

ADMINISTRATIVE MESSAGE TRUNK ORDERS

INTERVAL GUIDE

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1. GENERAL

1.01 This section describes interval guidelines for certain administrative message Trunk Orders (TOs) initiated in the Network Operations Department for Pacific Bell and in the Traffic Department for Nevada Bell. These guidelines are limited to those orders affecting intraregional trunks, including those terminating in some independent companies.

Note: Orders for trunks originating or terminating in General Telephone Company, General Telephone Company/Western California Telephone Company, Pacific Northwest Bell, Long Lines offices, associated Company offices, and Pacific Bell (including Nevada Bell) interregional trunks should use the intervals shown in TI 900 or Section 002-580-915PT.

1.02 This section is issued to replace and cancel Section 004-210-000PT. This section has minor changes in wording from the replaced section 004-210-000PT and adds exhibits covering the interval guide for orders processed by ATABs.

2. PURPOSE

2.01 This section:

(a) Provides for satisfactory service maintenance on intraregional message trunk groups.

(b) Provides flexible interval guides that will allocate an equitable number of work days to each group involved in the message order flow, based on the total number of work days assigned to each order.

(c) Provides an order interval that will not place administrative orders in the processing system with more than 60 working days for intra-Trunk Assignment Bureau (TAB), 63 working days for inter-TAB, and 45 working days in the ATAB mode.

Note: Work days are defined as Monday through Friday each week, excluding holidays.

(d) Provides for five interval classifications:

- Normal (N)
- Special (S1, S2, or S3)
- Urgent (U)
- Emergency (E)
- Other (O)

Note: For coordinated classification, see Part 4 of this section.

(e) Provides for the management level needed for authorization for the use of a specific order classification:

- (1) **Normal:** Usual manager's approval as dictated by the originator's group.
- (2) **Special:** For special range 2 or 3—Usual manager's approval as dictated by the originator's group.
- (3) **Special Range 1 and Urgent:** Approval of the second-level trunk servicer or second-level assignment (TAB/ATAB, whichever section issues the order).

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- (4) **Emergency:** Approval of the order originator's District Level Manager.
- (5) **Other:** Usual manager's approval as dictated by the originator's group.
- (f) Provides a clean/unclean order flow concept and clean/unclean codes to be used at the discretion of the Regions.

2.02 This Bell Service Practice is subject to audit.

3. DEFINITIONS

3.01 The following define some of the phrases and/or abbreviations used in this section.

- (a) **Administrative Trunk Order (TO):** An order issued to add, disconnect, or rearrange message trunks.
- (b) **Area Trunk Assignment Bureau (ATAB):** A centralized location in the Sectors where the trunk assignment and common control orders, for other than toll switching machines, in a specific geographical area are processed. (See Trunk Assignment Bureau.)
- (c) **Coordinated Orders:** Those orders for which the due dates are set by a coordinating committee under Standard Instruction 132 or are set by agreement between the various groups involved in message order flow. (See Part 4 of this section.)
- (d) **Field:** Those people in the toll testrooms and/or switchrooms who are responsible for completing the trunk orders.
- (e) **Order Originators:** Those people who originate trunk orders (Trunk servicers and Trunk Assignment Bureaus).
- (f) **Trunk Assignment Bureau (TAB):** A location where the trunk assignments, for those switching machines and switchboards which are not in an ATAB mode, are processed.

4. COORDINATED ORDERS

4.01 A coordinated classification shall be used for trunk orders associated with:

- (a) Any series of orders for which the processing dates have been set by a coordinating committee established under Standard Instruction 132.
- (b) Any WECO. job requiring trunk assignment work. This includes those orders associated with a WECO. job that is not coordinated by a committee as covered by Standard Instruction 132.
- (c) Any Major Toll Undertaking (MTU) or project which requires coordination such as tandem deload programs, routing rearrangements, broadband and/or narrowband derived facilities, etc.
- (d) Trunk and/or common control orders associated with code openings.
- (e) Area transfers, i.e., trunk activity associated with subscriber cuts from one serving office to another.
- (f) Changes in trunking plans. Examples of coordinated activities are:
 - (1) New office installations
 - (2) AMA, CAMA SATT, etc., conversions
 - (3) Establishment or discontinuance of switching entities
 - (4) Establishment or discontinuance of switchboards and TSPs (includes trunking rearrangements coordinated with the action)

