
* Printed For: VANGHEEM.GERALD *

Date: Friday, 15 November 1991 4:08pm CT

To: FENNER.EDWARD, FARRELL.STEVE, EWING.KATHLEEN, ELGHATIT.ALY, DOERR.GEORGE,
DICKE.DAVE, DAUL.CYRIL, CHRISTENSEN.BOB, BUXRUDE.JERRY, BRUHN.AL, *,
BENDT.ANGIE, BANNOW.JOHN, BAJOREK.ED, ARTEL.BOB, AHRENS.RON, MOGDEN.JIM,
ABRAHAMSON.KEN, NOFFKE.LAWRENCE, MCDONALD.BARB, MARTIN.DEBI, KOCVARA.JOE,
LYTHJOHAN.HERB, KREJCAREK.TERRY, JOHNSON.BILL, JANAS.MIKE, HILEY.JERRY,
HANSEN.MARIANN, HALE.BOB, GUNDECK.DON, GROSS.RAY, FERGUSON.DICK,
WEINKAUF.LAWRENCE, VANGHEEM.GERALD, VANDEHEY.JIM, TINDAL.LLOYD,
STOLLENWERK.GERRY, STATZ.GREG, SOLOMON.TIM, SANDERS.BOB_R, REYNOLDS.LOIS,
REESE.MIKE, RAFFINI.JOHN, POOLE.JOHN, PFAFF.DENNIS

Cc: HOIDA.JAMES, VERETTE.LYLE

From: SWEDA.DENNIS@WIEMC2

Subject: Elimination Of ZEWI FID

We recently received the following notification in regard to changes associated with the "ZEWI" FID. Temporarily, please file this notification as pages(s) 1 & 2 in Communicator Section 4.10.

Standard Ameritech Service Order (SASO) Memo 11 guidelines require WBI to structure FIDS in the RMKS section of the service order to Regional Standards. SASO 11 address the change of FID:

ZEWI (EXCEPTION WORK INFORMATION)

TO

FDT (FRAME DUE DATE).

THE ZEWI FID WILL BE DELETED FROM THE REMARKS SECTION OF THE SERVICE ORDER AND REPLACED WITH THE NEW FID:

FDT

IN THE IDENT SECTION OF THE SERVICE ORDER.

Effective with release 2 of this memo (November 7, 1991) both FDT & ZEWI are valid with the following conditions:

FDT is valid in any typing mode

ZEWI IS VALID ONLY IN COMPLETION MODES (SOCM,SOIM,KRIM)

EFFECTIVE WITH RELEASE 3 OF THIS MEMO (DECEMBER 5, 1991), ZEWI WILL BE INVALIDATED AND NOT ALLOWED IN ANY TYPING MODE.

1.

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THE NEW FID FDT (FRAME DUE TIME) REPLACES ZEWI. AS WITH ZEWI, IT INDICATES OTHER THAN NORMAL INSIDE PLANT WORK, SPECIAL WORK FORM, OR THE DEPARTMENT RESPONSIBLE FOR COORDINATION OF A SERVICE ORDER. ALL PROCURES AND WORK FUNCTIONS PRESENTLY FOLLOWED REMAIN THE SAME.

A SPECIFIC WORK TIME IS SHOWN BY INDICATING THE HOUR (1-12) FOLLOWED BY MINUTES (00-59) IF NEEDED AND A MERIDIAN INDICATOR (A OR P). THIS

MAY BE FOLLOWED BY DATA INDICATING SUPPLEMENTAL WORK FORMS, DEPARTMENTAL COORDINATION, ETC.

WHEN A SPECIFIC WORK TIME IS NOT REQUIRED, TWO ALPHA CHARACTERS (XX) ARE SHOWN FOLLOWED BY DATA INDICATING SUPPLEMENTAL WORK FORMS, DEPARTMENTAL COORDINATION, ETC.

