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BELLSOUTH TELECOMMUNICATIONS, INC.

FPSC DKT. NO. 990649-TP

STAFF'S SEVENTH REQUEST FOR PRODUCTION OF DOCUMENTS

POD NO. 31

PROPRIETARY

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FPSC-RECORDS/REPORTING

BELLSOUTH TELECOMMUNICATIONS, INC.

FPSC DKT NO. 990649-TP

STAFF'S SEVENTH REQUEST FOR PRODUCTION OF DOCUMENTS

POD NO. 38

**PROPRIETARY**

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BELLSOUTH TELECOMMUNICATIONS, INC.

FPSC DKT NO. 990649-TP

AT&T'S FOURTH REQUEST FOR PRODUCTION OF DOCUMENTS

POD NO. 571

**PROPRIETARY**

Item No. 57  
Attachment No. 1  
Installation and Maintenance (I&M)  
Special Services Installation & Maintenance (SSIM)

**INSTALLATION AND MAINTENANCE (I&M)  
SPECIAL SERVICES INSTALLATION AND MAINTENANCE (SSIM)**

**APPLIES TO SL1, ISDN, ADSL, HDSL, UCL  
NOT APPLICABLE TO ULM, LQSI**

I&M

3/21/00 Conversation with

re: Disconnect Worktimes

For SL1 and SL2 whole loops, there is no disconnect times for C&T or Travel.

For SL1 and SL2 subloops, there is time as follows:

20 minutes to process order

8 minutes to remove the cross-connect

19 minutes for order completion.

For add'l disconnect, there is only 8 minutes for the cross-connect removal.

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Page

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Page

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Page

Entire

Page

Continue

Page

Entire

Page

...

11

Item 1

TO:  
BCC:

Item 2

this is my understanding of our phone conversation:

Both ADSL-Compatible Loops and 2-Wire Unbundled Copper Loops (designed circuit) should contain the same worktime for SSIM technician. This worktime is taken from the TOC study as follows:

AT THE CROSS-BOX

Place PKJ - 16 min.  
Check continuity and/or dial tone - 15 min.  
Trouble resolution/testing - 13.5 (45 min. 30% of the time)  
These times total 44.5 minutes

AT CUSTOMER PREM.

Testing from NI - 20 min.  
Trouble resolution/testing - 11.76 (56 min 21% of the time)  
Service Order completion - 19 min.  
These times total 50.76 min.

TOTAL OF TIME AT CROSSBOX AND CUSTOMER PREM: 95.26 minutes.

Do you see anything above that should be modified/changed/added/deleted? *No*

These times include sending tones when qualifying pairs, checking for load coils and to see if there is bridge tap close to the customer. (Do these functions fall under testing?) *Yes*

Also, there is no disconnect time for either UNE. (What about equipment recovery?) *No*

Thanks for all your assistance.

*20 min  
50 time*

*Responses  
provided  
by*

*10/7/99*

Item 1

TO:  
BCC:

Item 2

when gathering concurrences for SSIM worktimes, the subloop elements had not been fully developed. Adjustments were necessary due to the division of labor between feeder and distribution. For SSIM, we had received worktimes from [redacted], which lumped everything together for Connect & Test.

Using the TOC Study (the only documented reference I had), I came up with the following times. Please review and advise if any corrections are needed or if I have missed something:

FOR FEEDER, First & Addl Install:  
Travel to crossbox: 20 min.  
Service Order: Order receipt and analysis: 20 min.  
Place cross-connect: 16 min.  
Check continuity and dial tone: 15 min.  
Trouble Resolution: 13.50 min. (45 min. 30% of the time)  
Completion of Service Order: 19

First & Addl Disconnect:  
Remove cross-connect: ~~18 min.~~ 8 min  
Completion of Service Order: 19 min.

FOR DISTRIBUTION, First & Addl Install:

Travel to cross-box (beginning of distribution): 20 min.  
Travel from cross-box to premises (captured in Drop/NID)  
Service Order: Order receipt and analysis: 20 min.  
Connect & Test: Test from NID: 20 min.  
Trouble Resolution: 11.76 min. (56 min 21% of the time)  
Completion of Order: 19 min

Disconnect 1st and Addl: ~~Please advise.~~

For 4-wire elements, I have multiplied by 1.5 to capture the extra time necessary for 4-wire as opposed to 2-wire. Do you agree? *yes*

What happens at the crossbox? Another "Place cross-connect" at 16 min? Where is continuity and dialtone checked? *yes*

I need a response ASAP.

Thx,

~~# 20~~ / 20  
SSIM / IM

20  
11.76  
19  
50.76

*yes*  
*add*

~~Dist.~~ Dist.

