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COMPANY: BST
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS
 PERIOD: TYE 12/31/92
 DATE: DECEMBER 14, 1993
 AUDITOR: RKY

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BST
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TITLE: OVERVIEW OF WASSP PROCESS
PERIOD: TYE 12/31/93
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AUDITOR: RKY

WJ
12/14/93

WP NO. 44p1

44-1
44-2

According to Deloitte and Touche there are three primary modules utilized in the Wassp process (1) sample selection (2) Data collection (3) and Data Analysis.

PSC staff believes there are two further areas to the process, DISPATCH, AND PERFORMANCE OF WORK.

The following is an overview of all five areas. Details are on subsequent workpapers noted here.

1. DISPATCH

45

In order for the service technicians to get their work, the following process occurs:

Requests for telephone service (service orders) go through a system called SOCS and requests for maintenance go through a systems called LMOS. (Service Order Communications System -- Loop Maintenance Operations Systems)

The input into SOCS and LMOS go into Mapper and are dispatched to the technician from Mapper via the technician's Computer Access Terminal (CAT), which they carry around with them. Work completed dispatched through Mapper are documented on the Display Craft Work Summary (DCWS)

Requests for Designed Circuits go through SOCS and requests for maintenance of designed troubles go through Work Force Administration Control (WFA-C).

The input here for service orders of Designed circuits and maintenance of these are dispatched through a system called RADS -6 (Route and Dispatch System and the technician receives via the CAT.

PSC staff visited the customer service office and observed how orders are taken and put into SOCS. Staff visited the Customer Repair Service Analysis Bureau where trouble are taken and input into LMOS. Then staff visited an Installation and Maintenance Center (IMC) where service orders and troubles are dispatched from. Staff did not visit the office where the RADS dispatch system ~~is~~ observe

See wp no. 45 for details of visits and observations and controls.

Staff questioned Rick King, Steve Venderberg, Steve Shaw and John Long how the troubles and service orders are dispatched out of Mapper. This is a complex program developed and maintained by AT&T. There are six criteria used to assign the troubles. They are 1) time to commitment, 2) Distance to Job, 3) Distance to Home, 4) Out of Service, 5) Subsequent Jobs and 6) Priority.

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WP NO.

44p 2

Staff also questioned what controls were in place to make sure this was working properly and could not be manipulated.

See wp no. 45 for details of disptach program and controls.

II. PERFORMANCE OF WORK

PSC staff rode in the truck with a service technician from the POTS category and a ~~service~~ technician from the cable repair category. Both are dispatched out the Mapper.

Staff observed how the technician accessed his jobs through the CAT, did his jobs, closed out jobs through the CAT, filled out his RF 152 time sheet and filled out his Work Activity Log for the sample.

See wp no. 46 for details of how service tech does his job and controls so that he fills out the form correctly.

III. Sample Selection

44-1
44-2
According to D&T report dated March 1993 a Stat Sample of technicians is taken from the Payroll Master Data Base (PMDB). This is a BellSouth Data Base used to maintain employee information. The sample program called Extract stratified the universe of employees into homogenous categories based on state and JFC. The SAMPLER program selects random sample of techs to participate in work activity log portion. Those selected will participate for one week. The SAMPLER program also generates a random sample of the above techs to participate in the technical analyst interview (about 30% of sample). Logs for 3 days are selected for tech analyst review procedures. These procedures are described in wp No. 44-1 p. 16

Sample size and structure of sample has been designed so that a 3-month Network Technician Labor distribution Profile is targeted to achieve a 95% confidence level with a precision of $\pm 3\%$ for each field reporting code. The precision corresponds to approximately ± 15 minutes. Technicians selected are oversampled in the sample selection Module to account for days not there (vacation, illness, weekend/weekday shifts.)

Staff interviewed the statistician, Keith Johnson, who wrote the program for the sample and explained his program in detail. See WP. No. 47 for details of how the program works and the controls.

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WP NO.

IV. A. DATA COLLECTION

B. TECHNICAL ANALYST PROCEDURES

management control position in WASSP

Per Rick King, ~~the~~ the program ~~is~~ generates a sample every month as explained above. He inputs the data that ~~generate~~ generate the sample.

making the logs for
Per D&T the technical analyst sends prior to the week samples 1) a list of technicians selected 2) the appropriate logs, and 3) instructions to the Technicians Manager. The Tech Manager gives to tech supervisor. According to my conversations with Rick King, Steve Vanderberg and Steve Shaw, the technical analyst does not send the samples out, Rick King and Steve Vanderberg send the samples out. Also, in my conversations with Rick King, Steve Venderberg and Steve Shaw, the whole month of sample selection is sent to the tech manager at one time and sent to the tech supervisor at one time. Also, the tech supervisor notifies the tech to be sampled the Friday before his week.

Per D&T the tech's report time in 15 minute intervals on the logs. Staff observed this also. When completed the techs give logs to supervisor and any discrepancies resolved. The supervisor sends to the technical analyst for additional review.

See WP No. *48* for PSC staff observations regarding data collection and controls and observations regarding technical analysts interviews and controls.

V. DATA ANALYSIS

44-1
44-2
Per D&T, the data derived from the Logs are input into Wassp data base processor. INPUT program provides for input and storage of data by work group.

IMOUT program develops time distribution ratios and other data analysis for each work group. Wassp distributes the increments of hours reported to each FRC and calculated % of time assigned to each FRC.

