

OFFICE RESPONSIBILITIES

SPECIAL SERVICES

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1. GENERAL

1.01 This section outlines the general responsibilities of offices involved in the installation and maintenance of Special Services and supersedes only those portions of BSP Sections 660-201-010 and 660-202-010 as they apply to Special Services.

1.02 The "Control Office Plan" is described in this section only as it applies to Special Services.

1.03 Under the Control Office Plan the responsibility for the over-all installation and maintenance of a Special Service circuit rests with the Plant Control Office (PCO). To assist the PCO in carrying out its functions other offices may be assigned responsibilities for specified portions of a Special Service circuit. These assignments will vary depending upon the length and complexity of the service, type of facilities involved, and the testing and communications arrangements available.

1.04 The assignment of a PCO delegates to that office the authority to supervise and direct installation and maintenance in other offices when such activities are required to furnish and maintain the overall service on the controlled circuit.

1.05 The material contained in this section provides a check list of responsibilities and duties. Detailed instructions for carrying out specific responsibilities and duties are contained in other practices. This practice is not intended to amend or supersede those instructions.

1.06 The primary objectives of this section are:

(a) Define the Plant Department's general responsibilities to install and maintain Special Services.

(b) Identify and describe the various types of offices and their general responsibilities to install and maintain Special Services.

2. DEFINITIONS

2.01 Special Services for the purpose of this practice include all services in the following categories:

Private Line Telephone
Private Line Telegraph
Private Line Data
Foreign Exchange
Wide Band Services

2.02 *Service Order* — In this section a Service Order (SO) is any document used to establish, change, or disconnect a Special Service. It may be in the form of a Service Order, Circuit Order, System Service Order, Universal System Service Order, or other equivalent document.

2.03 *Installation* — The entire process of equipment ordering, installing, testing, acceptance, and completion of an SO.

2.04 *Maintenance* — The process of preventive

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maintenance and of trouble testing and clearance, performed after a circuit has been established for service.

2.05 *Serving Link* — That portion of a Special Service circuit:

- (a) From the MDF or equivalent at the Serving Test Center (STC) to and including the customer's station.
- (b) From the MDF or equivalent at the Plant Service Center (PSC) to and including the customer's station when the circuit is not assigned to an STC.
- (c) From the MDF or equivalent at the last central office to and including the customer's station if the circuit does not route through an STC or PSC.
- (d) Between one customer station and another customer station when the circuit does not route through a central office.

2.06 *Inter-Office (IS) Facilities* — That portion of a Special Service circuit used to interconnect:

- (a) Two PSC's or two STC's serving stations on the same Special Service circuit.
- (b) A PSC or STC and the last central office at the distant end, if the distant end PSC or STC is off line.
- (c) The last central office at both ends of the circuit, if both PSC's or STC's are off line.
- (d) When the facilities are between one customer location and another customer location, as described in 2.05d, then there will be no IS facilities.

2.07 *Customer Requested Diversity (CRD)* — CRD routing is involved where, in order to comply with requirements specified by the customer, the Telephone Company furnishes the Special Service circuit in a manner which includes one or both of the following conditions:

- (a) Where two or more Special Service circuits must be furnished over different physical routes.
- (b) Where a Special Service circuit must be furnished on a route which avoids specified geographical locations.

3. GENERAL RESPONSIBILITIES OF ALL OFFICES

3.01 Regardless of control assignment, each office is responsible for installing and maintaining Special Services within its area of responsibility. The following are the minimum responsibilities which each office will perform.

3.02 Insure that the required practices are available and current, that all personnel are trained in these practices, that they are aware of any changes as they occur, and that the practices are followed.

3.03 Maintain adequate and current records of facilities and equipment assignments, including records of temporary changes, on Special Services for which the office has responsibilities.

3.04 Maintain correct designations at testboards, repeater bays, carrier bays, etc. Use Special Service Protection and Special Safeguarding Measures where required by the Service Order.

3.05 Maintain a record of all patches, insure that they are properly tagged and that they are restored in a minimum amount of time.

3.06 Schedule and perform routine tests and maintenance on the physical plant for which the office is responsible. Normally, the testing of either networks or circuits should be coordinated with the PCO.

3.07 Cooperate with other offices in testing to sectionalize troubles and in correcting unsatisfactory conditions.

3.08 Establish instructions which outline the action to be taken in the event of major service failures. The instructions should include a list of required reports and notifications and reference to the practices in which the reports are described. Restoration sequence is outlined in BSP Section 660-207-010.

3.09 Advise the control office of major failures or abnormal conditions.

3.10 Initiate corrective action locally if any condition which might have an adverse service reaction is noted and report to the control office the trouble noted and action taken.

3.11 Refer to the control office any problems or unsatisfactory conditions which are beyond

the authority or the responsibility of the office.