Note: Any series of two or more administrative or miscellaneous orders that must be related to work together or in sequence, and their due dates are not set by an interdepartmental committee, will carry the standard interval classification to meet the service demand. Because of their administrative nature, **these orders will not carry the coordinated classification.** If the interval guides cannot be used, the order originator must negotiate with ATAB/TAB, CPD, and the field for:

- Due Out of Trunk Assignment Bureau Date (DOT)
- Due Out of Circuit Provision Department Date (DOB)

- Due Date (DD)

4.02 The coordinated trunk orders issued under 4.01 are classified C.

5. ADMINISTRATIVE ORDER CLASSIFICATIONS AND THEIR USE

5.01 Order originators (trunk servicers, ATABs, TABs) shall select the order classification that will allow the longest interval between the order issue date and the due date, consistent with the requirements for providing good service.

- Exhibits 1 and 2 cover the intervals for orders processed in the TAB mode,
- Exhibit 3 covers the intervals for orders processed in the ATAB mode,
- Exhibit 4 illustrates a possible format of a working day calendar. A working day calendar should be prepared each quarter by the Region Trunking Staff (Nevada Bell Trunk Engineer) and distributed to all people in the Region or Nevada Bell involved in the message order flow process.
- The order originator should count the day the order is sent to TAB/ATAB as day "zero" when establishing the DOT, DOB, and DD. This will compensate for the time needed to transmit the order.
- The objective is for all orders to be classified Normal, but the service conditions outlined in the 5.03 through 5.07 should be controlling.

5.02 Normal: This classification shall be used for the majority of orders where the due date is under the control of the order originator.

5.03 Special 3: This classification shall be used for orders issued in the TAB mode to correct a 1.1 to 1.9 percent overflow in the final trunk group. This classification may be used on orders affecting subtending high usage groups.

5.04 Special 2: This classification shall be used for orders issued in the TAB mode to correct a 2.0 to 2.9 percent overflow and in the ATAB mode to correct a 1.1 to 2.9 percent overflow in the final trunk group. This classification may be used on orders affecting subtending high usage groups.

5.05 Special 1: This classification shall be used to correct a 3.0 to 4.9 percent overflow in the final trunk group. This classification may be used on orders affecting subtending high usage groups.

5.06 Urgent: This classification shall be used for orders issued to correct an overflow 5.0 percent or greater in the final group. This classification may be used in orders affecting subtending high usage groups.

5.07 Emergency: This classification shall be used only as a result of critical emergency, such as major service failure, fires, floods, disaster conditions, national emergency, etc.

Note: The District Level Manager (or in his or her absence the authorized second-level manager) of the order originating group must provide a signature approval on the order using an **emergency** classification.

5.08 Emergency and/or Urgent classifications are for extremely short-interval orders. All departments involved should cooperate so that the required work can be completed expeditiously.

(a) The control TAB/ATAB will obtain the required outgoing and incoming trunk assignment before the second-level trunk assignment supervisor advises the second-level CPD supervisor and/or the field first-level supervision by telephone that an **Emergency** or **Urgent** order is in progress. A valid design must be readily available, or be made available by the design engineer, to meet an emergency or urgent due date.

(b) The second-level TAB/ATAB supervisor will verbally furnish the second-level CPD supervisor the following:

- Order Number
- Trunk Group Name (including A & Z locations)
- Trunk Numbers
- Design Number
- Action

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- Assignments controlled by TAB/ATAB
- Due Date

(c) The information furnished verbally by TAB/ATAB is to be confirmed on a trunk order, Form F 1293 and trunk record, Form F 1295.

(d) The CPD should either telephone the field with the pertinent information needed to complete the emergency-urgent orders or provide an ACOLI, CLR cards prepared manually.