According to my conversations with Rick King, Steve Venderberg, and Steve Shaw, the profile for each month is a total of 3 months samples(not average). The profile is applied two months later. For example, October profile consists of Aug, Sept and Oct data. This profile is applied to December.

See wp no. *49* for detailed information re data analysis.

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P3

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WP NO. 44, p 4

OTHER ITEMS OBSERVED

WP 50 While reviewing D&T work staff noted that for cost saving analysis, D&T relied upon BST assumption that each service technician would save 15 minutes per day by not having to fill out the MTR forms.

WP 50 PSC staff questioned Rick King and Steve Vanderberg as to how they came up with the 15 minute assumption. They said that it was through observation, conversations and review with technicians. There was no formal study done. While PSC staff observed the time it took two technicians to fill out their forms and it appears that 15 minutes is reasonable, staff only saw two technicians and cannot draw a conclusion. Recommend that if use 15 minutes as time saver a formal study be performed and documented.

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BELLSOUTH CORPORATION

SUPPLEMENT TO THE SPECIAL STUDY
OF THE WORK ACTIVITY STATISTICAL SAMPLING PROCESS
JULY 1993

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July 14, 1993

BellSouth Corporation
1155 Peachtree Street, N.E.
Atlanta, Georgia 30367

Dear Sirs:

We are pleased to present the results of our special study to assess certain aspects of BellSouth Telecommunications, Inc.'s (BellSouth) Work Activity Statistical Sampling Process (WASSP).

BACKGROUND

The WASSP methodology is a statistically-based time reporting methodology proposed to replace existing time reporting methods utilized by certain groups of network technicians. WASSP is intended to enhance the measurement of work activities which form the basis for the separation of costs of network technicians' regulated telecommunications work activities from the costs of nonregulated work activities.

We have previously issued a report, dated March 5, 1993, pertaining to the assessment of the functionality of the WASSP methodology and other qualitative factors. This report is supplementary to the previously issued report and should be read with that understanding.

The remainder of this report presents the scope and methodology employed in this supplementary study and our resulting findings, conclusions and recommendations, which are presented in separate reports attached as Exhibits.

SCOPE OF SUPPLEMENT TO SPECIAL STUDY

Our special study was performed at the request of BellSouth to provide an external assessment of the proposed WASSP methodology, which has been implemented on a parallel basis in all nine states in the BellSouth geographic region, awaiting regulatory approval. Our procedures are intended to provide information to respond to the Federal Communications Commission (FCC) and state regulators, and this report should not be used for any other purpose. This supplement to the special study included three primary activities - Assessing System Functionality, Examining the Internal Control Structure over Financial Reporting, and Assessing the Policies and Procedures Associated with Training of the Technical Analyst.

Assessing System Functionality

We performed an assessment of the functionality of the WASSP methodology to measure network technicians' regulated and nonregulated work activity in the state of Florida during the three-month period ended June 30, 1993. Our report is included herein as Exhibit A.

This assessment was made by conducting an examination of the system's actual measurement of network technicians' work activities in the state of Florida for the three months ended June 30, 1993 in compliance with BellSouth's policies for time reporting under Part 32 - Uniform System of Accounts. Our examination was made in accordance with standards established by the American Institute of Certified Public Accountants and, accordingly, included such procedures as we considered necessary in the circumstances. As shown in Exhibit A, our opinion pertaining to the examination is unqualified.

The specific procedures we employed generally paralleled the three primary modules utilized in the WASSP process - Sample Selection, Data Collection and Data Analysis. A summary of our primary procedures performed to test each of those modules is included in Exhibit B. Those procedures were performed, together with other procedures, to form our opinion included in Exhibit A.

Examining the Internal Control Structure Over Financial Reporting

The second activity performed was an examination of BellSouth WASSP management's assertion that BellSouth maintained an effective internal control structure over financial reporting for the segment of the internal control structure pertaining to the WASSP process during the three-month period ended June 30, 1993.

Our examination was made in accordance with standards established by the American Institute of Certified Public Accountants and, accordingly, included obtaining an understanding of the applicable segment of the internal control structure; testing, and evaluating the design and operating effectiveness of the internal control structure; and performing such other procedures as we considered necessary in the circumstances as shown in Exhibit C. Our opinion pertaining to the examination is unqualified.

The specific control criteria established by BellSouth WASSP management to maintain an effective internal control structure are included in an appendix to Exhibit C

Assessing Policies and Procedures Associated with Training of the Technical Analyst

For the assessment of the policies and procedures associated with the training of the technical analysts, the approach utilized and our summary findings are as follows:

Our approach to assessing the policies and procedures associated with the training of the technical analysts included consideration of several aspects, such as:

- Entry level and continuing education courses,
- Analyst policies and procedures manual,
- Knowledge of FCC time reporting requirements,
- Effectiveness of the interview process, and
- Error resolution.

Our approach consisted of obtaining an understanding of the policies and procedures associated with the above aspects of the technical analyst through:

- Interviewing and observing job performance of the analysts to understand their duties, job functions, background, experience, training, knowledge of FCC time reporting rules and effective interview techniques,
- Interviewing management who have supervisory responsibility over the analysts to assess their perception of the analyst's ability to perform identified job functions.
- Assessing the information available to the analysts to perform identified job duties including the following:
 - Analyst policies and procedures manual
 - BellSouth time reporting manuals, and
 - Access to source data of network technician time reporting.

