This letter introduces a new post cutover trouble analysis process as attached. This process should enable us to improve on the time that it takes to identify and clear troubles associated with a central office cutover, since it combines the efforts of various work groups. Representatives from these groups will serve on a committee that will meet once in the morning, and again in the afternoon, Monday through Wednesday of the week after cutover, to discuss and compare the results of their respective analysis efforts. The committee will remain active longer if the project manager deems it necessary.

Special analysis reports have been created in MTAS and CIMAP for retrieval by the SCC and SSC respectively. Report examples and instructions are attached.

Questions pertaining to the reports and their instructions should be referred to Paul Kelley at 678-6466 (SCC) or Lyle Verette at 678-2135 (SSC).

Larry D. Olson
Director - Customer Service Operations

Attachments

cc:
Mr. Wallace  Mr. Hoida  Ms. Saeger
Mr. Breckenfelder  Ms. Reinhold  Mr. Sulok
Mr. Breckenridge  Mr. Riedl  Mr. Tillman
Mr. Chartier  Mr. Robbins  Mr. Verette
PURPOSE

The purpose of the Post Cutover Analysis Committee is to analyze customer trouble reports and determine if unique trouble patterns are developing that point to a specific area, such as the switch, CPE, outside plant, special services, etc.

The committee will remain active Monday thru Wednesday of the week after cutover. The committee may remain active longer if the project manager deems it necessary, otherwise, the committee will be disbanded the Thursday after cutover.

COMMITTEE MEMBERS

The committee will consist of one member from each of the following work groups:

Switching Control Center (SCC)
Special Services Center (SSC)
Centralized Repair Service Answer Bureau (CRSAB) - If applicable
Distribution Service Operations Center (DSOC)
Major Account Center (MAC) - If applicable
Switching Applications - John Hollingshead or Karen Marohl
Maintenance Engineering

The SCC representative will act as the Committee Chairman.

PROCEDURE

The project manager will be responsible for organizing the committee prior to cutover. The project manager will contact the director of each work group for the name and telephone number of their committee representative. One week prior to cutover, the project manager will provide the Committee Chairman with a list of committee members' names and telephone numbers.

PREPARATION WORK

The SCC shall record all customer trouble reports and other required information on the "SPCS Cutover Report" and fax it to the Customer Service Operations group by 8:30 AM each morning. Two MTAS reports have been created that will provide all customer trouble report data with the exception of specials troubles which will be provided by the responsible SSC to the SCC by 8:00 AM. The MTAS 'scratch pad' reports reside on your ID and are named "Post Cutover Analysis - C" and "Post Cutover Analysis - T" which provide a breakdown by class of service and trouble type respectively. These reports must be requested before 8 AM since MTAS only runs requests on the hour. Report examples and instructions are attached for the SCC (see Attachment SCC; one by class of service and one by trouble type).

A report example and instructions are attached for the SSC (see Attachment SSC).
MONDAY - POST CUT

08:30 AM  The SCC submits the SPCS Cutover Report with Saturdays troubles.

10:00 AM  The Committee Chairman initiates a conference call to all committee members to check the status of the trouble reports to date (DSOC should check LMOS for any pending troubles.)

2:00 PM  The Committee Chairman initiates a conference call to all committee members for the purpose of analyzing all trouble reports and their closures.

TUESDAY - POST CUT

08:30 AM  The SCC submits the SPCS Cutover Report. This report will have Sunday's and Monday's troubles shown separately under the Monday column.

10:00 AM  The Committee Chairman initiates a conference call to all committee members to check on the status of the trouble reports to date.

2:00 PM  The Committee Chairman initiates a conference call to all committee members for the purpose of analyzing all trouble reports and their closures.

WEDNESDAY - POST CUT

8:30 AM  The SCC submits the SPCS Cutover Report with Tuesday's troubles

10:00 AM  The committee chairman initiates a conference call to all committee members to check on the status of the trouble reports to date.