5.09 Other: This classification is used on all orders that have a due date set by someone other than the Pacific Bell/Nevada Bell trunk servicer or TAB/ATAB originator (SSN, GT, LL, PNB, etc.)

5.10 Critical Dates Determination: The order originator determines the critical dates DOT and DOB by using the due date as a starting point and either Exhibit 1, 2, or 3, as appropriate. The total working days can be determined by using the due date and working back to today's date on the working day calendar.

6. ORDER PROCESSING

6.01 The order originator will make every effort to insure that the following requirements are met so there will be reasonable expectation that the order will be completed on time:

- (a) Valid design available on the MDR.
- (b) Augment quantity within the preallocation on MDR.
- (c) Any constraints on MDR resolved with the design engineer prior to issuing an order.
- (d) Use of prior background knowledge of potential problems encountered on the group being serviced or a similar group. Check to determine if the problem will apply to the current order(s).

6.02 This section does not cover the main entries required on Form F 1293. These are covered in TI 900, Bell System Practice Section 690-406-902PT, and Informational Bulletins. Specific entries required by this section are covered in the following paragraphs.

6.03 The order originator enters the classification in the Order Class section of the F1293.

6.04 The order originator enters the working days allocated to the order, using the working days calendar and instructions covered in Part 5 of this section.

6.05 The order originator determines the Due Out of Trunk Assignment (DOT) and Due Out of CPD (DOB) dates from the Interval Guide.

6.06 All departments involved in the order process shall make every effort to meet the critical order flow dates (DOT, DOB, and DD).

Note: The dates shown are the maximum time allowed for each group to complete its own work. However, everyone should process the orders as quickly as possible so that any time saved can be passed on to the field so orders can be completed on or before the due date.

7. PROBLEMS ENCOUNTERED

7.01 If a problem develops in processing the order and the order has not left the Trunk Assignment Bureau (ATAB/TAB) the order is referred to the originator. The order originator must do one or more of the following:

- (a) Obtain an alternate design.
- (b) Cancel the entire order or specific items causing the problem.
- (c) Issue an associated disconnect order to provide needed equipment or line facilities.
- (d) Take other appropriate action to meet the service requirements, including referring the problem to higher levels of management.
- (e) Reschedule the order to the same or new due date. Provide new DOT and DOB dates and, if necessary, a new order classification.
- (f) Arrange for abeyance of the order if the reschedule date is beyond 63 work days for TAB or 45 days for ATAB.

7.02 If a problem develops while the order is in the CPD, they shall:

- (a) Select an alternate design if equipment and/or facilities are not available.

(b) If an alternate design is not available, the order and/or trunks in jeopardy are referred to the appropriate agreed-upon contact.

7.03 Problems referred to the order originator should be disposed of as outlined in 7.01 within 48 clock hours. The person or group presenting the problem should be notified of the intended action.

7.04 Reschedule procedures for orders which have left CPD are covered by the following:

- CPD IB 690-409-003N and 004S
- BSP 001-140-102PT
- TI 900 Provisional Instruction

Note: No group can reschedule an order without the concurrence of the order originator.

8. CLEAN/UNCLEAN ORDERS

8.01 The following may be used at the discretion of the Regions.

8.02 A clean order is defined as an order for which all piece-parts (equipment and facilities) are available and no reconciliation, development of alternate designs by Engineering, or other built-in delays are encountered.

Note: Workload is not considered as a factor affecting a clean order.

8.03 The order originator will make every effort to insure that the following requirements are met:

- (a) Valid design available on the Message Design Report (MDR).
- (b) Augment quantity within preallocation on MDR. If not, this must be resolved with Engineering prior to order issuance.
- (c) Use of prior background knowledge of potential problems encountered on that or similar trunk groups. Check to see if the problem applies to the current order, and, if so, resolve prior to issuing the order.

8.04 An unclean order is defined as an order which encounters a problem after it has entered the message order flow, i.e., by the order originator, in TAB/ATAB, CPD, or field.

