

**SUBJECT:** Kohler Company - Change from Ameritech  
Central Office Information Manager (ACOIM)  
Service - Datakit to Data Network Service

*Cathy V. G.*

**CONVERSION METHODS**

*Business*  
**METHODS**  
*Staff*

**EFFECTIVE DATE:** December 4, 1991  
**ISSUE DATE:** November 20, 1991

**PERSONNEL AFFECTED:** COG Personnel  
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Jim Salaj  
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**REFER QUESTIONS:** Linda Tietz 414 678-7783

**FILING INSTRUCTIONS:** Please file in the BMRG under Tab K1. Also add a new heading of "Kohler Company" to the GRI and include Tab K1 in the reference column.

**OVERVIEW:** The Kohler Company uses ACOIM Datakit as the service to provide their data over voice communications needs for a "Work At Home" program.

The Ameritech Data Strategy was recently announced and ACOIM Datakit service was deleted from our product line.

At this time the Kohler Company has ten ACOIM Datakit lines in service. This customer has requested approximately 190 additional lines with similar data service. Since Wisconsin Bell has discontinued the data over voice ACOIM Datakit offering we must remove the existing data over voice lines and replace them with a new data service. All future data service for the Kohler Company will be provided over a separate line facility. The new data service will be called Data Network Service.

This letter will address the methods and procedures required to convert the existing ten ACOIM Datakit lines to the new Data Network Service. A separate methods letter will be released to define the methods and procedures necessary to install the 190 remaining Data Network Service lines.

**CONFIDENTIAL**

Solely for use by employees of Ameritech companies who have a need to know. Not to be disclosed to or used by any other person without prior authorization.

**COVERAGE  
INSTRUCTIONS:**

**BACKGROUND**

The Kohler Company currently has ten lines installed with the ACOIM Datakit service. This service is provided by a contract based on the ACOIM Datakit tariff. This service is billed on a Miscellaneous bill.

Since we must discontinue the ACOIM Datakit tariffed offering, the ACOIM tariff will be grandfathered and all future data applications which provide a service similar to ACOIM Datakit will be provided over a separate line facility. The service must be requested via a Special Assembly.

The Special Assembly Data Network Service at the Kohler Company has been approved. The monthly billing for the new service will be a Summary Billing arrangement billed on a Miscellaneous billing. All manual billing information will be provided by the Product Implementation Manager. The Service Representative will not be responsible for any billing information other than the Summary Billing and Billing Instruction codes required on the service order. The order examples include all appropriate billing codes.

**CONVERSION PROCEDURES**

The conversion service orders for the ten existing ACOIM Datakit lines will be issued by the Centralized Operations Group (COG). The installation dates for the conversion of the ten lines will be given to COG as soon as they are negotiated with the customer. This methods letter will provide all other service order entries. **Three service orders per customer location will be required to complete the conversion.** The type of service orders required to convert existing lines to the new Data Network Service follow:

- Change the existing Residence line to a Business line with a telephone number change. The line must be a Business Class of Service for the Data Network Service arrangement. This service order will change the data facilities from the existing Residence line to the new Business line. This order will also establish the Summary Billing arrangement to properly bill the Special Assembly charges.
  
- Install a new Residence line reusing the Residence telephone number removed above. This order will provide a voice line to the customer's location. All data capabilities will have been removed from the Residence line.

- Place the Business line on Temporary Suspension. This order will remove the dial tone from the Business line and permit only the data signals to be sent from the customer's location. The Temporary Suspension USOC (TS C) will prevent the line from being equipped with voice capabilities.

The service order examples to complete the three orders per location are shown on the following pages.

**EXISTING RESIDENCE KRBO INFORMATION:**

The following KRBO is an example of an existing Residential line with ACOIM Datakit service.