+ test x Day

D  
x-box

Item No. 57  
Attachment No. 15  
Supporting Data for CNAM & LNP

# CNAM LNP

Calling Name Database  
Local Number Portability

H N M J N G L 8

Access to other CNAM Databases:

1891 Items for Int. File Mov. from Station (ertain)  
Total Queries to other files

Adjusted to Include:

Amortized Costs (inc):

Total Charges for Queries  
Total Transport Charges

Total Charges

Total Cost Per Query

Service Establishment Costs:

Implementation Work (per initial order)

Implementation Manager's Time:  
Up-front coordination 30 minutes JFC 0440  
CHARG Update 15 minutes JFC 0440

SMS Support Activity:  
Up-front coordination 10 minutes

INSAC Time:  
Up-front coordination Per Mary Edwards the numbers used in the test study for initial activities to set up a new customer are still valid.

Est. Initl PCs - Cust. STP  
Est. Initl PCs - GTW STP  
Est. Initl PCs - ...

Industry Screening

RSAG Time:  
-Setup in SMS/Per DYN 30 minutes JFC 3003

Anderson Time:  
New Connect Direct 50 hours  
CNAM to existing Connect Direct 35 hours  
CNAM to existing FTS 35 hours

Service Order Activity (per order)

Initial order (<40 point codes)	20 minutes	JFC 2300	(includes reworking order to correct errors if needed)
Initial order (5-100 point codes)	60 minutes	JFC 2300	(includes reworking order to correct errors if needed)
Initial order (>100 point codes)	480 minutes	JFC 2300	(includes reworking order to correct errors if needed)
Subseq. order (<10 point codes)	20 minutes	JFC 2300	(includes reworking order to correct errors if needed)
Subseq. order (10-100 point codes)	60 minutes	JFC 2300	(includes reworking order to correct errors if needed)
Subseq. order (>100 point codes)	480 minutes	JFC 2300	(includes reworking order to correct errors if needed)
Supervisor's fee	1%	JFC 4ATA	

(Note: Each rep in this group receives three weeks training on these type orders)

Initial Billing Activity

Entering connect into sys. 180 minutes JFC 1200  
BN Mgr. (Fred Alencastro) 470 hrs/yr JFC 1200

Phone Invt Activity - Initial Establishment

CHM:  
Implementation Mgr. 15 minutes JFC 0440  
RSAG 30 minutes JFC 3003

Trouble Handling/Customer Interaction

Implementation Mgr.	600 hrs/yr	JFC 0440	(this number is for CLEC accounts only. Avg per call 60 minutes, 50 calls per month.)
RSAG	2000 hrs/yr	JFC 3033	(this number represents total troubles for all types of CNAM customers. CLECs represent approx. 35% of total customers)
SMS Support	900 hrs/yr		(pay grade 58)
INSAC	120 hrs/yr	JFC 4324	
INSAC	300 hrs/yr	JFC 4320	
Billing Service Rep	192 hrs/yr		

Miscellaneous

CHARG Administration	21 hrs/yr	JFC 0440	
Product Support	120 hrs/yr		(pay grade 58)
CHM DIALS Change-Card Renewal	\$180 every three years		(this does not include initial setup of DIALS)
GT Changes/Additions	60 hrs/yr	JFC 4324	(this number represents time spent by INSAC making CHARG driven changes to GTTs not associated with new customers - Manager)
GT Changes/Additions	1320 hrs/yr	JFC 4320	(this number represents time spent by INSAC making CHARG driven changes to GTTs not associated with new customers)

16

Correct

In response to your request for information, I have attempted to define the required work activities and times for implementation of CNAM. All of the work is assigned to a Specialist, JFC 4320. However, all of the Global Title Translations work is currently being done by the Engineering Assistants. They receive a differential for the time spent on this activity.

I am also including some time for my coordination activities, JFC 4324, associated with the implementation of new service. I'm not sure that information has ever been included in previous attempts to define costs for this service. Use your best judgment on including this in your response.

I am splitting the work requirements up according to the interconnection status of the customer. Today we have several different types of CNAM interconnections. The most common are:

- ITCs and CLECs with small networks (small STPs or SSP only interconnection on our LSTPs)
- Large Interconnections with other RBOCs / Independents
- MTP routing for an ITC / CLEC with names in another provider's database\*

\* Thus far, these have been relatively small customers - 1-10 offices.