8.05 Whenever an unclean order condition is encountered, the person experiencing the problem shall enter the unclean condition code (see Exhibit 5) in the spaces provided on the F 1293. CPD will indicate the field clean/unclean problem as Code 99 whenever a field contact report is received.

8.06 The processing group should provide a reason for missed DOT or DOB in the spaces provided on the F 1293.

ADMINISTRATIVE MESSAGE TRUNK ORDER INTERVAL GUIDE INTRA-TAB									
Class	Range	Total Working Days	Svc. Ovfl. %	TAB INTERVAL DOT	XMT*	Desired Interval CPD	Commit. DOB	XMT*	Desired Interval Field
N O R M A L		60		10	2	30	42	1	17
		59		10	2	30	42	1	16
		58		9	2	30	41	1	16
		57		9	2	29	40	1	16
		56		9	2	28	39	1	16
		55		9	2	28	39	1	15
		54		9	2	27	38	1	15
		53		9	2	27	38	1	14
		52		8	2	27	37	1	14
		51		8	2	26	36	1	14
	50		8	2	26	36	1	13	
O T H E R	3	49	1.1	8	2	25	35	1	13
		48	to	8	2	24	34	1	13
		47	1.9	7	2	24	33	1	13
		46		7	2	23	32	1	13
		45		7	2	23	32	1	12
		44		7	2	22	31	1	12
		43		7	2	22	31	1	11
		42		7	2	21	30	1	11
		41		6	2	21	29	1	11
		40		6	2	21	29	1	10
	2	39	2.0	6	2	20	28	1	10
		38	to	6	2	19	27	1	10
		37	2.9	6	2	18	26	1	10
		36		5	2	18	25	1	10
		35		5	2	18	25	1	9
		34		5	2	18	25	1	8
		33		5	2	17	24	1	8
		32		5	2	16	23	1	8
		31		5	2	15	22	1	8
		30		4	2	15	21	1	8
	29	3.0	4	2	14	20	1	8	
	28	to	4	2	14	19	1	7	
	27	3.9	4	2	13	19	1	7	
	26		4	2	12	18	1	7	
	25		4	2	12	18	1	6	
	24	4.0	3	2	12	17	1	6	
	23	to	3	2	11	16	1	6	
	22	4.9	3	2	10	15	1	6	
U R G E N T	21		3	2	10	15	1	5	
	20		3	2	9	14	1	5	
	19	5.0	3	2	9	14	1	4	
	18	5.5	3	2	8	13	1	4	
	17	6.0	2	2	8	12	1	4	
	16	7.0	2	2	7	11	1	4	
15	8.0	2	2	7	11	1	3		
14	9.0	2	2	6	10	1	3		
13	10.0	2	2	5	9	1	3		
EMERGENCY AS REQD.				26.7%	**	33.3%	**	20.0%	

* XMT is a System Objective for transmitting an order package from one group to the next. XMT is normally Pac. Co. Mail but may be U.S. Mail, TTY, Special Delivery, etc., to meet an objective.

