

## INTERCOMPANY SERVICES COORDINATION PLAN

### ESTABLISHING SERVICE INTERVALS

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#### 1. GENERAL

1.01 This section provides the guidelines for establishing service intervals for special services products/services. It also provides the guidelines for product teams, ADS-SSWC (Administration of Designed Services—Special Services Working Committee), an AT&T interdepartmental team, and other affected work groups to establish a standard interval for the provision of a product/service.

1.02 Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

1.03 This section is for use by product teams, methods and procedures committees, and planning groups. It provides the guidelines to be used for the entire life cycle of a product/service and starts with planning and ends with removal of the product/service from the market. The use of these guidelines is important because they determine the effect of the standard order flow on the product/service. The output is a service interval that takes into account the needs of the market as well as the ability of the Bell Companies and their suppliers to provide the product/service.

1.04 The intervals established using these guidelines are primarily for products/services provided on an intercompany basis and will be included in the ISC/ADS Special Services Interval Guide. However, these guidelines may be used by each Operating Telephone Company (OTC) for establishing their own product/services standard intervals.

1.05 The purpose of these guidelines is to provide the means of establishing a *single* Bell System standard interval for the products/services that appear in the ISC/ADS Special Services Interval Guide.

1.06 If a product/service is to be included in the guide, the standard interval components must be determined prior to tariff filing so that the costs incurred for providing them within a certain time frame under given methodology can be reflected in the filed rates.

#### 2. NEEDS OF THE MARKET

2.01 The overall interval for each service item must meet the majority of customer needs as determined by the product team.

#### 3. SYSTEM CAPABILITY

3.01 Each critical and overall interval (see Section 010-520-104) must be within the capability of each OTC to meet without incurring extraordinary costs or disruptive expediting.

#### 4. EQUIPMENT SUPPLY

4.01 The standard equipment supply interval must be within the physical capability of the supplier to deliver the equipment on the job without incurring extraordinary costs by the OTC.

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5. PRODUCT TEAM REQUIREMENTS

5.01 To satisfy the marketability of the product/service, the product team must estimate the maximum time from receipt of an order to delivery to the customer (without a detailed analysis of order flow, supply intervals, etc) before proceeding with tariff or implementation plans. This will be called the "estimated" interval and will be used later (paragraph 5.06) to compare with a "determined" interval before a "standard" interval is established. This is *most* important because in describing the product and preparing the tariff, time allocations for the multitude of work functions will impact the economies of providing the product in a standard flow.

5.02 Product teams should have an operational familiarity with standard order flows, plans, forms and functions of methods committees described in the following:

SECTION	TITLE
010-505-100	Administration of Designed Services (ADS)
795-402-100	Common Language Circuit Identification—Special Services
010-520-ZZZ	Intercompany Services Coordination (ISC) Plan
010-501-ZZZ	Administration of Designed Services—Special Services
	ISC/ADS Special Services Interval Guide
	AT&T Administration of Designed Services—Special Services Working Committee (ADS—SSWC)
	USO Committee
	USO Manual

5.03 The product team must fully describe their product/service functionally, technically, and operationally, to be able to perform the work outlined in this section.

5.04 The product team, using the work functions in ISC/ADS, determines the involvement of

the work groups providing the service. Particular attention must be given to any specialization required to provide the service such as centralized assignment, unusual requests by the customer for billing, tariff restrictions, special records that must be maintained, special identification of the product or service, other tariffs involved in providing the service, common language, etc, which can impact the processing of an order and could increase or decrease the order processing time.

5.05 The product team, knowing their product and any special requirements needed for implementation, must apply the work functions to be performed to specific time increments. These time increments are expressed in working days with the end result being the overall determined interval or time required to provide service to the customer. These components and work intervals are described in detail in Section 010-520-104 and the Interval Determination Instruction which is part of the ISC/ADS Special Services Interval Guide. Part 6 of this section describes the supply interval.

5.06 The determined interval (paragraph 5.05) must now be compared to the estimated interval (paragraph 5.01) established earlier. If the determined interval is longer than the estimated interval, trade-offs of costs, procedures, supply intervals, etc, must be made to arrive at a standard interval. For the case of the determined interval being shorter than the estimated, the product team can select either interval. See Fig. 1.