Based on our assessment, the policies and procedures relating to the training of the technical analysts allow for effective entry level and continuing education of technical analysts based on established criteria for this position. Technical analysts are selected through an interview process from a pool of candidates that possess knowledge of and experience in outside plant architecture, network technician time reporting, including knowledge of FCC time reporting rules and regulations, and exhibit strong interpersonal skills.

Once selected, technical analysts are trained through a combination of the following:

- Reading the Technical Analyst Reference Manual, WASSP Policies and Procedures Manual and the Technical Analyst Handbook,
- Technical analyst staff meetings covering BellSouth time reporting policies and practices regularly conducted by WASSP management,
- Periodic performance appraisals conducted via WASSP management's observation of "live" analyst phone interviews. These appraisals focus on the analyst's interview and error resolution techniques, and
- Continuing education courses that combine both a base time reporting curriculum as well as a curriculum specifically tailored for the needs of the individual technician as periodically reviewed and approved by WASSP management.

Training of the technical analysts is arranged and/or conducted by WASSP management with considerable experience in FCC time reporting requirements. The current centralization of the analyst location further facilitates efficient training.

Implementation of Prior Recommendations

In conjunction with the above activities, we assessed management's responses pertaining to the implementation of our procedural recommendations associated with the WASSP process, included in our report dated March 5, 1993. We have also formed additional observations relating to various aspects of

the WASSP process. Our assessment of the status of the implementation of these original observations, as well as our additional recommendations, are included in our Letter of Recommendations at Exhibit D.

Additionally, we were requested to perform certain procedures to test management's analysis of the reporting impacts associated with the proposed implementation of the WASSP process in the BellSouth nine-state geographic region pertaining to the application of Part 32, Part 64, Part 36, and Part 69 of the Rules and Regulations of the FCC. The procedures we performed and our findings are included in a report under separate cover.

* * * * *

We would like to acknowledge the excellent cooperation and assistance given our study team during the course of our study. We would be pleased to discuss any aspect of our report with you.

We appreciate this opportunity to be of service.

Very truly yours,

Delanter, Touche

**Deloitte &
Touche**Suite 1700
100 Peachtree Street
Atlanta, Georgia 30303-1943 -Telephone: (404) 220-1500
Facsimile: (404) 220-1583**INDEPENDENT ACCOUNTANTS' ATTESTATION REPORT**BellSouth Corporation
Atlanta, Georgia

We have examined the accompanying Statement of Network Technician Labor Distribution Profiles for the state of Florida for the three-month period ended June 30, 1993. Our examination was made in accordance with standards established by the American Institute of Certified Public Accountants and, accordingly, included such procedures as we considered necessary in the circumstances. This Statement is the responsibility of the Company's management. Our responsibility is to express an opinion on the Statement based on our examination.

The Statement of Network Technician Labor Distribution Profiles was derived from BellSouth Telecommunications, Inc.'s Work Activity Statistical Sampling Process (WASSP) on the basis described in the Notes to the Statement of Network Technician Labor Distribution Profiles.

In our opinion, the Statement of Network Technician Labor Distribution Profiles for the state of Florida referred to above presents, in all material respects, the Network Technician Labor Distribution Profiles for the state of Florida for the three-month period ended June 30, 1993 in conformity with the basis described in the Notes.

July 14, 1993

**Deloitte Touche
Tohmatsu
International**

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF FLORIDA
 THREE-MONTH PERIOD ENDED JUNE 30, 1993
 (Continued)

WORK GROUP - I&M POTS
 JOB FUNCTION CODE - 4100

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	3.74%
45M	BURIED CBL-METALLIC	16.05%
248C	AERIAL SVC WIRE (DROPS)	1.88%
248M	AERIAL SVC WIRE (DROPS)	7.45%
548C	BURIED SVC-WIRE (DROPS)	2.80%
548M	BURIED SVC-WIRE (DROPS)	8.01%
12M	AERIAL CBL-METALLIC-BLDG ENT	2.18%
52M	INTRABLDG NETWK CBL-METALLIC	0.16%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE INSTL	2.55%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	3.27%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.05%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.28%
377M	DIGITAL ELECTRONIC SWITCH EQPT	0.04%
F257M	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	0.10%
F257R	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	0.24%
97BI	INSIDE WIRE-BASIC-INSTL & REARRANGE	4.45%
97BW	INSIDE WIRE-BASIC-WARRANTY	0.84%
97BP	INSIDE WIRE-BASIC-SVC PLAN	10.41%
97BR	INSIDE WIRE-BASIC-MTCE	0.80%
98EI	INSIDE WIRE-NON BASIC INSTL & REARRANGE	0.59%
98EW	INSIDE WIRE-NON BASIC WARRANTY	0.16%
98ER	INSIDE WIRE-NON BASIC TIME & MTL	0.25%
5532	MISC MEETINGS	4.38%
5533	UNION ACTIVITIES (PAID)	0.04%
5534	EXCELLENCE THROUGH QUALITY (QWL)	1.04%
5535	GEN CLASSROOM TRAINING	2.04%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	2.51%
553A	NO TROUBLE FOUND	3.75%
5539	OTH MTCE EXP	0.01%

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF FLORIDA
THREE-MONTH PERIOD ENDED JUNE 30, 1993
(Continued)

WORK GROUP - I&M POTS
JOB FUNCTION CODE - 4100
(Continued)

