responsible for ensuring that the Access Service is installed as ordered. The non−ASC LEC(s) will cooperate with the ASC to install the service.

- On the Designed, Verified, and Assigned date (DVA) or equivalent the ASC and non−ASC LEC(s) will have engineering and equipment on site. The non−ASC LEC(s) will report DVA status to the ASC. If the non−ASC LEC has not provided status within 24 hours after DVA, or equivalent, the ASC will contact the non−ASC LEC and request status.

- On or prior to Plant Test Date (PTD), the ASC will initiate pre−service tests to ensure that the Access Service is installed correctly and meets design parameters.

- Upon completion of the pre−service tests, the ASC will contact the IC and advise that the Access Service is ready to be turned up. The IC has the option of acceptance with or without cooperative acceptance tests.

- The ASC will coordinate all normal and additional testing.

- The ASC will arrange for appropriate field forces to be dispatched when required and participate in the acceptance testing with the IC.

- The ASC will notify the IC of all Due Date affecting jeopardies.

**13.8 INSTALLATION TESTING:** All procedures for preservice, acceptance, additional acceptance and other testing are the same for BOC−ICO access services as for BOC only services, except that both the BOC and the ICO participate at the direction of the ASC (regardless of which company is the access services coordinator).

**13.9** **COMPLETIONS:** The ASC has the responsibility to report to the IC that the service has been completed. Supporting documentation should be maintained by the ASC. The BOC − non ASC office(s) must record and maintain preservice test results.

A common completion date will be utilized by all involved LECs within the LATA. Therefore, no LEC may complete their portion of the Access Service until the entire service is completed and accepted by the IC.

**MAINTENANCE**

The IC will be responsible for acceptance of trouble reports from its end user and for sectionalization of troubles to the multiple EC connected facility.

**13.10** Upon receipt of a trouble report from the IC, the ASC will independently or cooperatively conduct with the IC any tests required to sectionalize and clear the trouble. The ASC will isolate the trouble to its own equipment and facilities or to a circuit segment or location in the connecting LEC(s). If the trouble is found to be in the ASC's equipment and facilities, the problem will be corrected and the trouble report closed out to the IC.

If the trouble is sectionalized to the connecting non−ASC LEC's portion of the circuit,

The ASC will:

(a) Contact the non−ASC LEC(s) and jointly test the Access Service. If joint testing indicates the trouble to be in the non−ASC LEC's equipment or facilities, the ASC will refer the trouble to the non−ASC LEC.

(b) As soon as the non−ASC LEC refers the cleared trouble back to the ASC, the ASC will perform necessary tests, turn up the service, and contact the IC accordingly.

(c) If repair verification with the IC indicates the trouble is still present, the ASC will coordinate the retesting with the other LEC(s).

The non−ASC LEC will:

(a) Cooperatively test with the ASC to determine trouble location.

(b) Accept the trouble report when sectionalized into its equipment or facilities.

(c) Upon clearing trouble, contact the ASC to confirm that the trouble has been cleared. If tests between the ASC and non−ASC LEC indicate the trouble has been cleared, the ASC will contact the IC accordingly. In the event a premature or improper hand−off has occurred, the ASC will resume cooperative testing with the non−ASC LEC(s) in order to sectionalize the trouble.

(d) Participate in verification tests with the IC under direction of the ASC.

**COMPANY−SPECIFIC AGREEMENTS**

**13.11** Company−specific Agreements between BOCs and certain ICOs may differ in some details from the procedures described above. In such instances, local instructions will supersede the provisions of this section.