3.12 Consult with the control office before making any change which would affect service except under emergency conditions.

3.13 Cooperate with other offices during emergencies in making the best use of all available facilities.

3.14 Collect and analyze the data necessary to determine if service results are satisfactory. Take corrective action as needed. Examples of data that could be used for analysis of services measured under Customer Trouble Report Analysis Plan would be print-outs number 4, 7, 8 or 9. On those services measured under the Special Service Results Measurement Plan such print-outs as forms E5517, E5518 and E5519 can be used for analysis purposes.

3.15 Do not change the facility routing of circuits which specify *Customer Requested Diversity* (CRD) routing unless authorized by the Circuit Design Engineer or other designated person, except in the case of emergency restoration. Mark local records with the designation Customer Requested Diversity or CRD to insure immediate recognition of diverse and avoidance circuits.

3.16 Administer Priority 1 Special Services as outlined in BSP Section 660-207-020.

3.17 Insure that the Intercompany Services Coordination Plan is followed as outlined in BSP Sections 010-520-XXX.

4. SERVING TEST CENTER (STC)

4.01 An STC is the designated office responsible for the quality of service for a Special Service customer at a specified station. An office assigned as an STC must be able to fulfill the requirements and responsibilities listed in the following paragraphs.

4.02 An STC can be either On-Line or Off-Line. In an On-Line STC the circuit is routed through the office. In an Off-Line STC the circuit is not routed through the STC office in any manner.

4.03 An Off-Line STC should be assigned only when it is not feasible to assign an On-Line STC, and it must be able to fulfill all the responsibilities of an STC as outlined in this section.

4.04 An STC shall be provided with trained personnel, with adequate test equipment to install and maintain special services assigned to it, and will be able to accept reports from served customers. If not manned 24 hours a day, arrangements shall be made to transfer all customer calls to a location which is covered and has authority to initiate corrective action.

4.05 Each company is responsible for designating the offices in its organization that are qualified to operate as STC's.

4.06 Each company is responsible for assigning the STC for its contracted services.

4.07 The customer should be assigned to the STC that is closest to the customer's station.

4.08 An STC is always responsible for the quality of service to the customers it serves. In addition to the general responsibilities specified in Part 3, the STC has the following specific responsibilities.

INSTALLATION

4.09 Fulfill all SO requirements as outlined in the Intercompany Services Coordination Plan, BSP Sections 010-520-XXX, when applicable.

4.10 Acknowledge receipt of SO to the Plant Control Office (PCO).

4.11 Coordinate with PCO and local installation forces to insure that the service is installed per the SO and meets the BSP installation requirements.

4.12 Notify the PCO of any indication that the Plant Test Date (PTD) or the Service Due Date (DD) will not be met for any reason.

4.13 Insure when each circuit is installed that the circuit identification number and the proper trouble reporting number are conspicuously posted at each customer station.

4.14 Establish and maintain office records indicating any required information, i.e., SSM, SSP, diverse routing, etc.

4.15 Report SO completion to the PCO.

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MAINTENANCE

- 4.16** Act as the served customer's contact in all matters involving maintenance of his service.
- 4.17** Notify customers and the PCO promptly of any condition which may affect or is affecting service and keep them advised as to when the condition will be cleared.
- 4.18** Receive trouble reports from customer stations and other offices.
- 4.19** Provide sufficient trouble reporting facilities and manpower to avoid unnecessary delays to customers and other offices.
- 4.20** Sectionalize troubles in the serving link to determine if the trouble locates in:
- (a) A central office
 - (b) A facility section between central offices
 - (c) That part of the serving link from the last central office to and including the customer's location.
- 4.21** Assist the PCO, other offices, or station repair forces as requested in sectionalizing, locating, and clearing troubles.
- 4.22** Notify the PCO promptly of all service outages and the total duration of the outage.
- 4.23** Maintain a record of all patches in the office and make sure they are properly tagged as specified in BSP Section 660-401-010. Services patched because of equipment and/or facility troubles should have the troubles investigated and cleared as soon as possible to allow restoration of the service to the assigned layout.
- 4.24** Insure that all Special Service circuit trouble reports are measured under the appropriate measurement plan.
- 4.25** Use available analysis plans and/or trouble history records to assist in locating and clearing troubles.
- 4.26** Perform routine maintenance with the PCO, Sub-Control office, and local maintenance forces as required.

4.27 Make regular customer visits in accordance with BSP Section 660-200-016.

4.28 Maintain up-to-date records of local facility assignments in accordance with BSP Sections 660-205-010 and 660-206-010 or equivalent.

4.29 Records should be updated by the STC at the time he becomes aware of any changes in assignments whether the notification is in the form of:

- (a) Circuit layout records or equivalent
- (b) Information received while working with field forces which would affect his records.