Field Reporting Code	Description	Labor Distribution Percentage
510C	STOREROOM	0.66%
F257C	DIGITAL SUBSCRIBER PAIR GAIN-FIBER	0.02%
248X	AERIAL SVC WIRE (DROPS)-ACCUM DEPR	0.01%
548X	BURIED SVC WIRE (DROPS)-ACCUM DEPR	0.01%
257C	CIRCUIT EQPT-DIGITAL-SUB PR GN SYS	0.23%
TRVL	TRAVEL & BREAKS	<u>19.00%</u>
	TOTAL - I&M POTS	<u>100.00%</u>

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF FLORIDA
 THREE-MONTH PERIOD ENDED JUNE 30, 1993
 (Continued)

WORK GROUP - I&M SPECIAL SERVICES (SSI&M)
 JOB FUNCTION CODE - 4110

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	1.66%
45M	BURIED CBL-METALLIC	11.52%
248C	AERIAL SVC WIRE (DROPS)	0.43%
248M	AERIAL SVC WIRE (DROPS)	0.86%
548C	BURIED SVC WIRE (DROPS)	0.30%
548M	BURIED SVC WIRE (DROPS)	0.81%
12M	AERIAL CBL-METALLIC-BLDG ENT	5.64%
52M	INTRABLDG NETWK CBL-METALLIC	2.09%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE-INSTL	9.64%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	6.26%
68Y	OTH NON-CPE EQPT EXP-NETWK TERMINATING WIRE-RMVL	0.60%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.52%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.59%
377M	DIGITAL ELECTRONIC SWITCH EQPT	0.23%
F257M	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	0.67%
F257R	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	0.50%
758M	OTH TERM EQPT-SUB PR GN EQPT	0.32%
378C	OTH TERM EQPT DIGITAL NON-CPE NCTE	2.46%
378M	OTH TERM EQPT DIGITAL NON-CPE NCTE-REG	1.05%
358NM	OTH TERM EQPT DIGITAL NON-CPE NCTE	0.03%
558C	OTH TERM EQPT-ANALOG NCTE	3.68%
558M	OTH TERM EQPT-ANALOG NCTE	4.67%
418M	STA APPARATUS-BOC OWNED-REGULATED	3.03%
97BI	INSIDE WIRE-BASIC-INSTL & REARRANGE	0.20%
97BP	INSIDE WIRE-BASIC-SVC PLAN	0.32%
97BR	INSIDE WIRE-BASIC-MTCE	0.01%

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF FLORIDA
 THREE-MONTH PERIOD ENDED JUNE 30, 1993
 (Continued)

WORK GROUP - I&M SPECIAL SERVICES (SSI&M)
 JOB FUNCTION CODE - 4110
 (Continued)

Field Reporting Code	Description	Labor Distribution Percentage
98EI	INSIDE WIRE-NON BASIC INSTL & REARRANGE	3.37%
98EW	INSIDE WIRE-NON BASIC WARRANTY	0.38%
98ER	INSIDE WIRE-NON BASIC TIME & MTL	1.52%
728C	COMPANY COMM STAND ALONE	0.05%
658M	COMPANY COMM EQPT	0.08%
628C	COMPANY COMM INTRASYS	0.23%
730C	DATA CONTROLLERS & WORKSTATIONS	0.39%
630M	DATA CONTROLLERS & WORKSTATIONS	0.15%
628X	CO COMM INTRSYSTEM-ACCUM DEPR	0.08%
730X	DATA CONTROLLERS & WORKSTATIONS-ACCUM DEPR	0.03%
5532	MISC MEETINGS	3.70%
5534	EXCELLENCE THROUGH QUALITY (QWL)	0.60%
5535	GEN CLASSROOM TRAINING	2.79%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	1.48%
553A	NO TROUBLE FOUND	2.80%
5539	OTH MTCE EXP	0.07%
510C	STOREROOM	1.75%
F257C	CIRC EQPT-SUB PR GN SYS-FIBER OPTIC FEEDER	0.13%
F758M	OTH TERM EQPT-SUBPR GN EQPT-FIBER OPTIC FEEDER	0.03%
158C	LGE PBX-911 INSTALLATIONS	0.14%
257C	CIRCUIT EQPT-DIGITAL-SUB PR GN SYS	2.14%
558X	OTH TERM EQPT-ANALOG NCTE-ACCUM DEPR	0.54%
758X	OTH TERM EQ-SUB PR GN EQ	0.01%
378X	OTH TERM EQ-DIG NONCPE-ACCUM DEPR	0.13%
117M	OPERATOR SYSTEMS	0.02%
TRVL	TRAVEL & BREAKS	<u>19.30%</u>
	TOTAL - I&M SPECIAL SERVICES (SSI&M)	<u>100.00%</u>

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF FLORIDA
 THREE-MONTH PERIOD ENDED JUNE 30, 1993