2:00 PM  The Committee Chairman initiates a conference call to all committee members. At this time they will analyze all trouble reports and their closures and determine if it is necessary to have a conference call on Thursday morning. The project manager should be included in this conference session.

THURSDAY - POST CUT

8:30 AM  The SCC submits the SPCS Cutover Report with Wednesday's troubles and totals for each category.
SPCS
CUTOVER REPORT

DATE OF CUTOVER: ____________ OFFICE: ____________________
TIME OF CUTOVER: ____________ REPORT DATE: ____________
EQUIPPED LINES ____________
TOTAL ACCESS LINES ____________
% RESIDENCE ____________%
% BUSINESS ____________%
WORKING TRUNKS ____________

CUSTOMER TROUBLE REPORTS

<table>
<thead>
<tr>
<th>SAT</th>
<th>SUN</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>CUM</th>
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<tr>
<td>Code 5 Frame</td>
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<td>Trunks Out of Svc</td>
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COMMENTS
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

FAX TELEPHONE: 414-678-6144
ANY QUESTIONS MAY BE DIRECTED TO PAUL KELLEY AT 414-678-6466
MTAS REPORT REQUEST BY TYPE

MTAS92, UNIVERSAL COUNTS REPORT REQUEST

MTAS RPT 00 (B,N,M) N RPTG LEVEL [A] CHG [B] PASS [C] PRTR [D]
PERIOD [E] SCRATCH PAD: CMD CHG PASS ENTRY
TITLE POST CUTOVER ANALYSIS - TRBL TYPE
CRITERIA CAT=1&SUB=0&AC=[F]&EXKEY=[G]$

HOR
FDIS=0525;0526,DISPS=052,DISPS=053;054,DISPS=051,DISPS=055;056;057;058;059,
DISP=04.07.08.09.12$
VER TYPE=1.2.3.4.5.7.8$

OPTIONAL COMMANDS: HOR/VER PERCENT WIDTH MAX
HEADING
TYPE=1=NDT, TYPE=2=CCO, TYPE=3=TRANSMISSION, TYPE=4=CBC, TYPE=5=MEMORY, TYPE
=7=PHYS, TYPE=8=MISC$

LINECNT
ENTER TO SUBMIT REPORT REQUEST OR SCRATCH PAD COMMAND
MSG LINE:

Key to required entries shown above:

A = NETwork SRB:
  Skyline    216    Appleton    224
  Moraine    217    Fond du Lac  206
  Mitchell   212    Madison     221
  Waukesha   215    Janesville  220
  Racine     219    Eau Claire  202
  Green Bay  210

B,C & D = Charge Code, Password & Printer ID respectively

E = Period e.g. 03/01/92, 03/06/92

F = Area Code

G = Lead NXX (Be sure you are using the lead NXX, otherwise
  you will only see the troubles reported for the other-than-
  lead NXX that you enter)
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<thead>
<tr>
<th></th>
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<th>CCD</th>
<th>TRANSMISSION</th>
<th>CBC</th>
<th>MEMORY</th>
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<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
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</table>

UC100-END OF REPORT
MTAS REPORT REQUEST BY CLASS OF SERVICE

MTAS RPT 00 (B,N,M) N RPTG LEVEL C=# [A] CHG [B] PASS [C] PRTR [D]
PERIOD [E] SCRAMBLE PAD: CMD CHG PASS ENTRY
TITLE POST CUTOVER ANALYSIS - CL. OF SERV.
CRITERIA CAT=1&SUB=0&AC= [F] &EXKEY= [G] &CS=04;05;06;07;20$

HOR CS=04.05.06.07.20$

VER
FDIS=0525;0526,DISPS=053;054,DISPS=051,DISPS=055;056;057;058;059,
DISP=04.07.08.09.12$
OPTIONAL COMMANDS: HOR/VER PERCENT WIDTH
HEADING CS=04=RES,CS=05=1MB,CS=06=PBX,CS=07=CENTREX,CS=20=ISDN$