5.07 When trade-offs are being made for the longer determined interval case, special attention should be made to the tariff and its application with the probability of impacting costs and procedures and, thus, requiring a realignment of the proposed tariff.

5.08 If the product teams contemplate changes to the standard order flow, consultation with the ADS-SSWC is required since changes in standards generally create a delay in implementing a new product/service.

5.09 After the product team determination of the standard interval for providing the product/service, the product team must forward, in writing, the proposed standard interval and supporting data to the ADS-SSWC for concurrence.

**5.10** The product team is also responsible for publishing an implementation plan for their product. To assure standard order flow and uniform documentation, the product teams must submit their plans to the ADS Methods Steering Committee for joint approval by the product team and the ADS Methods Steering Committee before releasing the plan to the field.

**5.11** Some of the items which are included in an implementation plan are:

- (a) A service description.
- (b) Illustrative tariff.
- (c) The order flow.
- (d) The Interval Guide critical dates.
- (e) The measurement plans to be used.
- (f) Job aids for the preparation of service orders, use of common language, and any other pertinent records required.

This section covers items b, c, d, and f above.

## **6. SUPPLY INTERVAL**

**6.01** One of the most critical intervals for a new product/service is the procurement of equipment. This critical work interval is the RRD to MOJ (Requisition Received Date to Material on Job) and is known as the supply interval.

**6.02** The procedures for determining an approved supply interval for publication in the Interval Guide are outlined in the following paragraphs.

**6.03** The Western Electric member of the product team is responsible for negotiating and determining the supply interval for the Western Electric products. However, before this interval is published, written concurrence from the Western Electric member of the ADS Special Services Working Committee must be obtained.

**6.04** When products use General Trade equipment, a member of the General Trade section of AT&T must be a member of the product team. It will be the AT&T General Trade representative's responsibility to approve the supply interval published in the Interval Guide and provide the necessary

procurement information in the product implementation plan.

## **7. ISC/ADS INTERVAL GUIDE**

**7.01** The ISC/ADS Special Services Interval Guide is published primarily for the products and services that are frequently ordered. However, this does not exempt the product teams from developing and issuing appropriate implementation methods and procedures as well as proposed intervals for low volume products and services. The guidelines used for standard intervals should be used for this purpose.

**7.02** The intervals developed to meet the market needs are described in the Interval Guide and are used by all OTCs. Difficulties encountered in meeting market needs are normally discovered by these field users. Market need problems with intervals are forwarded through lines of organization to the AT&T product team responsible for the particular item in the Interval Guide. If the AT&T product team deems the problems significant, they will contact the OTC Headquarters product team for their concurrence and proceed as described previously under establishment of new intervals.

**7.03** The guide usage is also monitored periodically by Western Electric. The means of monitoring is to compare the RRD with the actual requisition received date and the MOJ with the requested date on the requisition. In this manner, Western Electric can determine if the guide users are adhering to the supply interval expressed in the Interval Guide. If the users are specifying shorter dates than normal, the local Western Electric personnel involved should contact the local OTC ISC team to resolve the problem. If the supply interval requested is the same or longer than that described in the Interval Guide, and Western Electric is having difficulty meeting this interval due to manufacturing problems, distribution problems, etc, they will go through their lines of organization to Western Electric Headquarters. The Western Electric Headquarters ADS-SSWC member will bring this problem to the attention of the ADS-SSWC at AT&T. The ADS-SSWC will contact the product team involved and Western Electric for resolution of the discrepancy.

**7.04** The product team is responsible for initiating the shortening or lengthening of an interval

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as well as adding or deleting an item from the Interval Guide.

**7.05** Temporary changes in intervals may be made if the change will exist for at least three months but less than twelve months. For example, a particular item may have an overall interval of seventeen days normally, and due to unusual supply problems expected to last for six months, the interval must be extended to twenty-one days. A temporary change notice to the Interval Guide will be transmitted by ISC/ADS bulletin. If the condition is expected to last for more than a year, the Interval Guide itself would be changed to indicate a permanently changed interval. If the problem is expected to last less than three months, it would be termed transitory and performance would be lower for that item for that period of time. It is impractical to arrange for and transmit this information and to get it into the user's hands

in very short time frames. Therefore, conditions expected to last three months or less would not normally be handled by this route. The standard Interval Guide is not to be used for items which have rapidly changing intervals.