WORK GROUP - I&M CORPORATE COMMUNICATIONS
 JOB FUNCTION CODE - 4120

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	0.12%
45M	BURIED CBL-METALLIC	0.29%
248M	AERIAL SVC WIRE (DROPS)	0.03%
548M	BURIED SVC WIRE (DROPS)	0.74%
12M	AERIAL CBL-METALLIC-BLDG ENT	1.05%
52M	INTRABLDG NETWK CBL-METALLIC	0.89%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE-INSTL	0.93%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	0.53%
68Y	OTH NON-CPE EQPT EXP-NTWK TERMINATING WIRE-RMVL	0.07%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.01%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.01%
377M	DIGITAL ELECTRONIC SWITCH EQPT	0.01%
F257R	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	0.04%
758M	OTH TERM EQPT-SUB PR GN EQPT	0.12%
378C	OTH TERM EQPT DIGITAL NON-CPE NCTE	2.06%
378M	OTH TERM EQPT DIGITAL NON-CPE NCTE-REG	0.35%
558C	OTH TERM EQPT-ANALOG NCTE	0.83%
558M	OTH TERM EQPT-ANALOG NCTE	1.33%
418M	STA APPARATUS-BOC OWNED-REGULATED	0.18%
728C	COMPANY COMM STAND ALONE	1.44%
658M	COMPANY COMM EQPT	11.26%
658C	COMPANY COMM EQPT-PBX INSTALLATIONS	1.38%
628C	COMPANY COMM INTRASYS	8.12%
730C	DATA CONTROLLERS & WORKSTATIONS	17.13%
630M	DATA CONTROLLERS & WORKSTATIONS	29.52%
728X	CO COMM EQ-STA APPARATUS EQ-ACCUM DEPR	0.12%
658X	COMPANY COMM EQUIP-PBX-ACCUM DEPR	0.10%
628X	CO COMM INTRSYSTEM-ACCUM DEPR	0.28%
730X	DATA CONTROLLERS AND WORKSTATIONS-ACCUM DEPR	0.97%
5532	MISC MEETINGS	1.90%
5533	UNION ACTIVITIES (PAID)	0.04%
5535	GEN CLASSROOM TRAINING	1.77%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	0.16%

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF FLORIDA
THREE-MONTH PERIOD ENDED JUNE 30, 1993

(Continued)

WORK GROUP - I&M CORPORATE COMMUNICATIONS
JOB FUNCTION CODE - 4120

(Continued)

Field Reporting Code	Description	Labor Distribution Percentage
553A	NO TROUBLE FOUND	0.07%
5539	OTH MTCE EXP	0.71%
510C	STOREROOM	1.20%
558X	OTH TERM EQPT-ANALOG NCTE-ACCUM DEPR	0.11%
TRVL	TRAVEL AND BREAKS	<u>14.13%</u>
	TOTAL - I&M CORPORATE COMMUNICATIONS	<u>100.00%</u>

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF FLORIDA

THREE-MONTH PERIOD ENDED JUNE 30, 1993

(Continued)

WORK GROUP - I&M PUBLIC COMMUNICATIONS (COIN)
JOB FUNCTION CODE - 4180

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	0.78%
45M	BURIED CBL-METALLIC	2.62%
248C	AERIAL SVC WIRE (DROPS)	0.24%
248M	AERIAL SVC WIRE (DROPS)	0.70%
548C	BURIED SVC WIRE (DROPS)	0.37%
548M	BURIED SVC WIRE (DROPS)	0.99%
12M	AERIAL CBL-METALLIC-BLDG ENT	0.28%
52M	INTRABLDG NETWK CBL-METALLIC	0.05%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE-INSTL	0.28%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	0.27%
68Y	OTH NON-CPE EQPT EXP-NTWK TERM WIRE-RMVL	0.01%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.10%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	0.01%
377M	DIGITAL ELECTRONIC SWITCH EQPT	0.02%
F257M	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	0.01%
98EI	INSIDE WIRE-NON BASIC INSTL & REARRANGE	0.05%
98EW	INSIDE WIRE-NON BASIC WARRANTY	0.02%
98ER	INSIDE WIRE-NON BASIC TIME & MTL	0.10%
88E	PUB TEL TERM EQPT UNIV-INSTL	0.01%
88M	PUB TEL TERM EQPT UNIV	0.69%
88Y	PUB TEL TERM EQPT UNIV-RMVL	0.23%
188E	PUB TEL TERM EQPT-COIN OP-INSTL	5.95%
188M	PUB TEL TERM EQPT-COIN OP	35.88%
188Y	PUB TEL TERM EQPT-COIN OP-RMVL	3.27%
288E	PUB TEL TERM EQPT-COINLESS INSTALLATION	0.32%

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF FLORIDA
 THREE-MONTH PERIOD ENDED JUNE 30, 1993
 (Continued)

WORK GROUP - I&M PUBLIC COMMUNICATIONS (COIN)
 JOB FUNCTION CODE - 4180
 (Continued)

Field Reporting Code	Description	Labor Distribution Percentage
288M	PUB TEL TERM EQPT-COINLESS	1.90%
288Y	PUB TEL TERM EQPT-COINLESS-RMVL	0.07%
988E	PUB TEL TERM EQPT INSTALLATION	0.08%
988M	PUB TEL TERM EQPT	0.01%
988Y	PUB TEL TERM EQPT-RMVL	0.01%
5532	MISC MEETINGS	4.70%
5533	UNION ACTIVITIES (PAID)	0.01%
5534	EXCELLENCE THROUGH QUALITY (QWL)	1.61%
5535	GEN CLASSROOM TRAINING	0.22%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	1.09%
553A	NO TROUBLE FOUND	3.54%
5539	OTH MICE EXP	0.02%
510C	STOREROOM	4.70%
TRVL	TRAVEL & BREAKS	<u>28.81%</u>
	TOTAL - I&M PUBLIC COMMUNICATIONS (COIN)	<u>100.00%</u>

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF FLORIDA
 THREE-MONTH PERIOD ENDED JUNE 30, 1993
 (Continued)