LINECNT
ENTER TO SUBMIT REPORT REQUEST OR SCRATCH PAD COMMAND
MSG LINE:

Key to required entries shown above:

A = NETwork SRB:
  Skyline  216       Appleton   224
  Moraine  217       Fond du Lac 206
  Mitchell 212       Madison   221
  Waukesha 215       Janesville 220
  Racine   219       Eau Claire 202
  Green Bay 210

B, C & D = Charge Code, Password & Printer ID respectively

E = Period e.g. 03/01/92, 03/06/92

F = Area Code

G = Lead NXX (Be sure you are using the lead NXX, otherwise you will only see the troubles reported for the other-than-lead NXX that you enter)
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<thead>
<tr>
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<th>PBX</th>
<th>CENTREX</th>
<th>ISDN</th>
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<td>1</td>
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<td>DISP=090</td>
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</table>

UC100-END OF REPORT

Attachment SCC
Disposition Code 05**
Quick Reference

052* - All Translation Errors

0525 - \ 
        } Line Translations
0526 - /

0521,2,3,4,7,8 - Switch Translations

053* - Frame Cross Connections

054* - Frame Other

051* - Central Office Equipment

055* - Power

056* - Miscellaneous Equipment

057* - Special Services Equipment

058* - Radio System

059* - Database for Driven Services
Other Disposition Codes
Quick Reference

04** - Outside Plant (Facilities)

07** - Test OK

08** - Found OK In

09** - Found OK Out

12** - Customer Provided Equipment (CPE)
It will be the responsibility of the Designed Services representative to pull the OQS report in CIMAP-SSC prior to 8 AM on the Monday, Tuesday and Wednesday following the conversion. Further runs may be requested by the Committee Chairman. The "Total Special Circuit Troubles" should be furnished to the Committee Chairman or designated representative by 8 AM on each of the run days. The reports will be run for the following days:

- Monday = Saturday & Sunday Troubles
- Tuesday = Monday Troubles
- Wednesday = Tuesday Troubles
- Thursday = Wednesday Troubles

The script for the OQS is listed below.

```sql
QS CMD: QUERY: COSWITCH DB: VOTATBDP NEWDB: /FOR
USER: CIMP/SSC TRBL TKT (OSSTTQ) 02/27/92
VIEW: CLSDATE FORM:
TITLE 'CUTOVER TROUBLES'

HEADING 'TRBL CODE','AN CODE','REPORT#','CKT ID','CUSTOMER','ACT DUR'

PRINT AN_CODE,REPORT#,CKTID (1,26),CUSTOMER,ACTUAL_DUR,

WHERE SSC IS 'MILW48S01','MILW48MAC','APPLWI01S01','MDSNW02S01';
CLOSED_DATE IS _/__/__;REPO_TYPE IS 'CR';TRBL_CODE IS FAC,TOK,CC,
NTF,CO,CPE;CKTID (9,7)=_/'/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__/__;__

ORDER _BY TRBL_CODE

SUBTOTAL

FOOTNOTE 'TOTAL SPECIAL CIRCUIT TROUBLES':TOTAL (COUNT (REPORT#))

The requested search date(s) should be filled in along with all of the NPA/NXX fields available in the converted offices.
CO CUTOVER TROUBLES

SSC IS 'MILW148S01', 'MILW14@MAC', 'APPLW101S01', 'MDSNW102S01';
CLOSED_DATE IS 02/25/92; REPO_TYPE IS 'CR';
TRBL_CODE IS 'FAC', 'TOK', 'CO', 'NTF', 'CPE';
CKTID(9,7)='414/524', '___/___', '___/___', '___/___', '___/___';
CIMAP/OQS =

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<th>AN CODE</th>
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<td>ML178596</td>
<td>44/SFGS/414/524/6295</td>
<td>AT&amp;T COMMUNICATIONS</td>
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TOTAL SPECIAL CIRCUIT TROUBLES 3

3:42