#### Small Networks - BST Database

Activity	Time Required	JFC
Up-front coordination activities	2 hr.	4324
Up-front coordination activities	5 hr.	4320
Establishment of initial point codes (STP hosting CNAM SCPs)	1 hr.	4320
Establishment of additional point codes (STPs hosting CNAM SCPs)	7 hr. ***	4320
Establishment of initial point code (CNAM SCPs)	4.5 hr.	4320
Establishment of additional point codes (CNAM SCPs)	None (provided cluster is the same)	4320
Global title additions/changes	1.5 hr. **	4320
Gateway screening to allow queries	1 hr.	4320
SMS Changes - NPANXX definitions	30 - 60 min.	4320

\*Based on the current # of STPs hosting CNAM SCPs

\*\*Based on the current # of Gateway STPs

\*\*\*Based on the current # of CNAM SCPs. This number is expected to increase over time.

#### Large Customers - BST Database (average based on previous interconnections)

Activity	Time Required	JFC
Up-front coordination activities	10 hr.	4324
Up-front coordination activities	10-20 hr.	4320
Establishment of initial point codes (RSTP) including gateway screening	16-24 hrs.	4320
Establishment of additional routing (STPs hosting CNAM SCPs)	28 hrs.*	4320
Establishment of point code (CNAM SCPs)	40 hrs. per SCP pair	4320
Global title additions/changes	40 hrs.	4320
SMS Changes - NPANXX definitions	5 hrs.*	4320

\*Based on the current # of STPs hosting CNAM SCPs

\*Based on the current # of Gateway STPs

\*\*Based on the current # of CNAM SCPs. This number is expected to increase over time.

**MTP routing for ITC/ CLECs with names in another provider's database**

<b>Activity</b>	<b>Time Required</b>	<b>JFC</b>
Up-front coordination activities	5 - 10 hr.	4324
Up-front coordination activities	5 hrs.	4320
Establishment of initial point codes (STP hosting the customers). Gateway screening	1 - 2 hr.	4320
Establishment of additional point codes (STPs hosting CNAM SCPs)	1-2 hrs.*	4320
Establishment of point code(s) (CNAM SCPs)	4.5 hrs.***	4320
Global title additions/changes (chgs. Made at Regional / Gateway STPs)	1.5 - 3 hrs. (depending on the number of GTTs)**	4320
Gateway screening to allow queries (RSTP) to allow response messages	1 hr.	4320
SMS Changes - NPANXX definitions	15-30 min (average)	4320

\*Based on the current # of STPs hosting CNAM SCPs

\*\*Based on the current # of Gateway STPs

\*\*\*Based on the current # of CNAM SCPs. This number is expected to increase over time.

**Additional point codes for existing customers:**

Although the coordination time is not necessarily as long, the addition of new point codes for existing customers is along the same lines as adding a new point code for a small network. This can turn into a huge work effort all it's own. There have been many difficulties getting these customers working without a major troubleshooting effort. This is especially true with MTP routing arrangements since multiple companies are involved.

**Maintenance of GTT Tables:**

This is an ongoing effort in INSAC. The GTT tables must be updated monthly to account for new NPA-NXXs. This effort takes about **6-10 hours a month** to keep up with NPA-NXX changes and additions. This work effort will increase as BellSouth interconnects with additional customers and database providers.

As we discussed on the phone, there are several scenarios that might be considered a "disconnect" of CNAM service with BellSouth, but it is doubtful that a customer would actually terminate CNAM service altogether. In most cases, the "disconnect" will actually be a change in routing for a customer. The only circumstances that might warrant the term "disconnect" would be the retirement of a central office. Even in that situation, the NPA-NXXs would continue to exist and require some type of routing treatment.

It is unlikely that large customers, who have their own databases, would initiate changes of this nature, so I will primarily address small ITCs and CLECs. The only situation that comes to mind regarding large customers involves massive routing and screening changes. This could happen if a CNAM provider/customer changes HUB providers or decides to install, or remove, direct links into BellSouth. The scope of this project is impossible too difficult to define. Since it is unlikely, I would suggest that time requirements would need to be calculated on a case by case basis.

**Small ITC / CLEC Behind BST's Network Changing CNAM Providers**

This would require a coordinated cutover of the customer's existing service to the new CNAM provider. The customer may elect for BST to continue launching their CNAM queries, but direct their NPA-NXXs to the new database. However, it is also a possibility that the customer may choose to have the new CNAM provider launch their queries. Either situation requires changes to the routing and screening of the customer's queries and responses.

If the ITC/CLEC elects to have BST continue to launch their queries, the NPA-NXXs would be directed to the new provider's database. Assuming that BST is already connected to the new provider, this scenario is not a lot of work on our part. It requires that INSAC redirect the global titles to the new provider's database. The coordination required is minimal if the new provider has already been receiving some queries from the ITC/CLEC as part of the current interconnection agreement. This whole process shouldn't take more than 5-6 hours, per office (4-8 NXXs each) once the paperwork is received from the new provider. That includes some up-front coordination with the customer and the new provider.

