

SUBJECT: No Facility Procedure

104 RC# 821840000

DATE: May 28, 1991

AREA MGR-NTWK SPEC SVCS

FENNER 4 FL

FILE: WT 91-15-01

221 W WASHINGTON ST

APPLETON WI 54911

PROCEDURE FOR: Distribution Services

INFORMATION FOR: TDC Course Developer

AUTHOR: Dennis Sulok (414) 678-2633

The intent of this letter is to establish a uniform procedure for the handling of "No Facility" problems that need to be referred from the Special Service Centers (SSCs) to the Distribution Services Operation Centers (DSOCs).

A "No Facility" problem occurs when a dispatch is made on a special circuit and a pair change is required to restore service. The Special Services technician makes every attempt to locate a good cable/pair but, no pairs are available. In these situations, it becomes necessary to refer the trouble to the local DSOC in order to dispatch a cable trained technician to repair the defective cable/pair.

#### Special Service Center

The SSC will enter a trouble report into LMOS via the TE/TR mask as an MR (Message Report). This report will be categorized as a Referred In (RI) with the contact name and number of the SSC person that is responsible for the restoration of the trouble. The remainder of the trouble ticket will include all of the information that is pertinent to the cable technician clearing the pair. (ie: defective cable/pair number, binding post, terminal location, pair condition, etc.) The trouble ticket will be routed to the specific RSB using the appropriate Unit Number. Upon entering the trouble report into LMOS, the SSC will call the DSOC and provide them with the ticket number of the MR report. (See Attachment )

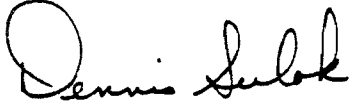
#### Confidential

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.

**Distribution Services Operation Center**

The DSOC, upon receipt of the trouble ticket, will use existing procedures to clear the cable/pair trouble being referred. The cable trained technician will be required to work with the SSC person that is listed as the contact name and number on the trouble ticket, for both interactive testing and clearance of the original trouble report.

Any questions on these procedures should be referred to the author.



*for* James A. Hoida  
Staff Manager - Network Support

Attachment

**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.

*Attachment*

<u>DSOC</u>	<u>UNIT NUMBER</u>	<u>PHONE NUMBER</u>
<b>METRO NORTH</b>		(414) 358-6164
Moraine	43200000	
Skyline	41200000	
<b>METRO SOUTH</b>		(414) 761-4335
Mitchell	51200000	
Racine	52200000	
Waukesha	53200000	
<b>FOX VALLEY</b>		(414) 735-3410
Appleton	14200000	
Fond du Lac	13200000	
Green Bay	11200000	
<b>CAPITAL</b>		(608) 252-2637
Madison	01200000	
Janesville	02200000	
Eau Claire	03200000	