## 14. RELATED DOCUMENTS

**14.1** The following are related documents:

| | | TITLE |
|---|---|---|
| 1. | BellSouth<br>TR−73502<br>Issue C<br>January, 1989<br>$14.00 | BellSouth LATA Access Operations Guidelines for Interexchange Customers Installation and Maintenance of Switched Access Feature Groups B, C and D |
| 2. | Bellcore<br>PUB−62508<br>December, 1983 | High Capacity Digital Special Access Service Transmission Parameter Limits and Interface Combinations |
| 3. | Bellcore<br>PUB−62411<br>September, 1983 | High Capacity Digital Service Channel Interface Specification |

1. To order BellSouth documents, call 205−977−8816 or use order form RF−200 at the end of this document.

2. & 3. To order Bellcore documents call 1−800−521−CORE or 1−201−699−5800.

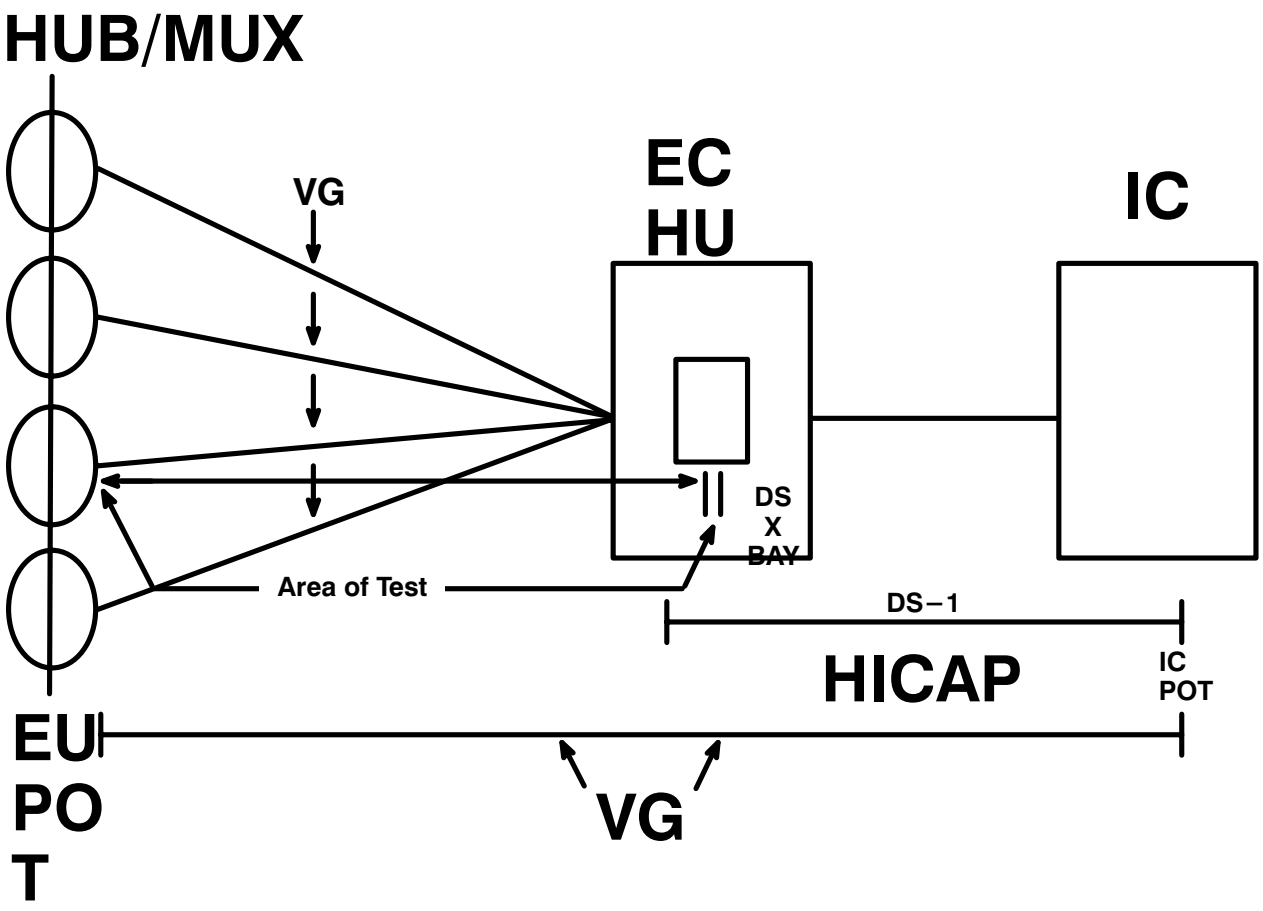


**EXHIBIT 1 − NON−SWITCHED SPA DS−0 ADDED TO EXISTING DS−1**
**(ref. para. 4.7)**

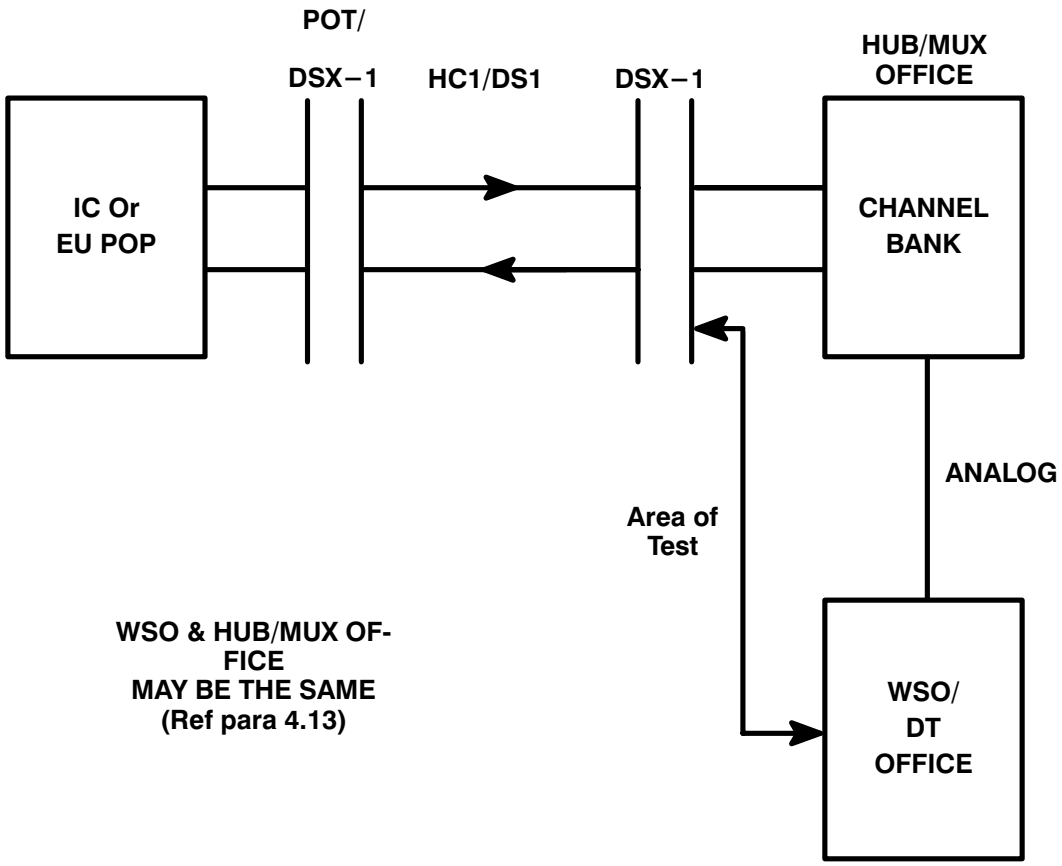


**EXHIBIT 2 − FEATURE GROUP A/WATS ADDED TO EXISTING DS−1 FACILITIES**
**(ref. para. 4.8)**

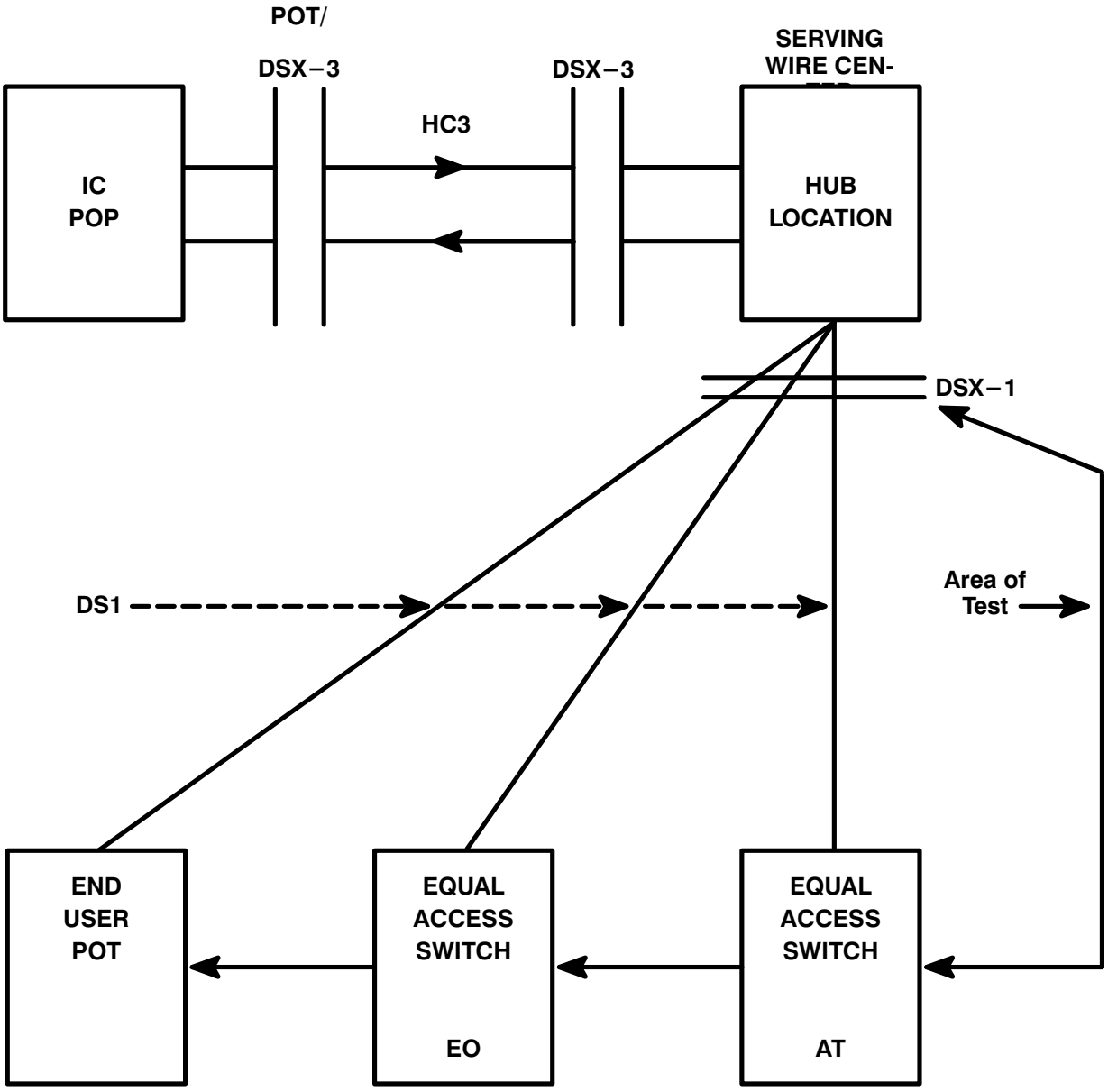


**EXHIBIT 3 − ADDING DS−1(s) TO EXISTING DS−3**
**(ref. para 4.9)**