Things get more complicated if the ITC/CLEC wants the new CNAM provider to launch all of their queries. Changes would be required in the following locations:

- ITC/CLEC switch(es) to start querying the new provider
- BST STP pair connecting the customer to our network
- Gateway STP pair connecting BST to the new CNAM provider
- The new database provider to allow the ITC/CLEC to address their capability code.

The actual cutover would need to be coordinated between the ITC/CLEC, BST and the new CNAM provider. Past experience with arrangements of this type indicates that at least some time would be required for troubleshooting the new arrangement. It would be rare if all the pieces of the puzzle were actually in place at the time of the cutover. Here's my best guess on the time requirements:

Activity	Time Required	JFC
Up-front coordination activities	1 hr.	4324
Up-front coordination activities	2 hr.	4320
Screening and routing changes in associated BST STPs to allow queries to the new provider	1 hr.	4320
Global title changes	1.5 hr.**	4320

Gateway screening to allow queries and responses from the new provider for the customer. (Gateway STPs w/ connection to new provider)	1 hr.	4320
SMS Changes - NPANXX definitions	30 - 60 min.	4320
Cutover and troubleshooting	2 hrs.	4320

\*\*Based on the current # of Gateway STPs

Item No. 57  
Attachment No. 17  
Supporting Data for Interoffice Facilities, Local Channel, Loop Concentration,  
Various Local Loops, and Feature Activation

INPUTS

Interoffice Facility @ OC-3

	Source	Work Group	Labor Expense Description (Limited to 25 characters)	JFC/ Payband	First Installation Time (Hours)	First Disconnec Time (Hours)	Additional Installation Time (Hours)	Additional Disconnect Time (Hours)
1A	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Inqui	2300	4.0000	0.0000	0.0000	0.0000
1	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	0.0500	0.0500	0.0500	0.0500
2	Network	ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Service Order	471X	0.0800	0.1800	0.0800	0.1800
3	Network	CIRCUIT PROVISIONING GROUP (CPG)	Service Order	470X	0.1118	0.0412	0.0000	0.0000
4	Network	INSTALLATION & MTCE CENTER (IMC)	Service Order	401X	0.2666	0.2666	0.2666	0.2666
5	Network	CO INSTALL & MTCE-SWITCH EQUIP	Service Order	430X	0.1333	0.1166	0.0833	0.1166
7	Network	NETWORK & ENGINEERING PLANNING (FG20)	Engineering	31XX	0.0000	0.0000	0.0000	0.0000
8	Network	NETWORK PLANNING & ENGINEERING (PGS)	Engineering	341X	0.0333	0.0333	0.0000	0.0000
9	Network	CO INSTALL & MTCE CKT & FAC (NTEL)	Connect & Test	431X	3.7300	1.5868	3.7300	1.5866
10	Network	CIRCUIT PROVISIONING GROUP (CPG)	Connect & Test	470X	1.6640	0.2628	1.6640	0.2626
11	Network	ACCESS CUSTOMER ADVOCATE CENTER (UNE)	Connect & Test	471X	1.9000	0.0000	1.9000	0.0000
12	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	1.1458	0.4775	1.1458	0.4775
13								
14								
15	Network	Cost element Life (Months) =		42				
16								
17								
18					1.1958 - .05 =			1.1458
19					.5275 - .05 =			0.4775
20					1.1958 - .05 =			1.1458
21					.5275 - .05 =			0.4775

For LCSC work times longer than the standard half hour the manual work times below apply