**7.06** The Interval Guide itself is reviewed annually (first quarter) by the AT&T ISC team. At this review, all ISC/ADS bulletins transmitted during the preceding year which affect the intervals in the guide are reviewed. These changed intervals will be included in a new issue of the Interval Guide if appropriate. If any problems regarding the "Guide" are brought to the attention of the ADS-SSWC or any of its members receive comments from the field regarding intervals, they will forward the specific problem to the product team involved. If the problem is one of procedure, the ADS-SSWC will resolve it.

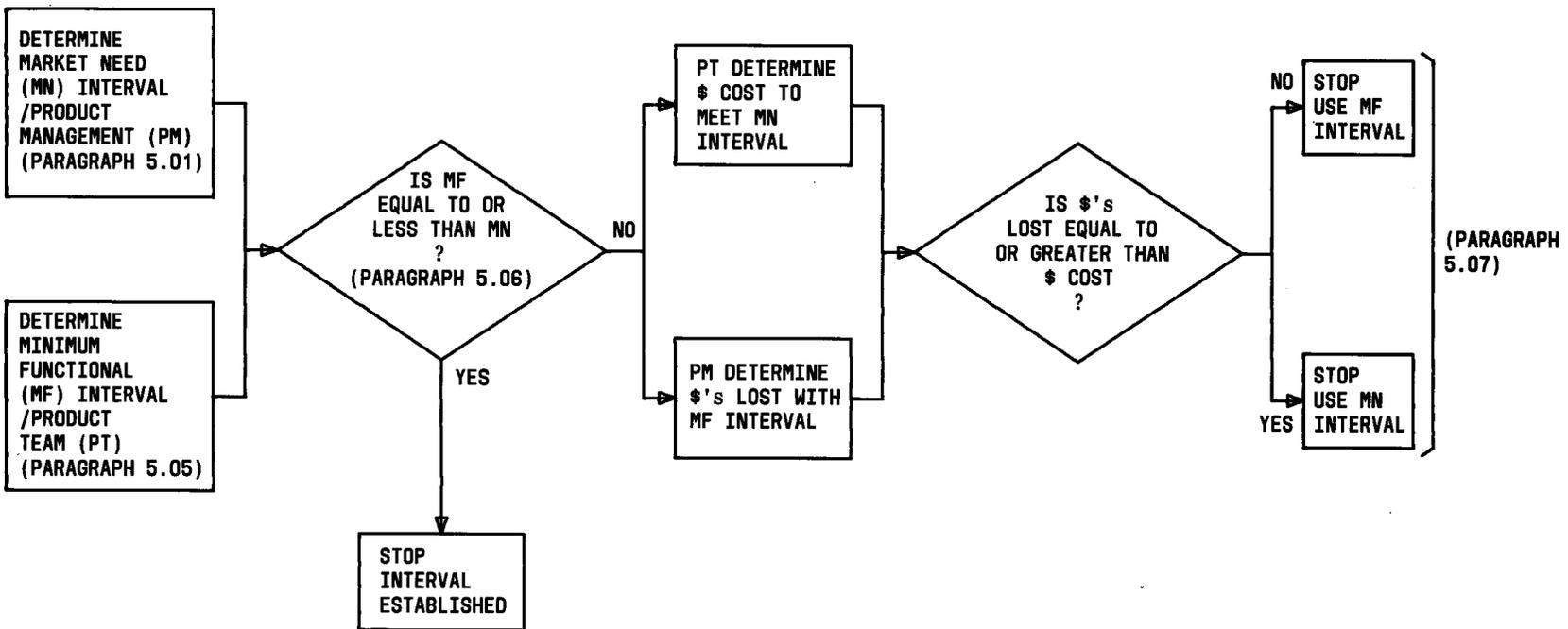


Fig. 1—Special Services Products/Services Interval Determination Overview