EXAMPLE:

| SECTION | POSITION | EXAMPLE |
|---------|----------|---|
| IDENT | LH | FDT 2P OR FDT 1030A OR FDT 1230P,CO M OR FDT XX,BT,3-5 WF OR FDT XX,WF,CO,M |

Section 4.10 of the Communicator will be updated to reflect these changes.

Refer any questions to me at 414-678-2023

Dennis Sweda
Manager - Network Methods

DATE: January 22, 1987
FILE: WT 86-08-08 TUF
LAC-87-01-01
TO: Distribution Services Personnel
COVER BY: February 16, 1987
AUTHORS: Flamont T. Butler, (414) 678-3653
Sandra J. Goethel, (414) 678-0790

(This replaces WT 83-08-10, dated December 21, 1983)

Remember the feeling you got when you took your first peak into a kaleidoscope? Or how about the first time you let your "Slinky" walk down the stairs? Or what about the time you punched the neighborhood bully in the nose and he didn't get up? Well, this letter won't necessarily recreate those emotional highs, but it certainly should make you feel better.

What's Happening

Effective February 16, 1987, a new and improved procedure for handling service order coordination will be introduced in:

- Distribution Services (I&M, RCC, MAC/LAC, CRSAB)
- Marketing (Sales, Service Centers, Public Communications, COG)
- Network Switched Services (Central Office, Network Admin.)
- Special Services (I&M)

What Does This Mean to You?

If you are customer services or a support person in one of the above work groups, the new coordinated order process should result in a smoother cutover on 1) orders requiring exception work and 2) orders requiring simultaneous work (coordination) by two or more groups. This change will be achieved through a common understanding of the handling requirements for exception work and coordinated orders.

To assist all involved work groups in introducing this process, a 20-minute video presentation entitled "Coordinated Order Handling" has been made available for viewing. It is part of the Taped Update Films chain of blockbusters and features an unassuming multi-talented star whom many of you haven't seen.

What is a Coordinated Order?

A coordinated order is any service order (visit or nonvisit) which establishes or changes existing service AND requires simultaneous work by two or more groups to prevent customer service interruption.

What is Exception Work?

Exception work is any condition that prevents the service order translations and framework from being performed prior to 8:00 a.m. of the due date. For example, the customer may request that service be cut over at 12:00 noon to prevent a service outage during busy morning or afternoon periods.

Terms Defined

To help you more fully understand the coordination and exception work concepts which follow, several key terms have been defined in Attachment 1. Look these over now to aid your understanding of the following procedure (stop the tape now).

Coordinated Order Process

In order to understand your specific responsibilities in the service order coordination process, it is worthwhile to know the entire process. That process is explained below in outline form and applies to visit and nonvisit type service orders.

I. Agents/Vendors, COG and Business Offices

A. Agents/Vendors will:

1. On visit type orders, where WBI must install jacks, wiring or network interfaces and make a start call to turn up dial tone on Centrex, Custom Centrex and System 20 service orders, specify the need for I&M coordination (ZEWI CO M) on Form 141. The I&M field technician will be responsible to call Dispatch to release translations on the due date.
2. On nonvisit orders, where the Agent/Vendor will install jacks and wiring and/or relay a start call to turn up dial tone through COG, specify the need for COG coordination (ZEWI CO C). The Centralized Operations Group (COG) will be responsible to call Recent Change to release translations on the due date.
3. On nonvisit orders, where the customer desires a rearrangement of service at a specific time, enter the need for exception work on Form 141 (e.g., ZEWI AT 1P). The Recent Change Center will be responsible to release translations at the specified time.

Note: A job committee conference call may be required to assure proper coordination of Centrex and Custom Centrex cutovers.

B. COG Service Representatives will:

1. On visit type orders, where a Form 141 is received, check the form for coordination requirements by I&M or COG. If ZEWI is not shown and the order is multiline, contact the

Agent/Vendor or make the determination based on the work being performed, i.e., add/remove ground start, new connects, and rearrangements of existing service. Enter ZEWI CO M or ZEWI CO C in Remarks as appropriate.