WORK GROUP - CABLE/FACILITIES MAINTENANCE
 JOB FUNCTION CODES - 4250/4260

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	7.01%
45M	BURIED CBL-METALLIC	33.48%
248C	AERIAL SVC WIRE (DROPS)	0.05%
248M	AERIAL SVC WIRE (DROPS)	0.37%
548C	BURIED SVC WIRE (DROPS)	0.13%
548M	BURIED SVC WIRE (DROPS)	1.34%
12M	AERIAL CBL-METALLIC-BLDG ENT	0.73%
52M	INTRABLDG NETWK CBL-METALLIC	0.86%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE-INSTL	0.56%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	0.14%
5M	UG CBL-METALLIC	4.78%
68Y	OTH NON-CPE EQPT EXP-NETWK TERMINATING WIRE-RMVL	0.05%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	2.69%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	4.44%
377M	DIGITAL ELECTRONIC SWITCH EQPT	0.10%
F257M	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	5.88%
F257R	CIRCUIT EQPT-SUBSCRIBER PAIR GAIN SYS-FIBER OPTIC FEEDER	2.74%
758M	OTH TERM EQPT-SUB PR GN EQPT	0.54%
378C	OTH TERM EQPT DIGITAL NON-CPE NCTE	1.89%
378M	OTH TERM EQPT DIGITAL NON-CPE NCTE-REG	3.47%
97BI	INSIDE WIRE-BASIC-INSTL & REARRANGE	0.00%
97BW	INSIDE WIRE-BASIC-WARRANTY	0.02%
97BP	INSIDE WIRE-BASIC-SVC PLAN	0.07%
98EI	INSIDE WIRE-NON BASIC INSTL & REARRANGE	0.14%
630M	DATA CONTROLLERS & WORKSTATIONS	0.06%
5532	MISC MEETINGS	2.22%
5533	UNION ACTIVITIES (PAID)	0.04%
5534	EXCELLENCE THROUGH QUALITY (QWL)	0.65%
5535	GEN CLASSROOM TRAINING	1.18%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	0.58%
553A	NO TROUBLE FOUND	0.18%
5539	OTH MTCE EXP	0.11%

BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF FLORIDA
THREE-MONTH PERIOD ENDED JUNE 30, 1993
(Continued)

WORK GROUP - CABLE/FACILITIES MAINTENANCE
JOB FUNCTION CODES - 4250/4260
(Continued)

Field Reporting Code	Description	Labor Distribution Percentage
510C	STOREROOM	0.18%
F257C	CIRC EQPT-SUB PR GN SYS-FIBER OPTIC FEEDER	2.58%
F758C	OTH TERM EQPT-SUB PR GN EQPT-FIBER OPTIC FEEDER	0.11%
52C	INTRABLDG NETWK CBL-METALLIC	0.05%
257C	CIRCUIT EQPT-DIGITAL-SUB PR GN SYS	6.18%
378X	OTH TERM EQ-DIG NONCPE-ACCUM DEPR	0.01%
TRVL	TRAVEL & BREAKS	<u>14.39%</u>
	TOTAL - CABLE REPAIR	<u>100.00%</u>

BELLSOUTH CORPORATION

NOTES TO STATEMENT OF NETWORK TECHNICIAN
LABOR DISTRIBUTION PROFILES FOR THE STATE OF FLORIDA
FOR THE THREE-MONTH PERIOD ENDED JUNE 30, 1993

1. BASIS OF PRESENTATION

The accompanying Statement of Network Technician Labor Distribution Profiles presents, in summary form, the result of BellSouth Telecommunications, Inc.'s (BellSouth) Work Activity Statistical Sampling Process (WASSP) applied to measure the activities of groups of network technicians in the State of Florida during the three-month period ended June 30, 1993 for reporting in accordance with BellSouth's policies pertaining to the application of Part 32 - Uniform System of Accounts. WASSP was applied to measure the work activities of network technicians operating in four Installation and Maintenance (I&M) work groups and Cable/Facilities Maintenance work group using statistical sampling and evaluation techniques, as follows:

- I&M - POTS
- I&M - Special Services (SSI&M)
- I&M - Corporate Communications
- I&M - Public Communications
- Cable/Facilities Maintenance

For each I&M and Cable/Facilities Maintenance work group, the Statement presents a three-month composite profile of the percentages of work activity summarized by specific work activity descriptions which correspond to defined field reporting codes. Field reporting codes form the basis for reporting of network technician time into BellSouth's financial systems.

2. DESCRIPTION OF THE WORK ACTIVITY STATISTICAL SAMPLING PROCESS (WASSP)

WASSP is a statistical methodology designed to gather sample data and statistically estimate the work activity of work reporting groups. WASSP consists of three related process modules for sample selection, data collection, and data analysis. Each of these process modules are described below:

The Sample Selection Module

The Sample Selection Module has been designed to select a statistically valid sample of network technicians from the Payroll Master Database (PMDB), a BellSouth database used to maintain employee information. The EXTRACT program of the Sample Selection Module searches the PMDB and stratifies the universe of employees into homogenous categories based upon state boundaries and work groups (by job function code). For each job function code, the SAMPLER program generates a random sample of technicians to participate in the work activity log completion portion of the Data Collection Module. Network technicians selected will participate in the process for one work week. The SAMPLER program of the Sample Selection Module simultaneously generates a random sample of the above sampled technicians to participate in the technical analyst interview portion of the Data Collection Module. Work Activity Logs (Logs) for three days of the selected network technician's work week are randomly selected for technical analyst review procedures described in the Data Collection Module.