Note: Changes under item (b) above should be referred to the Circuit Design Group so corrections can be reflected on subsequent issues of layout records.

5. PLANT SERVICE CENTER (PSC)

5.01 A PSC is an exchange test center responsible for the installation, maintenance and testing of exchange plant in a specific geographical area.

5.02 When a Special Service circuit is not assigned to an STC, as in the case of local services, a PSC will be assigned and will, in addition to the general responsibilities in part 3, assume the responsibilities of an STC.

5.03 When a circuit is assigned to an STC, the PSC has the following serving link responsibilities.

INSTALLATION

5.04 Fulfill the SO requirements outlined in Intercompany Services Coordination Plan, BSP Section 010-520-137, when applicable.

5.05 Acknowledge receipt of an SO to the STC.

5.06 After receiving an SO, alert the installation force and verify that all station equipment necessary will be available.

5.07 Coordinate with the STC to have an installer at the customer location to make installation tests.

5.08 Notify the STC of any indication that the Plant Test Date, Customer Training Date, Service Due Date, or other critical control dates will not be met for any reason.

5.09 Insure when each circuit is installed that the circuit identification number and the proper trouble reporting number are conspicuously posted at each customer station.

MAINTENANCE

5.10 Maintain up-to-date records of all services and equipment at customer locations in its territory.

5.11 Maintain up-to-date records and routing of all local cables that are under its control.

5.12 Arrange to be advised of the locations and activities of all Telephone Company outside plant forces, contractors, and similar crews that could cause service interruptions.

5.13 Coordinate with the STC before proceeding with any type of facility or equipment rearrangements involving Special Services.

5.14 Assist the STC in sectionalizing troubles in the serving link and dispatch repairmen as requested.

6. PLANT CONTROL OFFICE (PCO)

6.01 The PCO is the designated office responsible for the over-all installation and maintenance of a Special Service circuit and should be an STC or PSC on that circuit.

6.02 The PCO is entered on the SO by the Sales Department or other responsible group from information provided by Plant. The assigned PCO is generally that PSC or STC which serves the area where the customer's principal office for that service is located.

6.03 Special Service circuits having IS facilities in the assigned layout should have a PCO assigned.

6.04 The PCO is always responsible for the quality of service on the controlled circuit. In addition to the general responsibilities specified in Part 3, the PCO has the following responsibilities.

INSTALLATION

6.05 Fulfill all SO requirements as outlined in the Intercompany Services Coordination Plan, BSP Section 010-520-137, when applicable.

6.06 Coordinate the placing in effect of all items on a SO with which it is concerned. This as a minimum includes the following:

- (a) Verify the distribution of the SO to all locations involved.
- (b) Schedule over-all tests (station to station).
- (c) Insure that SO and BSP requirements are met before turning circuit up for service.
- (d) Report SO completion as required.

Note: When a PCO is either a PSC or an STC on a circuit, then either PSC or STC installation responsibilities apply as well as those stated above.

6.07 On those services where subcontrol offices are assigned, arrange to have the circuit layout records reflect such assignments.

MAINTENANCE

6.08 Schedule and coordinate routine maintenance tests with all offices involved.

6.09 Direct the location of troubles and refer them to the responsible office for clearance. On IS facility troubles, coordinate patching to restore service when facility trouble clearance will be delayed.

6.10 Keep the customer's principal office advised of the status of trouble clearance.

6.11 Obtain releases from the customer's principal office when required.

6.12 Verify lost time and overtime service with principal customer.

6.13 Prepare and forward billing information reports as required.

6.14 Coordinate the restoration of Special Services under its control as outlined in BSP Section 660-207-010.

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6.15 During periods of facility failures, apply and administer priority instructions and cooperate with all offices concerned in making the best possible use of all available facilities.

6.16 Regularly review the record of services on temporary layouts and take the necessary steps to restore those services to their assigned layouts wherever possible.

6.17 Arrange for active supervision of circuit performance by utilizing available analysis plans, trouble history records or similar means.

6.18 Coordinate and expedite the establishment of circuits called for in special instructions issued during periods of national emergency.

6.19 Coordinate the gathering of data for special studies.

6.20 Keep the Network Control office informed of any condition which has caused, or is likely to cause a serious impairment of service.

6.21 Bring unsatisfactory service conditions to the attention of the responsible group or office. Problems which cannot be resolved by the PCO should be escalated to the appropriate level of supervision.

6.22 The PCO must exercise all precautions against inadvertently interrupting service and must be particularly careful that it does not issue instructions that might result in other offices doing so.

7. NETWORK CONTROL OFFICE (NCO)

7.01 An NCO may be assigned for certain customer's Special Service networks. The NCO is the designated office responsible for the service on the entire network of a Special Service customer.