Maximum of 25 entries per Cost Element #

23

INPUTS

Interoffice Facility @ DS3

	Source	Work Group	Labor Expense Description (Limited to 25 characters)	JFC/ Payband	First Installation Time (Hours)	First Inconnec Time (Hours)	Additional Installation Time (Hours)	Additional Disconnect Time (Hours)
1A	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Inqui	2300	4.0000	0.0000	0.0000	0.0000
1	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	0.0500	0.0500	0.0500	0.0500
2	Network	ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Service Order	471X	0.0600	0.1600	0.0600	0.1600
3	Network	CIRCUIT PROVISIONING GROUP (CPG)	Service Order	470X	0.1116	0.0412	0.0000	0.0000
4	Network	INSTALLATION & MTCE CENTER (MIC)	Service Order	401X	0.2666	0.2666	0.2666	0.2666
5	Network	CO INSTALL & MTCE-SWITCH EQUIP	Service Order	430X	0.1333	0.1166	0.0633	0.1166
7	Network	NETWORK & ENGINEERING PLANNING (FG20)	Engineering	31XX	✓ 2.2500	0.0000	0.0000	0.0000
8	Network	NETWORK PLANNING & ENGINEERING (PICS)	Engineering	341X	0.0333	0.0333	0.0000	0.0000
9	Network	CO INSTALL & MTCE CKT & FAC (NTEL)	Connect & Test	431X	3.7300	1.5666	3.7300	1.5666
10	Network	CIRCUIT PROVISIONING GROUP (CPG)	Connect & Test	470X	1.6640	0.2626	1.6640	0.2626
11	Network	ACCESS CUSTOMER ADVOCATE CENTER (UNE)	Connect & Test	471X	1.9000	0.0000	1.9000	0.0000
12	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	1.1458	0.4775	1.1458	0.4775
13								
14								
15	Network	Cost element Life (Months) =		42				
18			For LCSC work times longer than the standard half hour the manual work times below apply.					
18			1.1958 - .05 =		1.1458			
19			.5275 - .05 =		0.4775			
20			1.1958 - .05 =		1.1458			
21			.5275 - .05 =		0.4775			

Maximum of 25 entries per Cost Element #

24

**INPUTS**

**Interoffice Facility @ OC-12**

	<u>Source</u>	<u>Work Group</u>	<u>Labor Expense Description</u> <u>(limited to 25 characters)</u>	<u>JFC/ Payband</u>	<u>First Installation Time (Hours)</u>	<u>First Disconnec Time Hours</u>	<u>Additional Installation Time (Hours)</u>	<u>Additional Disconnect Time Hours</u>	
1A	Network		CUSTOMER POINT OF CONTACT (LCSC)Service Inqui	Service Order	2300	4.0000	0.0000	0.0000	0.0000
1	Network		CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	0.0500	0.0500	0.0500	0.0500
2	Network		ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Service Order	471X	0.0600	0.1800	0.0600	0.1800
3	Network		CIRCUIT PROVISIONING GROUP (CPG)	Service Order	470X	0.1118	0.0412	0.0000	0.0000
4	Network		INSTALLATION & MTCE CENTER (IMC)	Service Order	401X	0.2666	0.2666	0.2666	0.2666
5	Network		CO INSTALL & MTCE-SWITCH EQUIP	Service Order	430X	0.1333	0.1166	0.0833	0.1166
7	Network		NETWORK & ENGINEERING PLANNING (FG20)	Engineering	31XX	12.0000	0.0000	0.0000	0.0000
8	Network		NETWORK PLANNING & ENGINEERING (PICS)	Engineering	341X	0.0333	0.0333	0.0000	0.0000
9	Network		CO INSTALL & MTCE OKT & FAC (NTEL)	Connect & Test	431X	3.7300	1.5966	3.7300	1.5966
10	Network		CIRCUIT PROVISIONING GROUP (CPG)	Connect & Test	470X	1.6640	0.2626	1.6640	0.2626
11	Network		ACCESS CUSTOMER ADVOCATE CENTER (LINE)	Connect & Test	471X	1.9000	0.0000	1.9000	0.0000
12	Network		CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	1.1458	0.4775	1.1458	0.4775
13									
14									
15	Network		Cost element Life (Months) =		42				
16									
17									
18									
19									
20									
21									

For LCSC work times longer than the standard half hour the manual work times below apply.

1.1958 - .05 =	1.1458
.5275-.05 =	0.4775
1.1958 - .05 =	1.1458
.5275-.05 =	0.4775