KRBO 414 295-1000 050 1\_\_ RVG LIVE TAX ACT 06-30-89  
/SHBY S/DB 11-01-91 14:09:08

---LIST

LN SMITH, JOHN J  
LA 1234 N 6

---BILL

BN JOHN J SMITH  
BA 1234 N 6  
PO SHEBOYGAN 53083  
ZCBR 0689 KOHLER CO 4 457-4441  
SS JS234-56-7789  
ZSBR 0689  
TAR SHBY  
ZDOS

---S&E

1	TTR	0.00R
1	RVG /PIC XXXC	6.00R
1	UXT	0.11R
1	9LP	3.50R
1	MNTXB	1.00R

TOTAL EXCLUDING TAXES 10.61

**NOTE: NO ACOIM DATAKIT USOCs APPEAR ON THE KRBO BECAUSE THE MONTHLY BILLING FOR THE SERVICE IS BILLED ON A MISCELLANEOUS BILLING.**

SERVICE ORDER TO CHANGE THE EXISTING RESIDENCE LINE TO A  
BUSINESS LINE WITH A NUMBER CHANGE

The service order to change the existing Residence line to a Business line is shown below. The explanation of the numbered items are found on the following page.

1 TN 295-5000 CUS 050 ← 2  
3 ORD C498XXXXXXX CS 1MB/OCS RVG ← 4  
5 APP XX-XX-XX DD (2 BD FROM THE APP DATE) ← 6  
7 RTG NN  
8 FDT CO M  
9 RO (RELATE TO THE RESIDENCE N ORDER)

---LST  
10 OTN 295-1000

11 INP (NON PUB) KOHLER; CO  
12 LA 1234 N 6  
13 IYPH NONE/SIC 3431

---BILL  
14 BN KOHLER COMPANY  
15 BA 845 N 35  
16 LOC RM 258  
17 PO MILWAUKEE 53208  
18 SB 04  
19 BI WA6

---S&E  
20 I1 NPU/CSN 0  
21 C1 TTR/TN 1000  
22 T1 TTB/TN 5000/RTE NONE 25 26  
23 C1 RVG/TN 1000/PIC XXXC  
24 T1 1MB/TN 5000/RTE NONE/PIC XXXC/DES DATA  
TERMINATION FOR KOHLER DATA NETWORK  
SERVICE, SPECIAL ASSEMBLY NUMBER 12239,  
SUMMARY BILLED ON MISCELLANEOUS BILL  
27 I1 UPPO7/TN 5000/RTE NONE  
28 C1 UXT/TN 1000  
29 T1 UXT/TN 5000/RTE NONE  
30 C1 9LP/TN 1000  
31 T1 9ZR/TN 5000/RTE NONE  
32 I1 RJ11C/DEQ

---RMKS  
33 IRMK REWIRE JACK TO NEW RESIDENCE LINE 295-1000,  
QUESTIONS ON INSTALLATION PROCEDURES CALL  
FRANK SCHMIDT 678-5599

**EXPLANATION OF NUMBERED ITEMS FOR THE CHANGE EXISTING RESIDENCE LINE TO A BUSINESS LINE WITH A TELEPHONE NUMBER CHANGE.**

1. Obtain and enter the new Business number.
2. Enter the customer code from the existing Residence KRBO.
3. C order type with a 498 order number for manual assignment of cable and pair.
4. Enter new 1MB Class of Service and remove the existing Residence Class of Service.
5. Applied for date.
6. Due Date. The Due Date will be a 2 Business Day due date from the applied for date.
7. Routing must be NN.
8. Enter FDT information as shown on the order.
9. Related Order information. The related order number will be the Residence N order number reusing the telephone number 295-1000.
10. OTN Entry. Remove the existing residence number.
11. The new Business line will be NON PUBLISHED.
12. Enter the current Residence address shown on the Residence KRBO.
13. Enter the Yellow Page Heading (YPH) and Standard Industrial Code (SIC) as shown on the exhibit.
14. The Bill Name (BN) will now be the Kohler Company.
15. The Bill Address of Centralized Mail Remittance (CMR) is entered for the Summary Billing arrangement.
16. Room number for CMR.
17. Zip Code for CMR.
18. Billing Instruction Code for Summary Billing.
19. Billing Instruction Code to waive all billable elements.
20. Enter the USOC for a non-published number with the /CSN 0 to waive the monthly charge for the non-pub.
21. Change Residence Touch Tone information.
22. To Business Touch Tone and enter /RTE NONE. (See note for item 25 for further information on the /RTE NONE entry).
23. Change Residence Class of Service.
24. To Business Class of Service.
25. Enter /RTE NONE to negate any billing for the 1MB line through CRIS. The Miscellaneous bill will pick up all necessary billing, including the line charge.
26. Enter /DES information as shown on the order example.
27. Enter 1MB call package and /RTE NONE as shown on the order example.
28. Change the Residence number 911 information.
29. To the Business number 911 information.
30. Change the Residence Access Charge USOC.
31. To the Business Access Charge USOC and enter /RTE NONE. (See note for item 25 for further information on the /RTE NONE entry).
32. Enter Jack USOC information as shown on the exhibit.
33. Enter Remarks (RMK) as shown on the exhibit. The under-lined telephone represents the existing Residence telephone number.