** 20% combined transmission time allowance. (⊙) 9.0% or greater Service Overflow.

Exhibit 1

ADMINISTRATIVE MESSAGE TRUNK ORDER INTERVAL GUIDE INTER-TAB										
Class	Range	Total Working Days	Svc. Ovfl. %	TAB INTERVAL DOT	XMT*	Desired Interval CPD	Commit. DOB	XMT*	Desired Interval Field	
N O R M A L		63		13	2	30	45	1	17	
		62		13	2	30	45	1	16	
		61		12	2	30	44	1	16	
		60		12	2	29	43	1	16	
		59		12	2	28	42	1	16	
		58		12	2	28	42	1	15	
		57		12	2	27	41	1	15	
		56		12	2	27	41	1	14	
		55		11	2	27	40	1	14	
		54		11	2	26	39	1	14	
	53		11	2	26	39	1	13		
O T H E R	3	52	1.1 to 1.9	11	2	25	38	1	13	
		51		11	2	24	37	1	13	
		50		10	2	24	36	1	13	
		49		10	2	23	35	1	13	
		48		10	2	23	35	1	12	
		47		10	2	22	34	1	12	
		46		10	2	22	34	1	11	
		45		10	2	21	33	1	11	
		44		9	2	21	32	1	11	
		43		9	2	21	32	1	10	
	42	9	2	20	31	1	10			
	41	9	2	19	30	1	10			
	40	9	2	18	29	1	10			
	2	39	2.0 to 2.9	8	2	18	28	1	10	
		38		8	2	18	28	1	9	
		37		8	2	18	28	1	8	
		36		8	2	17	27	1	8	
		35		8	2	16	26	1	8	
		34		8	2	15	25	1	8	
		33		7	2	15	24	1	8	
		32		7	2	14	23	1	8	
		31		7	2	14	22	1	7	
		30		7	2	13	22	1	7	
		29	3.0 to 3.9	7	2	12	21	1	7	
28		7		2	12	21	1	6		
27		6		2	12	20	1	6		
26		6		2	11	19	1	6		
25		6		2	10	18	1	6		
24		6		2	10	18	1	5		
	23	4.0 to 4.9	6	2	9	17	1	5		
	22		6	2	9	17	1	4		
	21		6	2	8	16	1	4		
	20		5	2	8	15	1	4		
	U R G E N T		19	5.0 to 9.0	5	2	7	14	1	4
			18		5	2	7	14	1	3
17		5	2		6	13	1	3		
16		5	2		5	12	1	3		
15		4	2		5	11	1	3		
EMERGENCY AS REQD.				26.7%	**	33.3%	**	20.0%		

* XMT is a System Objective for transmitting an order package from one group to the next. XMT is normally Pac. Co. Mail but may be U.S. Mail, TTY, Special Delivery, etc., to meet an objective.

** 20% combined transmission time allowance. (⊙) 9.0% or greater Service Overflow.

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ADMINISTRATIVE TRUNK ORDER INTERVAL GUIDE "ATAB" MODE									
Class	Range	Total Working Days	Svc. Ofl. %	ATAB/CPD Intervals (Note 1)				XMT	Desired Interval Field
				ATAB Interval DOT	XMT Note 2	CPD Interval Total	Total ATAB- CPD Interval		
NORMAL		45		11	1	15	27	1	17
		44		11	1	15	27	1	16
		43		11	1	14	26	1	16
		42		11	1	14	26	1	15
		41		11	1	13	25	1	15
		40		11	1	13	25	1	14
		39		11	1	13	25	1	13
		38		10	1	13	24	1	13
		37		10	1	12	23	1	13
		36		10	1	12	23	1	12
		35		9	1	12	22	1	12
		34		9	1	11	21	1	12
		33		9	1	11	21	1	11
		32		8	1	11	20	1	11
	31		8	1	10	19	1	11	
	30		8	1	10	19	1	10	
OTHER	2	29	1.1 to 2.9	8	1	10	19	1	9
		28		8	1	9	18	1	9
		27		7	1	9	17	1	9
		26		7	1	9	17	1	8
		25		7	1	8	16	1	8
		3.0 to 4.9	24	6	1	8	15	1	8
			23	6	1	8	15	1	7
			22	6	1	7	14	1	7
			21	5	1	7	13	1	7
			20	5	1	7	13	1	6
	URGENT	5.0 to 10.0	19	5	1	6	12	1	6
			18	4	1	6	11	1	6
			17	4	1	6	11	1	5
			16	4	1	5	10	1	5
15			4	1	5	10	1	4	
		14	4	1	4	9	1	4	
		13	4	1	4	9	1	3	
Emergency		As Req.	66 2/3% of days available						33 1/3% Days avail- able

Note 1: These intervals are the maximum time allotted for the ATAB/CPD procedures when mechanized Circuit Layout Records (Cards) are required. If the order is processed in a non-mechanized mode the time allotted to CPD should be shared with the Field. If a Non-Control ATAB is involved they should complete their portion of the order process in the first half of the time allotted to the Control ATAB.