Note: A network can be the entire group of Special Services provided to the customer, whether or not they are arranged for interconnection.

7.02 This office is generally the PSC or STC serving the customer's principal location.

7.03 The NCO may also be a PCO on a portion of the network, in which case PCO responsibilities would also apply. The function of an NCO

does not relieve the individual PCO's of their responsibilities.

INSTALLATION

7.04 The responsibilities of an NCO are outlined in the Intercompany Services Coordination Plan, BSP Section 010-520-137.

MAINTENANCE

7.05 Maintain close contact with Sub-Network Control, Plant Control and/or Subcontrol Offices concerning the performance of all Special Service circuits for which the Network Control Office assignment is made.

7.06 Keep a trouble history of all service under its jurisdiction and initiate corrective action as indicated.

7.07 Cooperate with the principal customer in providing assistance and answering questions on service problems.

8. OTHER PLANT OFFICES, BUREAUS, TEAMS AND GROUPS THAT MAY BE INVOLVED IN PROVIDING SPECIAL SERVICES

8.01 *Subcontrol Office* — A Subcontrol Office may be designated on the circuit layout record to assist the PCO in carrying out his responsibilities on a complex circuit. This is done in cases where assistance is regularly needed because the circuit arrangements or other reasons make it impractical for the PCO to fulfill its responsibilities directly.

Ordinarily the PCO determines the need for Subcontrol Offices, obtains their approval and designates the portion of the circuit to be controlled by each Subcontrol office. In all cases the PCO remains responsible for the entire circuit.

The following offices automatically assume Section Control status and the responsibilities of a Subcontrol Office:

(a) Regen offices on telegraph circuits.

(b) The last toll office on Special Service circuits to foreign countries if the office is not PCO.

8.02 *Non-Control Office* — All other offices on a circuit that are not designated a Network Control, Sub-Network Control, Plant Control or Sub-

control Office. A Non-Control Office may be either an intermediate or terminal office.

8.03 Contact Office — The office designated in a non-contracting company to be responsible for coordination concerning service matters on a Special Service circuit when that circuit is controlled by an office of the contracting company and a section or portion of the same circuit is maintained by the non-contracting company.

8.04 Supervising Office — That office or administrative group which coordinates the activities related to circuit installation work.

The designation of a Supervising Office does not relieve the PCO's of their responsibility of testing, lining up the over-all circuit, placing it in service, and making the required reports, unless these responsibilities have been specifically delegated to the Supervising Office.

Note: This type of office may also be known as a Coordinating Office, Coordinating Test Bureau, or a Reporting Bureau.

8.05 Centralized Plant Special Service Center (CPSSC) — This is generally a large test center in a metropolitan area, whose force includes the installation and repair personnel involved in Special Services.

In addition to STC responsibilities, CPSSC is responsible for the activities concerning the installation and maintenance forces.

This office will be equipped to accept direct customer reports and if possible test while the customer is still on the line.

Specific responsibilities for CPSSCs may vary by individual companies and are normally specified by local instructions.

Note: This office may also be known as a Special Service Plant Service Center, Special Service Control Center, Consolidated Toll Test Center, and Centralized Special Service Center.

8.06 Special Service Management Bureau (SSMB) — SSMB's are plant service organizations that apply specialized and dedicated management to complex or critical services provided to selected customers.

Specific responsibilities for SSMB's vary by individual companies and are normally specified by local instruction.

8.07 Centralized Report Bureau (CRB) — The centralized administrative group that receives customer reports for one or more STC's.

Note: This office *does not* assume the responsibilities or take the place of an STC.

8.08 Facility Control Office — The office designated as control for the individual facility sections which make up the layout of a Special Service circuit.

8.09 Intercompany Services Coordination Teams (ISC) — The Administrative Group that directs, when required, the over-all SO coordination for inter-area and intercompany Special Services. ISC procedures are described in BSP Sections 010-520-XXX.

8.10 Switched Service Network Office (SSN) — SSN office description and responsibilities are found in BSP Sections 309-200-XXX.

8.11 Circuit Design Group (CDG) — The administrative group whose basic responsibility is to design or engineer the facilities and equipment which make up the layout of a Special Service circuit.

Additional responsibilities include the following:

- (a) Issue and distribute circuit layout records concerning changes in equipment or facility assignments.
- (b) Insure that all offices involved receive copies of documents issued by them that make any changes to equipment and/or facilities assignments. Note: It is particularly important that an STC receive notification of any such changes in the serving link.
- (c) Keep accurate and current records based on corrections furnished by the various plant offices and any changes initiated within the group.

This type of office may also be known as a *Circuit Provision Bureau (CPB)* or *Facility Administration Center (FAC)*.