2. On orders with ZEWI CO C entries, make the start call to Frames and RCC to get the ball rolling. They should not make the change without hearing from you.
3. On nonvisit orders, where a specific time is requested, enter ZEWI AT, the specific hour requested and an A (AM) or P (PM).

Example:

RMK-----
ZEWI AT 2P

C. Business Offices

1. On visit type C orders, enter ZEWI CO M when the order involves:
 - a. Party changes.
 - b. System 1, 5 and 20, Custom Centrex, Centrex
 - c. Multiline hunt group additions, changes or rearrangements in conjunction with other work. (See Note 1.)
 - d. Adding/removing ground start.
2. On nonvisit orders and visit not requiring coordination, enter ZEWI AT, the specific hour and an A (AM) or P (PM) when the customer requests the order be worked at a time after 8:00 a.m. of the due date (see Note 2).

Note 1: COG and the Business Office will be responsible to call Network Administration to verify existing multiline hunt group arrangements in all ESS offices prior to issuing multiline hunt group changes. Network Administration will provide callbacks within two hours.

Note 2: Recent Change will work most translations prior to 8:00 a.m. unless ZEWI and a specific code are entered in Remarks.

Note 3: Though not addressed in this letter, continuous service/dual service are exception work orders. They will be addressed in a future supplement once handling criteria is established.

II. Recent Change Center and Frames

A. The Recent Change Center will:

1. Review Recent Change tickets for coordination and exception work and build disks for release at appropriate times.
 - a. ZEVI CO M or ZEVI CO C - wait for call from I&M or Commercial, respectively, before release.
 - b. ZEVI AT - work order at time specified following AT. The exception is when an Office Equipment (OE) change and jumper rearrangement must be performed simultaneously to prevent service interruption. In this case RCC must await a call from Frames.
2. The RCC will normally have work done within one hour from the time of call unless a prior agreement has been reached at a job committee meeting.

B. Frames will:

1. Review and file (for bring-up) tickets with coordination/exception work requirements except where the placement or change of a jumper will not cause a breach in service.
2. On visit type frame tickets reflecting a ZEVI CO M or ZEVI CO C entry, Frames will await a call from I&M Dispatch or Commercial.
3. On nonvisit Frame tickets where the ZEVI FID calls for work to be done at a specific time, Frames will initiate a start call to the Recent Change Center at the specified time on the due date.

III. Installation and Maintenance (I&M)

A. The I&M Load function will:

1. Prior to the due date, review visit type orders previously described for ZEVI CO M and presurvey where appropriate.
2. Where it is determined the order requires a start call by a field technician and ZEVI is not present, the Load function clerk will contact the appropriate Commercial office to have it added on a subsequent order, i.e., A copy.

B. The field technician will:

1. Call Dispatch/MA to provide a start call to RCC and Frames on orders with ZEVI CO M.

2. Test installed lines for continuity and inform the customer of job completion.
- C. The Dispatch Clerk or MA will:
1. Relay the technician's start call instructions to Recent Change and Frames to turn up the service.
 2. Provide assistance where necessary to resolve problems and ensure the customer's service is working properly.

Problems Problems Problems

If problems with Centrex, Custom Centrex, System 1, System 5, or System 20 coordinated orders occur they must be handled promptly. Should they occur on the due date, on the due date, on the due date, on:

- A. Visit type orders - Marketing/Service Reps should call the I&M Load supervisor (orders due future) for the area covered. The Load supervisor will be responsible for taking the report and following through to correction. Attachment 2 lists LOAD Supervisors by area. These numbers should not be given to the general public.
- B. Nonvisit orders - Marketing/Service Reps should call the Preferred Customer number at the CRSAB, 1-393-1200. They will be responsible to refer it to the Repair Bureau. The local Repair Bureau will follow up as necessary to resolve the problem and provide a prompt callback to the Inquirer, when requested. This number should not be given to the general public.
- C. If a problem occurs after the due date on visit or nonvisit orders, always call the established CRSAB general repair number for your area, i.e., 611, etc.