Maximum of 25 entries per Cost Element #

22

INPUTS

Local Channel & Local Loop @ OC-48

IOF

	Source	Work Group	Labor Expense Description (Limited to 25 characters)	JFC/ Payband	First Installation Time (Hours)	First isconnec Time (Hours)	Additional Installation Time (Hours)	Additional Disconnect Time (Hours)
1A	Network	CUSTOMER POINT OF CONTACT (LCSC)Service Inqui	Service Order	2300	4.0000	0.0000	0.0000	0.0000
1	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	0.0500	0.0500	0.0500	0.0500
2	Network	ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Service Order	471X	0.0600	0.1800	0.0600	0.1800
3	Network	CIRCUIT PROVISIONING GROUP (CPG)	Service Order	470X	0.1118	0.0412	0.0000	0.0000
4	Network	INSTALLATION & MTCE CENTER (IMC)	Service Order	401X	0.2666	0.2666	0.2666	0.2666
5	Network	CO INSTALL & MTCE-SWITCH EQUIP	Service Order	430X	0.1333	0.1166	0.0833	0.1166
6	Network	OUTSIDE PLANT ENGINEERING (FG30)	Engineering	32XX	2.0833	0.0000	2.0833	0.0000
7	Network	NETWORK & ENGINEERING PLANNING (FG20)	Engineering	31XX	12.0000	0.0000	0.0000	0.0000
8	Network	NETWORK PLANNING & ENGINEERING (PICS)	Engineering	341X	0.0333	0.0333	0.0000	0.0000
9	Network	CO INSTALL & MTCE CKT & FAC (NTEL)	Connect & Test	431X	3.7300	1.5966	3.7300	1.5966
10	Network	CIRCUIT PROVISIONING GROUP (CPG)	Connect & Test	470X	1.6840	0.2626	1.6840	0.2626
11	Network	ACCESS CUSTOMER ADVOCATE CENTER (LINE)	Connect & Test	471X	1.9000	0.0000	1.9000	0.0000
12	Network	CUSTOMER POINT OF CONTACT (LCSC)	Service Order	2300	1.1458	0.4775	1.1458	0.4775
13								
14								
15	Network	Cost element Life (Months) =		42				
16					For LCSC work times longer than the standard half hour the manual work times below apply.			
17								
18					1.1958 - .05 =			1.1458
19					.5275-.05 =			0.4775
20					1.1958 - .05 =			1.1458
21					.5275-.05 =			0.4775

Maximum of 25 entries per Cost Element #

02

# UNBUNDLED LOOP CONCENTRATION

INPUTS							
Source	Work Group	Labor Expense Description (Limited to 25 characters)	JFC/ Payband	First Installation Time (Hours)	First Disconnect Time (Hours)	Additional Installation Time (Hours)	Additional Disconnect Time (Hours)
1 Network	CCM (System A)	Engineering	3AXX	12.0000	0.0000	0.0000	0.0000
2 Network	CCM (System B)	Engineering	3AXX	5.0000	0.0000	0.0000	0.0000
3 Network	Network Plug-In Admin (PICS) (Fast Activation)	Service Order	3AZK	0.0333	0.0167	0.0333	0.0167
4 Network	C.O. Install & Mltc Field - Ckt & Fac (Fast Activation)	Connect & Test	431X	0.4417	0.1784	0.4392	0.1772
5 Network	Customer Point of Contact (LCSC)	Service Order	2300	1.5000	0.7500	0.0000	0.0000
6 Network	Circuit Provisioning Center (CPG)	Service Order	470X	0.1333	0.0333	0.0000	0.0000
7 Network	Network Engineering (PICS)	Service Order	341X	0.0333	0.0000	0.0000	0.0000
8 Network	Work Management Center (WMC)	Service Order	4WXX	0.7333	0.2500	0.0000	0.0000
9 Network	Access Customer Advocate Center (ACAC)	Service Order	471X	0.0633	0.0633	0.0633	0.0633
10 Network	Circuit Provisioning Center (CPG)	Engineering	470X	0.4917	0.0250	0.4917	0.0250
11 Network	CO Install & Mltc Field Circuit & Fac	Connect & Test	431X	0.4167	0.3330	0.1667	0.0633
12 Network	Access Customer Advocate Center (ACAC)	Connect & Test	471X	1.7900	10.8000	1.5400	1.8000
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Maximum of 25 entries per Cost Element #							

mtdc  
C.O.

27

# VOICE GRADE - 2 WIRE

# INTERFACE

D2.1 + 2.2

TELRIC INPUT FORM - NONRECURRING LABOR TIMES														
Instructions:														
1. Use this worksheet to record nonrecurring labor times to be input into the TELRIC calculations.														
2. All amounts shown are per unit (e.g., per call, per loop, per MDU).														
3. Input data, by Cost Element, leaving no blank lines. On next row after last line of data, type END in Cost Element Column.														
4. All data on this form should be self-explanatory to study worksheets.														
5. Do NOT change column headings, sheet name.														
6. Use columns F & G when cost element has a single nonrecurring cost; use columns H, I, J, & K for elements with a first and additional nonrecurring cost; use columns L, M, N & O for elements with an initial and subsequent nonrecurring cost.														
7. Study midpoint date in col at 688.														
8. Input Cost Element Life (in months) on first row of data for each cost element. It is not necessary to repeat on each line.														
Study Mid-Point Date (Mo.)		Jan-88												
State	Cost Element #	Cost Element Life (mo)	Cost Element	Labor Expense Description (limited to 25 characters)	JFC/Package	First		First		Additional		Additional		Subsequent
						Installation Time (Hours)	Disconnect Time (Hours)	Installation Time (Hours)	Disconnect Time (Hours)	Installation Time (Hours)	Disconnect Time (Hours)	Installation Time (Hours)	Disconnect Time (Hours)	
TN	D.2.2	42	Service Order	2380				0.8000	0.0000	0.0000	0.0000	0.0000	0.0000	
TN	D.2.2	42	Service Order	471X			0.4000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
TN	D.2.2	42	Service Order	470K			0.1000	0.1200	0.0000	0.0000	0.0000	0.0000	0.0000	
TN	D.2.2	42	Service Order	490X			0.7330	0.2500	0.0000	0.0000	0.0000	0.0000	0.0000	
TN	D.2.2	42	Engineering	341X			0.0330	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
TN	D.2.2	42	Connect & Test	431X			0.4100	0.3300	0.1000	0.1000	0.1000	0.1000	0.0000	
TN	D.2.2	42	Connect & Test	471X			1.0000	0.0000	1.0000	0.0000	0.0000	0.0000	0.0000	
TN	D.2.3	42	Service Order	2380			0.4000	0.2000	0.4000	0.2000	0.4000	0.2000	0.2000	
	END													