RESIDENCE NEW CONNECT (N) ORDER REUSING THE "OTN" TELEPHONE NUMBER FROM THE RESIDENCE TO BUSINESS ORDER

The service order for the Residence New Connect (N) order is shown below. The explanation of the numbered items are found on the following page.

1 TN 295-1000 CUS 112 ← 2  
3 ORD N498XXXXXXX CS RVG ← 4  
5 APP XX-XX-XX DD (2 BD FROM THE APP DATE) ← 6  
7 RTG NN  
8 FDT CO M  
9 RO (RELATE TO THE CHANGE RESIDENCE TO BUSINESS C ORDER)

---LIST  
10 ILN SMITH, JOHN J  
11 ILA 1234 N 6

---BILL  
12 { BN JOHN J SMITH  
BA 1234 N 6  
PO SHEBOYGAN 53083  
ZCBR 0689 KOHLER CO 4 457-4441  
SS JS234-56-7789  
ZSBR 0689  
TAR SHBY  
ZDOS  
13 BI WA6  
14 BI 40

---S&E  
15 { I1 TTR  
I1 RVG /PIC XXXC  
I1 UXT  
I1 9LP  
I1 MNTXB

---RMKS  
16 IRMK REUSE JACK(S) FROM RELATED ORDER, REQUIRES NEW CABLE AND PAIR AND LEN ASSIGNMENT, QUESTION ON INSTALLATION PROCEDURES SHOULD BE REFERRED TO FRANK SCHMIDT 678-5599

EXPLANATION OF NUMBERED ITEMS FROM THE RESIDENCE NEW CONNECT  
(N) ORDER

1. Enter the telephone number of the existing Residence telephone number from the Residence KRBO.
2. Enter a new customer code.
3. N order type with a 498 order number for manual assignment of cable and pair.
4. Enter the Residence Class of Service.
5. Applied for date.
6. Due Date. The due date will be a 2 Business day due date from the applied for date.
7. Routing must be NN.
8. Enter FDT information as shown on the exhibit.
9. Related Order information. The related order number will be the change Residence to Business line C order number.
10. Enter the listing information as shown on the Residence KRBO.
11. Enter the address information as shown on the Residence KRBO.
12. Enter the entire ---Bill (billing) section as shown on the Residence KRBO.
13. Billing Instruction to waive all billable elements.
14. Billing Instruction code to show continuous bill - Disconnect in error.
15. Enter the entire ---S&E section as shown on the Residence KRBO.
16. Enter the Remarks information as shown on the exhibit.

TEMPORARY SUSPENSION ORDER FOR THE BUSINESS ACCOUNT

This order will remove the dial tone from the business line and permit only the data signals to be sent from the customer's location. The Temporary Suspension USOC (TS C) will prevent the line from being equipped with voice capabilities.

The service order entries for the Temporary Suspension of the Business line are shown below. The explanation of the numbered items are found on the following pages.