How many from the initial sample

How many from each group

New
month profile
4/1/82

Sample size and the structure of the sample has been designed so that a three-month Network Technician Labor Distribution Profile is targeted to achieve a 95% confidence level with a precision of $\pm 3\%$ for each field reporting code profile percentage estimated by WASSP. The precision corresponds to approximately \pm fifteen minutes, the lowest increment of time reporting for network technicians under the WASSP time reporting process. Technicians selected are oversampled in the Sample Selection Module to account for days on which the technicians are not present (i.e., vacations, illness, and days off).

The Data Collection Module

Prior to the month sampled, a list of the technicians to be sampled, the appropriate Logs, and instructions are forwarded to WASSP field management by the WASSP Center. The field management then disseminates the Logs and instructions to a supervisor for dispersal to the selected technicians. Technicians participating in WASSP report their time by work activity in minimum increments of fifteen minutes. Logs have been developed for each work group listing predominant work activities of each subject work group.

Once completed by the network technician, the Logs are submitted to the supervisor who reviews the Logs. Arithmetical discrepancies are resolved and the Logs are forwarded to the technical analyst for detailed review. *What about the source doc'm?*

Telephone interviews of the technician's supervisor are conducted to test a random sample of network technician's Logs. The selection of those to be interviewed is determined through the Sample Selection Module. The interviews are generally conducted within three business days of the Log preparation date and prior to the input of the work activity data into the WASSP database processor. The interviews are conducted by the technical analysts and are accomplished through telephone interviews with the selected technician's supervisor. The interviews consist of the supervisor reviewing the source documentation with the analyst who compares such information to that recorded on the Log. If errors are detected and cannot be resolved, the technical analyst contacts the network technician directly. Once resolved, errors are corrected by the technical analyst on the Log. *Shouldn't the technical analyst have source data? What are the questions the T/A asks?*

The Data Analysis Module

Work activity data, derived from the Logs, are input into the WASSP database processor. The INPUT program of the WASSP database processor provides for the input of the sampled data and stores the input data in files by work group. Data in the files can be changed, appended, or deleted using the INPUT program.

The IMOUT program of the WASSP database processor develops the time distribution ratios and other data analysis for each work group for which labor distribution percentages are estimated by WASSP. WASSP distributes the increments of hours reported to each field reporting code and calculates the percentage of time assigned to each field reporting code.

Data generated by WASSP is available to interfacing MTR systems with no changes to formats or requirements. The WASSP allocation profiles are available to be input into the MTR time reporting tables and would be available for MTR off-line processing to create a report detailing the field codes which have been generated and passed to the Company's Financial Processor (FP).

1 CC changed
to call to beed
I had a copy of the...

BELLSOUTH CORPORATION

SUMMARY OF PRIMARY PROCEDURES PERFORMED

Exhibit A includes an attestation report pertaining to an examination of the Statement of Network Technician Labor Distribution Profiles for the state of Florida for the three-month period ended June 30, 1993. This summary presents the primary procedures we performed as part of our examination. These procedures represent only a partial listing and were conducted to form our opinion included in Appendix A but not to express an opinion on any of the individual WASSP processes.

The procedures we performed were structured to parallel the three modules in the WASSP statistical estimation process as follows:

- Test of Sample Selection Module
- Test of Data Collection Module
- Test of Data Analysis Module

Test of Sample Selection Module

Perform tests to verify the completeness and accuracy of network technician input information from which samples are selected. The primary procedures for this phase include:

- Assess the statistical design and review the program logic of the computer programs which perform the statistical selection process of network technicians for implementation of the statistical design,
- Assess the effect of creating a three month profile on the statistical sampling and evaluation process, and
How many a year?
- Test the completeness of the database which provides network technician information for sampling. Test the accuracy of the employee information (i.e., name, responsibility code, social security number, job function code, etc.) by referencing, via random sample, both to and from independent source documents.

Test of Data Collection Module

Obtain an understanding of and test the administration of the collection of network technician data. The primary procedures for this phase include:

- Document the procedures and related oversight controls associated with the data collection process,
- Test compliance with the stated procedures by selecting field technicians and examining documentary evidence of compliance with data collection procedures, and
- Test the effectiveness of data collection procedures to accurately reflect the field technician description of work activity to the appropriate Field Reporting Code by comparing the reported work activity for a limited number of selected field technicians to independent source documents (i.e., assignment records, trouble tickets, dispatch records, etc.).

Test of Data Analysis Module

Test the computer applications utilized to process the data. The procedures for this phase include:

- Assess the statistical evaluation and preparation of profiles of the reported work activities of the selected network technicians,
- Review the program logic of the computer program which processes network technician work activity,
- Assess the computer program's implementation of the statistical function,
- Test the validity of the computer allocation of work activity by reprocessing the data obtained in the data collection module under audit control,
- Test the validity of input data by agreeing the network technicians' work activity as selected in the data collection module to the related input program source, and
- Test the validity of output data by agreeing the network technicians' work activity, as selected above, to the proper inclusion in the output file.



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INDEPENDENT ACCOUNTANTS' REPORT

BellSouth Corporation
Atlanta, Georgia

We have examined management's assertion, included in its representation letter dated July 14, 1993, that BellSouth Corporation maintained an effective internal control structure over financial reporting for the segment of the internal control structure pertaining to the Work Activity Statistical Sampling Process (WASSP) during the three-month period ended June 30, 1993. Management's description of the WASSP process to which the internal control structure pertains and specific control criteria established by management are included in the Appendix.