The key ingredient in the success of the coordinated order process is your individual attention to the following:

1. Accuracy - every effort must be made to issue accurate and complete service orders with minimal changes.
2. Familiarity - each work group involved in the coordination process must be uniquely familiar with their piece and have a working knowledge of the responsibilities of the other groups.
3. Uniformity - handling of coordinated orders must be done on a uniform basis within similar work groups, i.e., commercial, I&M, RCC, etc. Without uniformity, chances for success diminish.
4. Cooperation - full cooperation is needed among work groups to ensure proper installation and rearrangement of the network services offered by our Company. It is essential that all COGs in the wheel operate with precision and Dispatch to sustain a high level of service and quality to our customers.

The responsibility for coordination and exception work orders is one shared by all involved. If each work group does their part and understands the others, the process will flow smoothly. Again, this procedure is covered in a (20-minute) TUF video tape produced by the Distribution Services I&M staff. It will be distributed to Distribution Services work groups and be made available to others through their respective staffs.

District Staff Manager -
Distribution Services Methods

FTB:slt

Attachments

cc:

| | |
|-------------|------------|
| Mr. Kiernan | Mr. Fink |
| Ms. Brennen | Mr. Mogden |
| Mr. Clark | Mr. Murphy |
| Mr. Coakley | Mr. Olson |
| Mr. Duxstad | Mr. Riggs |

Coordinated Order Handling
Key Terms Defined

Attachment 1

- | <u>Term</u> | <u>Definition</u> |
|-------------------------------|--|
| 1. Coordinated Order | Any order, visit or nonvisit, which establishes or changes existing service AND requires simultaneous work by two or more groups to prevent interruption of customer service. (Examples: Hunting arrangement changes, loop to ground start, Centrex, Custom Centrex, Systems 1, 5 and 20 cutovers, party lines, etc.) |
| 2. Nonvisit Order | One in which service can be connected, changed or disconnected WITHOUT a field visit by an I&M technician. |
| 3. Visit Type Order | One which requires a field visit by a technician to connect, change or disconnect service. |
| 4. Service Order Routing Code | A two-character Field Identifier (FID) which directs the service order to specific work groups for line assignment, translation input, central office and field work purposes. |
| 5. ZEWI | A FID used to identify EXCEPTION WORK and Coordination in a mechanized environment. It is shown as a left-hand FID in Remarks as follows: |

RMKS-----
ZEWI BT 3-6P

The ZEWI Code Set entries are described below:

| <u>Code Set</u> | <u>Meaning</u> | <u>Example</u> |
|--------------------|--|--|
| AT | Work <u>AT</u> a specific time | RMKS--- ZEWI AT 2P |
| BT | Work <u>BETWEEN</u> a specific time | RMKS--- ZEWI BT 3-6P |
| WF* | Work form is coming, i.e., 1887 | RMKS--- ZEWI CO M;WF |
| CO M or CO C | (M) I&M will call to release (C) COG or the B.O. will call to release | RMKS--- ZEWI CO M RMKS--- ZEWI CO C |

*The code set WF is the only one which can be used with any other code set.

| <u>Term</u> | <u>Definition</u> |
|--------------------|---|
| 6. Start Call | A call made to Frames and/or the Recent Change Center to initiate simultaneous framework and translations input. |
| 7. Agents | Vendors, such as WBCI, Cremer, etc., contracted by our Company to sell network line services. |
| 8. Business Office | All entities responsible for order origination in the business, residence, special services and Complex services disciplines, i.e., RSSC, Milwaukee Business Center, Capital Business Center, the COG, etc. |
| 9. Job Committee | A committee initiated by Marketing Sales to coordinate network system conversions. The committee generally consists of representatives from all work groups involved in the conversion, i.e., I&M, RCC, C.O., COG, etc. |