Note 2: XMT means transmittal time between groups.

WORKING DAYS
1974-75

28	F	31		31		27	N
27		30		30	D	26	
26	E	29	J	27		25	O
25		28		26	E	22	V
24	B	27	A	24		21	E
21		24		23	C	20	M
20	R	23	N	20		19	B
19		22	U	19	E	18	E
18	(75)	21		18	M	15	R
17		20	A	17		14	
14		17	Y	16	B	13	O
13		16		13	E	12	V
12		15		12	R	11	E
11		14		11		8	M
10		13		10		7	B
7		10		9		6	E
6		9		6		5	R
5		8		5		4	
4		7		4		3	
3		6		3		2	
		3		2		1	
31		2		27	N	31	O
30	J	31	D	26		30	C
29		30	E	25	O	29	T
28		27		22	V	28	O
27		26	C	21	E	24	B
24		24	M	20		23	E
23		23		19	B	22	R
22		20		18	E	21	
21		19		15	M	18	
20		18		14		17	
17		17		13		16	
16		16		12		15	
15		13		11		11	
14		12		8		10	
13		11		7		9	
10		10		6		8	
9		9		5		7	
8		6		4		4	
7		5		3		3	
6		4		2		2	
3		3		1		1	
2		2		31	O	30	S
		27	N	30		27	E
		26		29	C	26	P
		25	O	24		25	T
		22	V	23	T	24	E
		21	E	22	O	23	M
		20	M	21	B	20	B
		19	B	20	E	19	E
		18	E	18	R	18	R
		15		17		17	
		14		16		16	
		13		15		13	
		12		11		12	
		11		10		11	
		8		9		10	
		7		8		9	
		6		7		6	
		5		4		5	
		4		3		4	
		3		2		3	
		2		1		2	
		1				1	
				30	S	30	A
				27		29	U
				26	E	28	G
				25	P	27	U
				24	T	26	S
				23	E	23	T
				20		22	
				19		21	
				18		20	
				17		19	
				16		16	
				13		15	
				12		14	
				11		13	
				10		12	
				9		9	
				8		8	
				7		7	
				6		6	
				5		5	
				4		4	
				3		3	
				2		2	
				1		1	

Exhibit 4

TABLE A
CLEAN/UNCLEAN CODES
& REASON FOR MISSED COMMITMENT DATE

CODE	DESCRIPTION
00	CLEAN
	MESSAGE DESIGN REPORT (MDR)
11	Trunk group not in report; special trunk study required
12	No design – design requested
13	Need to exceed preallocation
14	Trunk equipment not shown
15	Shortage indicator
16	No alternate design for available trunk equipment
17-18	(Reserved)
19	Other—Explain in "Notes" space F 1293
20-29	(Reserved)
	ASSIGNMENT PROBLEMS
31	No manual originating equipment
32	No manual terminating equipment
33	Related order or rearrangement required for release of facilities and/or equipment
34	Related order incorrect or not issued
35	Machine inventoried equipment unavailable
36	Machine inventoried facilities unavailable
37	Selected trunk equipment and design do not match
38	Incorrect design selection
39	Other—Explain in "Notes" space F 1293
40-49	(Reserved)
	ORDER CONTENT PROBLEMS
51	Poor reproduction or illegible
52	Facility or equipment left off data pages
53	Common language office name or column headings incorrect or missing
54	Reason for issuance not specified
55	Insufficient margin
56	Conflicting information on order
57-58	(Reserved)
59	Other—Explain in "Notes" space F 1293
60-69	(Reserved)
	MISCELLANEOUS PROBLEMS
71	Working assignment
72	Rearrangement initiated for other facility or equipment shortage; e.g., service observing loops, sender link appearances, switchboard jacks, etc.
73	Insufficient Mail Time Allowance provided by Guide.
74-78	(Reserved)
79	Other—i.e., not specified in any of the above categories. Include explanation for unclean situation in "Notes" section of F 1293.
80-98	(Reserved)
99	A valid Field Forces contact involved with order