1        TN 295-5000    CUS 050 ← 2  
3        ORD C498XXXXXXX                    CS 1MB ← 4  
5        APP XX-XX-XX            DD (3 BD FROM THE APP DATE) ← 6  
7        RTG NO

8        ---TFC  
         ITC NONE

9        ---BILL  
         BI WA6  
10       BI 40,41

11       ---S&E  
         ITS C  
12       C1 1MB//RTE NONE/PIC XXXC/DES DATA  
         TERMINATION FOR KOHLER DATA NETWORK  
         SERVICE, SPECIAL ASSEMBLY NUMBER 12239,  
         SUMMARY BILLED ON MISCELLANEOUS BILL  
13       T1 1MB//RTE NONE/PIC XXXC/DES DATA  
         TERMINATION FOR KOHLER DATA NETWORK  
         SERVICE, SPECIAL ASSEMBLY NUMBER 12239,  
         SUMMARY BILLED ON MISCELLANEOUS BILL,  
         DO NOT REMOVE FROM TS C WITHOUT CALLING  
         LINDA TIETZ 414 678-7783



EXPLANATION OF NUMBERED ITEMS FROM THE BUSINESS LINE  
TEMPORARY SUSPENSION ORDER

1. Enter the new Business number.
2. Enter the new Business Customer Code.
3. C order type with a 498 order number.
4. Enter new lMB Class of Service.
5. Applied for date.
6. Due Date. The due date will be a 3 Business Day due date from the applied for date.
7. Routing must be NO.
8. Enter the Traffic section information as shown on the exhibit.
9. Billing Instruction to waive all billable elements.
10. Billing Instruction to show disconnect in error (BI 40) and no minimum billing (BI 41).
11. Enter the USOC for Temporary Suspension - Complete.
12. Change the line from existing /DES information.
13. To expanded /DES information.

The information for the conversion methods and procedures continues on the following page.

The Service Representative's conversion responsibilities have been recapped on Job Aid 1. Please retain the Job Aid and all appropriate Attachments until the conversion is completed.

Upon completion of the conversion a new methods letter will be released with ongoing methods and procedures.

**HANDBOOK/REFERENCE INFORMATION**

Copies of the Job Aid and Service Order examples have been provided for your convenience and should be reproduced and distributed to appropriate personnel.

**c.c.:** Andy King  
CBC Centrex - Informational Only  
Distributor Support Personnel

**KOHLER COMPANY - CHANGE FROM AMERITECH CENTRAL OFFICE  
INFORMATION MANAGER (ACOIM) SERVICE - DATAKIT TO DATA  
NETWORK SERVICE**

1. Upon receipt of request, KRBO the existing residence ACOIM account.
2. Issue the service order to change the existing Residence line to a Business line with a Telephone Number change. The exhibits required for this service order are recapped on Attachment 1, pages 1 and 2.

The purpose of this service order is to change the existing Residence line to a Business line with a telephone number change. The line must be a Business Class of Service for the Data Network Service arrangement. This service order will change the data facilities from the existing residence line to the new business line. This order will also establish the Summary Billing arrangement to properly bill the Special Assembly charges.

3. Issue a Residence New Connect (N) order to install a residence voice line, reusing the telephone number from the change Residence to Business line order. The exhibits required for this service order are recapped on Attachment 2, pages 1 and 2.

The purpose of this order is to install a new Residence line reusing the Residence telephone number removed on change Residence to Business line order. This order will provide a voice line to the customer's location. All data capabilities will have been removed from the residence line.

4. Issue an order to put the new Business line on Temporary Suspension. The exhibits required for this service order are recapped on Attachment 3, pages 1 and 2.

This order will remove the dial tone from the Business line and permit only the data signals to be sent from the customer's location. The Temporary Suspension USOC (TS C) will prevent the line from being equipped with voice capabilities.

SERVICE ORDER TO CHANGE THE EXISTING RESIDENCE LINE TO A BUSINESS LINE WITH A NUMBER CHANGE

The service order to change the existing Residence line to a Business line is shown below. The explanation of the numbered items are found on the following page.