TELEPHONE NUMBERS

Distribution Services I&M

Attachment 2

| <u>I&M CENTER/AREA (AREA CODE)</u> | <u>FUNCTION</u> | <u>MA/ CLERICAL</u> | <u>SUPERVISOR</u> | <u>FACSIMILE #</u> |
|---|--------------------------|-------------------------|-------------------|--------------------|
| Skyline (414) (incl. Bluemound and Div/West) | Load - Dispatch | 445-6005 | 445-7576 | |
| | Repair Dispatch | 445-6005 | 445-1136 | |
| | Line Records | 445-2287 | 445-5392 | 442-7475 |
| Morain (414) (incl. Men FIs, West Bend and Hartland) | Load (ord due future) | 353-1126 | 353-1154 | |
| | Load (Trbls due future) | 461-0034 | 353-1111 | |
| | Dispatch (work due tdy) | 353-1120 | 353-1111 | |
| | Line Records | 462-0029 | 353-1154 | 535-5195 |
| <u>Grange DSOC (414)</u> | | | | |
| Waukesha | Load (work due future) | 761-4030 | 761-4347 | 761-4078 |
| | Dispatch (work due tdy) | 761-4260 | 761-4026 | 761-4079 |
| | Line Records | 761-4030 | 761-4347 | |
| Mitchell/Sheridan | Load (work due future) | 761-4030 | 761-4347 | 761-4078 |
| | Dispatch (work due tdy) | 761-4345 | 761-4343 | 761-4079 |
| | Line Records | 761-4030 | 761-4347 | |
| Racine/Kenosha | Load - Dispatch | 636-0606 | 636-0608 | |
| | Repair Dispatch | 636-0606 | 636-0608 | |
| | Line Records | 636-0668 | 636-0613 | 636-0616 |
| <u>Appleton DSOC (414)</u> | | | | |
| Appleton Green Bay Osh/Fndl/Bvr Dm Mntw/Shby/St Pt | Load (work due future) | 735-3389 | 735-3359 | 735-3955 |
| | Load (work due future) | 735-3436 | 735-3359 | 735-3955 |
| | Load (work due future) | 735-3820 | 735-3359 | 735-3955 |
| | Load (work due future) | 735-3830 | 735-3359 | 735-3955 |
| Appleton/St Pt/ Waupaca | Dispatch (work due tdy) | 730-5055 | 735-3410 | 735-3955 |
| | Dispatch (work due tdy) | 735-3231 | 735-3224 | 735-3955 |
| Grn Bay/Mntw Fndl/Bvr Dm/ Shby/Osh | Dispatch (work due tdy) | 730-5065 | 730-5063 | 735-3955 |
| | Line Records | 735-3223 | 730-5010 | 735-3955 |
| All Areas | or | 735-3042 | 735-3221 | 735-3955 |
| | or | | | |
| <u>Madison DSOC (608)</u> | | | | |
| Madison, Janesville and Eau Claire | Load (orders due future) | 1-393-1112 | 252-2925 | 252-6843 |
| | or | 252-6967 | | |
| | Load (Trbls due future) | 252-5468 | 252-2637 | 252-6843 |

Distribution Services I&M

| <u>I&M CENTER (AREA CODE)</u> | <u>FUNCTION</u> | <u>CLERICAL</u> | <u>SUPERVISOR</u> | <u>FACSIMILE #</u> |
|---------------------------------------|-----------------------------------|---------------------------|-------------------|--------------------|
| Mad/Jnv/EC | Dispatch (S.O. due tdy) | 1-393-1112 or 252-6967 | 252-2925 | 252-6843 |
| Madison | Dispatch (Repair work due tdy) | 1-393-3477 or 252-4621 | 252-2560 | 252-6843 |
| Janesville | Dispatch (Repair work due tdy) | " | 252-2491 | 252-6843 |
| Eau Claire | Dispatch (Repair work due tdy) | " | 252-5482 | 252-6843 |
| Madison/ Janesville | Screening/Line Rec | 252-5468 | 252-2637 | 252-6843 |