Maximum of 25 entries per Cost Element #

22

D3.2

D3.2

INPUTS

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Source	Work Group	Labor Expense Description (Limited to 25 characters)	JFC/ Payband	First Installation Time (Hours)	First Disconnect Time Hours	Additional Installation Time (Hours)	Additional Disconnect Time Hours
Network	CUSTOMER POINT OF CONTACT (ICSC)	Service Order	2300	0.0500	0.0500	0.0500	0.0500
Network	ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Service Order	471X	<del>0.0500</del> 0.0000	0.0000	<del>0.0500</del> 0.0000	<del>0.0500</del> 0.0000
Network	CIRCUIT PROVISIONING GROUP (CPG)	Service Order	470X	0.1900	0.1280	0.0000	0.0000
Network	WORK MANAGEMENT CENTER (WMC)	Service Order	4W0X	0.7330	0.2500	0.0000	0.0000
Network	NETWORK PLANNING & ENGINEERING (PICS)	Engineering	341X	0.0330	0.0000	0.0000	0.0000
Network	CO INSTALL & MTCE CRT & FAC (INTEL)	Connect & Test	431X	0.4160	0.3330	0.1660	0.0630
Network	ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Connect & Test	471X	<del>0.0500</del> 0.0000	0.0000	<del>0.0500</del> 0.0000	<del>0.0500</del> 0.0000
Network	CUSTOMER POINT OF CONTACT (ICSC)	Service Order	2300	0.4500	0.2000	0.4500	0.2000

Cost element Life (Months) = 42

For LCSC work times different than the standard half hour the manual work times below apply

5-.05 =	0.45
25-.05 =	0.20
5-.05 =	0.45
25-.05 =	0.20

Maximum of 25 entries per Cost Element #

D50

62

04.2

INPUTS

Source	Work Group	Labor Expense Description (Limited to 25 characters)	JFC/ Payband	First Installation Time (Hours)	First Disconnect Time (Hours)	Additional Installation Time (Hours)	Additional Disconnect Time (Hours)
1	Network	CUSTOMER POINT OF CONTACT (ICSC)	Service Order	2300	0.0500	0.0500	0.0500
2	Network	CO INSTALL & MTCE CKT & FAC (NTEL)	Service Order	431X	0.0417	0.0417	0.0000
3	Network	CIRCUIT PROVISIONING GROUP (CPG)	Service Order	470X	0.1333	0.0333	0.0000
4	Network	ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Service Order	471X	<del>0.0000</del> 0.18	0.0000	<del>0.0000</del> 0.18
5	Network	INSTALLATION & MTCE CENTER (IMC)	Service Order	401X	0.7333	0.0250	0.0000
6	Network	NETWORK PLANNING & ENGINEERING (PICS)	Engineering	341X	0.0333	0.0000	0.0000
7	Network	NETWORK & ENGINEERING PLANNING (FG20)	Engineering	311X	0.5000	0.0000	0.5000
8	Network	CIRCUIT PROVISIONING GROUP (CPG)	Connect & Test	470X	0.4917	0.0250	0.4917
9	Network	ACCESS CUSTOMER ADVOCATE CENTER (ACAC)	Connect & Test	471X	<del>0.0000</del> 1.9	<del>0.0000</del> 0.0000	<del>0.0000</del> 1.9
10	Network	CO INSTALL & MTCE CKT & FAC (NTEL)	Connect & Test	431X	0.8333	0.3333	0.8333
11	Network	CUSTOMER POINT OF CONTACT (ICSC) (Man-Add)	Service Order	2300	0.4500	0.2000	0.4500
12							
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15	Network	Cost element Life (Months) =					42
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21							

For LCSC work times different than the standard half hour the manual work times below apply