1 TN 295-5000 CUS 050 ← 2  
3 ORD C498XXXXXXXX CS 1MB/OCS RVG ← 4  
5 APP XX-XX-XX DD (2 BD FROM THE APP DATE) ← 6  
7 RTG NN  
8 FDT CO M  
9 RO (RELATE TO THE RESIDENCE N ORDER)

---LST  
10 OTN 295-1000

11 INP (NON PUB) KOHLER; CO  
12 LA 1234 N 6  
13 IYPH NONE/SIC 3431

---BILL  
14 BN KOHLER COMPANY  
15 BA 845 N 35  
16 LOC RM 258  
17 PO MILWAUKEE 53208  
18 SB 04  
19 BI WA6

---S&E  
20 I1 NPU/CSN 0  
21 C1 TTR/TN 1000  
22 T1 TTB/TN 5000/RTE NONE 25 26  
23 C1 RVG/TN 1000/PIC XXXC  
24 T1 1MB/TN 5000/RTE NONE/PIC XXXC/DES DATA  
TERMINATION FOR KOHLER DATA NETWORK  
SERVICE, SPECIAL ASSEMBLY NUMBER 12239,  
SUMMARY BILLED ON MISCELLANEOUS BILL  
27 I1 UPPO7/TN 5000/RTE NONE  
28 C1 UXT/TN 1000  
29 T1 UXT/TN 5000  
30 C1 9LP/TN 1000  
31 T1 9ZR/TN 5000/RTE NONE  
32 I1 RJ11C/DEQ

---RMKS  
33 IRMK REWIRE JACK TO NEW RESIDENCE LINE 295-1000,  
QUESTIONS ON INSTALLATION PROCEDURES CALL  
FRANK SCHMIDT 678-5599

**EXPLANATION OF NUMBERED ITEMS FOR THE CHANGE EXISTING  
RESIDENCE LINE TO A BUSINESS LINE WITH A TELEPHONE NUMBER  
CHANGE.**

1. Obtain and enter the new Business number.
2. Enter the customer code from the existing Residence KRBO.
3. C order type with a 498 order number for manual assignment of cable and pair.
4. Enter new LMB Class of Service and remove the existing Residence Class of Service.
5. Applied for date.
6. Due Date. The Due Date will be a 2 Business Day due date from the applied for date.
7. Routing must be NN.
8. Enter FDT information as shown on the order.
9. Related Order information. The related order number will be the Residence N order number reusing the telephone number 295-1000.
10. OTN Entry. Remove the existing residence number.
11. The new Business line will be NON PUBLISHED.
12. Enter the current Residence address shown on the Residence KRBO.
13. Enter the Yellow Page Heading (YPH) and Standard Industrial Code (SIC) as shown on the exhibit.
14. The Bill Name (BN) will now be the Kohler Company.
15. The Bill Address of Centralized Mail Remittance (CMR) is entered for the Summary Billing arrangement.
16. Room number for CMR.
17. Zip Code for CMR.
18. Billing Instruction Code for Summary Billing.
19. Billing Instruction Code to waive all billable elements.
20. Enter the USOC for a non-published number with the /CSN 0 to waive the monthly charge for the non-pub.
21. Change Residence Touch Tone information.
22. To Business Touch Tone and enter /RTE NONE. (See note for item 25 for further information on the /RTE NONE entry).
23. Change Residence Class of Service.
24. To Business Class of Service.
25. Enter /RTE NONE to negate any billing for the LMB line through CRIS. The Miscellaneous bill will pick up all necessary billing, including the line charge.
26. Enter /DES information as shown on the order example.
27. Enter the call package information and /RTE NONE entry as shown on the order example.
28. Change the Residence number 911 information.
29. To the Business number 911 information.
30. Change the Residence Access Charge USOC.
31. To the Business Access Charge USOC and enter /RTE NONE. (See note for item 25 for further information on the /RTE NONE entry).
32. Enter Jack USOC information as shown on the exhibit.
33. Enter Remarks (RMK) as shown on the exhibit. The under-lined telephone represents the existing Residence telephone number.

RESIDENCE NEW CONNECT (N) ORDER REUSING THE "OTN" TELEPHONE  
NUMBER FROM THE RESIDENCE TO BUSINESS ORDER

The service order for the Residence New Connect (N) order is shown below. The explanation of the numbered items are found on the following page.

