

GENERAL

As a pre-requisite to the Ameritech Customer Information System (ACIS), the service order is being standardized throughout the Region.

Due to the numerous changes that SASO requires, it has been introduced in phases. The next phase of SASO, effective Saturday, October 9th, will eliminate the student indicator FID, ZUCL. In addition, SASO requirements, and the necessity to be compatible with the Ameritech Product Tracking System (APTS), will result in changes to the tracking FID, TRAK.

All affected RUSO exhibits and handbook pages have been updated and will be released under separate cover. A job aid summarizing the changes is also attached.

PROCEDURES

Order Issuance

Student Indicator (ZUCL)

The student indicator FID, ZUCL, is being eliminated. The requirement for putting this FID on orders was stopped over a year ago, but Service Representatives have continued to see the FID on existing accounts.

With this implementation of SASO, a database scrub will remove the ZUCL indicator.

Tracking (TRAK)

Currently, TRAK is used to indicate a variety of things, including additional lines, Work-at-Home, FAX, etc. Most uses of the TRAK FID will remain unchanged.

With this implementation of SASO, the TRAK content indicating additional lines (CSC or NSC) will be replaced with one code. The code ADF (additional facilities) will be used, regardless if the account is combined or separately billed. However, if the accounts are separately billed, the TRAK ADF must be entered on both the main and the additional residence line(s).

In addition, a new FID, Associated Account Number (AAN), followed by the primary telephone number, will be added behind the TRAK code on the **additional line**. Following are examples for both combined and separately billed lines.

CONFIDENTIAL

Subject to restrictions on first page.

Combined Billed:

BEFORE SASO:
TN 414 555-1234
---S&E
I1 RVG
I1 RVG/TN 555-6789/PICX UND /TRAK CSC

AFTER SASO:
TN 414 555-1234
---S&E
I1 RVG
I1 RVG/TN 555-6789/PICX UND /TRAK ADF/AAN 555-1234

Separately Billed:

BEFORE SASO:
Main TN - No order activity
Additional TN - N order
TN 414 555-2345
---S&E
I1 RVG/PICX UND/TRAK NSC

AFTER SASO:
Main TN - RC order
TN 414 555-8765
---S&E
C1 RVG
T 1 RVG/PICX XXX/TRAK ADF
Additional TN - N order
TN 414 555-2345
---S&E
I1 RVG/PICX UND/TRAK ADF /AAN 555-8765

A mechanical conversion of the CRIS database, as well as pending and completed service orders, will be done. This conversion, however, will not be done until after the RCSC closes on Saturday, October 9th. This will mean that Service Representatives working on Saturday, the 9th, must follow the new guidelines for order issuance, yet may still see some old codes on existing account. Any accounts unable to mechanically convert will fall out on a discrepancy report and will be handled manually. Some of these accounts may be identified by all nines (9s) in the AAN field.

CONFIDENTIAL

Subject to restrictions on first page.

Multiple TRAK entries

When an account has multiple TRAK entries (i.e. WAH, FAX), the ADF code must be last entry in the string, immediately followed by the AAN FID, if appropriate. For example:

BEFORE SASO:	AFTER SASO:
TN 414 555-1234	TN 414 555-1234
--S&E	---S&E
I1 RVG/PICX UND/TRAK NSC,FAX,WAH	I1 RVG/PICX UND/TRAK FAX,WAH,ADF /AAN 555-1234

CRIS V Impact

The CRIS V screens will be updated to add a field for the AAN entry. This field will be added to the FIDs page, under the line that carries TRAK and will be required when the ADL field is populated.

Ongoing Maintenance

Future order activity could subsequently affect conditions on separately billed accounts. Care must be given when making changes on associated accounts. For example, if either account is disconnected, an RC order should be issued removing the TRAK ADF entry. If the main line telephone number is changed, an RC order should be issued on the additional line, changing the AAN entry.

Because the AAN entry is only carried on the additional line, MAC may need to be checked to determine the associated account number when you are dealing with changes to the separately billed main line.

WAH Group

Effective with this phase of SASO, TRAK ADF will be invalid on business class of services. Alternate sales tracking procedures have been implemented.

CONFIDENTIAL

Subject to restrictions on first page.

JOB AID - SASO CONVERSION 10/9/93

COMBINED BILLED - ADL:

BEFORE SASO:
TN 414 555-1234
---S&E
I1 RVG
I1 RVG/TN 555-6789/PICX UND /TRAK CSC

AFTER SASO:
TN 414 555-1234
---S&E
I1 RVG
I1 RVG/TN 555-6789/PICX UND /TRAK ADF/AAN 555-1234

SEPARATELY BILLED - ADL:

BEFORE SASO:
Main TN - No order activity
Additional TN - N order
TN 414 555-2345
---S&E
I1 RVG/PICX UND/TRAK NSC

AFTER SASO:
Main TN - RC order
TN 414 555-8765
---S&E
C1 RVG
T 1 RVG/PICX XXX/TRAK ADF
Additional TN - N order
TN 414 555-2345
---S&E
I1 RVG/PICX UND/TRAK ADF /AAN 555-8765

MULTIPLE TRAK ENTRIES:

BEFORE SASO:
TN 414 555-1234
---S&E
I1 RVG/PICX UND/TRAK NSC,FAX,WAH

AFTER SASO:
TN 414 555-1234
---S&E
I1 RVG/PICX UND/TRAK FAX,WAH,ADF /AAN 555-1234

NOTE: RC orders should be issued when order activity on one account affects the TRAK/AAN code on the other account. For example, disconnects, number changes, etc.

CONFIDENTIAL

Subject to restrictions on first page.