5 - 05 =	0.45
25 - 05 =	0.20
5 - 05 =	0.45
25 - 05 =	0.20

Maximum of 25 entries per Cost Element #

DSI

30



CO - POP

NONRECURRING LABOR					
LOCAL CHANNEL - DEDICATED 2 WIRE & 4 WIRE VOICE GRADE					
DESCRIPTION	JFC/ PAYBAND	FIRST		ADDITIONAL	
		INSTALL	DISCONNECT	INSTALL	DISCONNECT
<b>SERVICE ORDER</b>					
CUST PT OF CONT (ICSC)	2300			SEE BELOW	
NTWK PLUG-IN ADMIN (PICS)	341X	0.0333	0.0333	0.0000	0.0000
CUST PT OF CONT (ICSC)(MANUAL VS ELECT.)	2300			SEE BELOW	
<b>ENGINEERING</b>					
CKT PROV GRP (CPG)	470X	0.9566	0.1233	0.0000	0.0000
<b>CONNECT &amp; TEST</b>					
NTWK SVS CLERICAL	2700	0.4805	0.1785	0.0000	0.0000
CO INSTALL & MTCE FIELD	431X	2.4335	0.0980	0.5458	0.0980
CO INSTALL MTC & ADMIN SW	4322	0.3833	0.0000	0.0000	0.0000
NTWK SVS CLERICAL	2700	0.2668	0.0000	0.0000	0.0000
ACC CUST ADV CTR (ACAC)	471X	0.7888	0.0000	0.0000	0.0000
INST & MTCE-SP SVC (SSIM)	411X	3.1835	0.8930	0.8678	0.0153
<b>TRAVEL</b>					
INST & MTCE-SP SVC (SSIM)	411X	0.3000	0.0000	0.0000	0.0000
CUST PT OF CONT (ICSC)	TOTAL TIME 2300	0.5000	0.3330	0.2500	0.0000
WORK TIME ELECTRONIC INTERFACE		0.0500	0.0500	0.0500	0.0500
MANUAL ADDITIVE		0.4500	0.2830	0.2000	0.0000
COST ELEMENT LIFE IN MONTHS		42			

*Switched dedicated Traffic*  
*Panel 1 LTR*

CO-POP

NONRECURRING LABOR					
LOCAL CHANNEL - DEDICATED DS1					
DESCRIPTION	JFC/ PAYBAND	INSTALL		DISCONNECT	
		WORKTIMES (HRS) FIRST	WORKTIMES (HRS) ADDTL	WORKTIMES (HRS) FIRST	WORKTIMES (HRS) ADDTL
<b>SERVICE ORDER</b>					
CUST PT OF CONT (ICSC)	2300	SEE BELOW			
CO INSTALL & MTCE FIELD	431X	0.0417	0.0000	0.0417	0.0000
ACC CUST ADV CTR (ACAC)	471X	<del>0.0653</del>	<del>0.0000</del>	<del>0.0653</del>	<del>0.0000</del>
CKT PROV GRP (CPG)	470X	0.1333	0.0000	0.0333	0.0000
WORK MGT CTR (WMC)	4WXX	0.3577	0.1720	0.0000	0.0000
INST & MTCE-SP SVC (SSIM)	411X	0.3072	0.0000	0.1667	0.0000
CUST PT OF CONT (ICSC)(MANUAL VS ELECT.)	2300	SEE BELOW			
<b>ENGINEERING</b>					
OSP ENG (FG30)	32XX	3.0000	3.0000	0.0000	0.0000
CKT PROV GRP (CPG)	470X	0.4917	0.4917	0.0250	0.0250
ADD & FAC INVENT (AFIG)	400X	0.0183	0.0155	0.0000	0.0000
NTWK PLUG-IN ADMIN (PICS)	341X	0.0500	0.0000	0.0000	0.0000
<b>CONNECT &amp; TEST</b>					
CO INSTALL & MTCE FIELD	431X	0.4167	0.4167	0.1667	0.1667
INST & MTCE-SP SVC (SSIM)	411X	2.1333	2.1333	0.3333	0.3333
ACC CUST ADV CTR (ACAC)	471X	<del>0.0653</del>	<del>0.0000</del>	0.0000	0.0000
<b>TRAVEL</b>					
INST & MTCE-SP SVC (SSIM)	411X	0.3000	0.0000	0.0000	0.0000
CUST PT OF CONT (ICSC)	TOTAL TIME 2300	1.1007	0.0417	0.5333	0.0417
WORK TIME ELECTRONIC INTERFACE		0.0500	0.0500	0.0500	0.0500
MANUAL ADDITIVE		1.0507	0.0000	0.4833	0.0000
<b>COST ELEMENT LIFE IN MONTHS</b>					
		42			

-18 / .15