1 TN 295-1000 CUS 112 ← 2  
3 ORD N498XXXXXXX CS RVG ← 4  
5 APP XX-XX-XX DD (2 BD FROM THE APP DATE) ← 6  
7 RTG NN  
8 FDT CO M  
9 RO (RELATE TO THE CHANGE RESIDENCE TO BUSINESS  
C ORDER)

---LIST

10 ILN SMITH, JOHN J  
11 ILA 1234 N 6

---BILL

12 BN JOHN J SMITH  
BA 1234 N 6  
PO SHEBOYGAN 53083  
ZCBR 0689 KOHLER CO 4 457-4441  
SS JS234-56-7789  
ZSBR 0689  
TAR SHBY  
ZDOS  
13 BI WA6  
14 BI 40

---S&E

15 I1 TTR  
I1 RVG /PIC XXXC  
I1 UXT  
I1 9LP  
I1 MNTXB

---RMKS

16 IRMK REUSE JACK(S) FROM RELATED ORDER, REQUIRES NEW  
CABLE AND PAIR AND LEN ASSIGNMENT, QUESTION ON  
INSTALLATION PROCEDURES SHOULD BE REFERRED TO  
FRANK SCHMIDT 678-5599

EXPLANATION OF NUMBERED ITEMS FROM THE RESIDENCE NEW CONNECT  
(N) ORDER

1. Enter the telephone number of the existing Residence telephone number from the Residence KRBO.
2. Enter a new customer code.
3. N order type with a 498 order number for manual assignment of cable and pair.
4. Enter the Residence Class of Service.
5. Applied for date.
6. Due Date. The due date will be a 2 Business day due date from the applied for date.
7. Routing must be NN.
8. Enter FDT information as shown on the exhibit.
9. Related Order information. The related order number will be the change Residence to Business line C order number.
10. Enter the listing information as shown on the Residence KRBO.
11. Enter the address information as shown on the Residence KRBO.
12. Enter the entire ---Bill (billing) section as shown on the Residence KRBO.
13. Billing Instruction to waive all billable elements.
14. Billing Instruction code to show continuous bill - Disconnect in error.
15. Enter the entire ---S&E section as shown on the Residence KRBO.
16. Enter the Remarks information as shown on the exhibit.

TEMPORARY SUSPENSION ORDER FOR THE BUSINESS ACCOUNT

This order will remove the dial tone from the business line and permit only the data signals to be sent from the customer's location. The Temporary Suspension USOC (TS C) will prevent the line from being equipped with voice capabilities.

The service order entries for the Temporary Suspension of the Business line are shown below. The explanation of the numbered items are found on the following pages.

1        TN 295-5000    CUS 050 ← 2  
3        ORD C498XXXXXXX                    CS 1MB ← 4  
5        APP XX-XX-XX            DD (3 BD FROM THE APP DATE) ← 6  
7        RTG NO

8        ---TFC  
          ITC NONE

9        ---BILL  
          BI WA6  
10       BI 40,41

11       ---S&E  
          ITS C  
12       C1 1MB//RTE NONE/PIC XXXC/DES DATA  
          TERMINATION FOR KOHLER DATA NETWORK  
          SERVICE, SPECIAL ASSEMBLY NUMBER 12239,  
          SUMMARY BILLED ON MISCELLANEOUS BILL  
13       T1 1MB//RTE NONE/PIC XXXC/DES DATA  
          TERMINATION FOR KOHLER DATA NETWORK  
          SERVICE, SPECIAL ASSEMBLY NUMBER 12239,  
          SUMMARY BILLED ON MISCELLANEOUS BILL,  
          DO NOT REMOVE FROM TS C WITHOUT CALLING  
          LINDA TIETZ 414 678-7783



EXPLANATION OF NUMBERED ITEMS FROM THE BUSINESS LINE  
TEMPORARY SUSPENSION ORDER

1. Enter the new Business number.
2. Enter the new Business Customer Code.
3. C order type with a 498 order number.
4. Enter new 1MB Class of Service.
5. Applied for date.
6. Due Date. The due date will be a 3 Business Day due date from the applied for date.
7. Routing must be NO.
8. Enter the Traffic section information as shown on the exhibit.
9. Billing Instruction to waive all billable elements.
10. Billing Instruction to show disconnect in error (BI 40) and no minimum billing (BI 41).
11. Enter the USOC for Temporary Suspension - Complete.
12. Change the line from existing /DES information.
13. To expanded /DES information.