Our examination was made in accordance with standards established by the American Institute of Certified Public Accountants and, accordingly, included obtaining an understanding of the internal control structure over financial reporting, testing and evaluating the design and operating effectiveness of the internal control structure, and such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

Because of inherent limitations in any internal control structure, errors or irregularities may occur and not be detected. Also, projections of any evaluation of the internal control structure over financial reporting to future periods are subject to the risk that the internal control structure may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

In our opinion, management's assertion that BellSouth Corporation maintained an effective internal control structure over financial reporting for the segment of the internal control structure pertaining to the WASSP process during the three-month period ended June 30, 1993 is fairly stated in all material respects, based upon the control criteria included in the Appendix.

This report is intended solely for the information and use of BellSouth management and to assist you in responding to inquiries from the Federal Communications Commission and state regulatory authorities, and should not be used for any other purpose.

Deloitte & Touche

July 14, 1993

BELLSOUTH CORPORATION

BELLSOUTH MANAGEMENT'S DESCRIPTION OF WORK ACTIVITY STATISTICAL SAMPLING PROCESS TO WHICH THE INTERNAL CONTROL STRUCTURE PERTAINS AND RELATED CONTROL CRITERIA FOR THE THREE MONTHS ENDED JUNE 30, 1993

The Work Activity Statistical Sampling Process (WASSP) is a statistical methodology designed to gather sample data and statistically estimate the work activity of work reporting groups. WASSP consists of three related process modules for sample selection, data collection, and data analysis. Each of these process modules and the related primary control criteria established by management are described below:

The Sample Selection Module

The Sample Selection Module has been designed to select a statistically valid sample of network technicians from the Payroll Master Database (PMDB), a BellSouth database used to maintain employee information. The EXTRACT program of the Sample Selection Module searches the PMDB and stratifies the universe of employees into homogenous categories based upon state boundaries and work groups (by job function code). For each job function code, the SAMPLER program generates a random sample of technicians to participate in the work activity log completion portion of the Data Collection Module. Network technicians selected will participate in the process for one work week. The SAMPLER program of the Sample Selection Module simultaneously generates a random sample of the above sampled technicians to participate in the technical analyst interview portion of the Data Collection Module. Work Activity Logs (Logs) for three days of the selected network technician's work week are randomly selected for technical analyst review procedures described in the Data Collection Module.

Sample size and the structure of the sample has been designed so that a three-month Network Technician Labor Distribution Profile is targeted to achieve a 95% confidence level with a precision of $\pm 3\%$ for each field reporting code profile percentage estimated by WASSP. The precision corresponds to approximately \pm fifteen minutes, the lowest increment of time reporting for network technicians under the WASSP time reporting process. Technicians selected are oversampled in the Sample Selection Module to account for days on which the technicians are not present (i.e., vacations, illness, and days off).

The primary control criteria include:

- • Structural Query Language (SQL) used in the module appropriately specifies the relevant Job Function Codes to be extracted;
- • Personnel files are adequately maintained and contain updated and proper Job Function Codes;
- • Appropriate diskette handling procedures are utilized from the point of extraction and sample selection;
- • Security administration procedures and program change controls control against unauthorized changes to the Extract Process;
- • Usage of the relevant input files (current period diskettes) is verified by management;

- The program is designed to produce a valid sample;
- Management reviews results of sample selection for appropriate size and reasonableness; and,
- Security administration procedures and program change controls control against unauthorized changes to the sample selection process.

The Data Collection Module

Prior to the month sampled, a list of the technicians to be sampled, the appropriate Logs, and instructions are forwarded to WASSP field management by the WASSP Center. The field management then disseminates the Logs and instructions to a supervisor for dispersal to the selected technicians. Technicians participating in WASSP report their time by work activity in minimum increments of fifteen minutes. Logs have been developed for each work group listing predominant work activities of each subject work group.

get logs for review

Once completed by the network technician, the Logs are submitted to the supervisor who reviews the Logs. Arithmetical discrepancies are resolved and the Logs are forwarded to the technical analyst for detailed review.

Telephone interviews of the technician's supervisor are conducted to test a random sample of network technician's Logs. The selection of those to be interviewed is determined through the Sample Selection Module. The interviews are generally conducted within three business days of the Log preparation date and prior to the input of the work activity data into the WASSP database processor. The interviews are conducted by the technical analysts and are accomplished through telephone interviews with the selected technician's supervisor. The interviews consist of the supervisor reviewing the source documentation with the analyst who compares such information to that recorded on the Log. If errors are detected and cannot be resolved, the technical analyst contacts the network technician directly. Once resolved, errors are corrected by the technical analyst on the Log.

④

The primary control criteria include:

- Field supervisor receives selection notification via E-Mail and agrees the list to a follow-up list;
- Supervisor controls access to work activity logs;
- Supervisor reviews (signs) the work activity logs after completion;
- Work Activity Logs (WALs) are sorted by State and placed into respective bins for receipt by analyst;
- Analysts agree the WALs to the sample selection list;
- Analysts review WALs for reasonableness; and,
- Analysts perform subsample testing by interviewing employees and comparing data to the source documents.

New?

The Data Analysis Module

Work activity data, derived from the Logs, are input into the WASSP database processor. The INPUT program of the WASSP database processor provides for the input of the sampled data and stores the input

data in files by work group. Data in the files can be changed, appended, or deleted using the INPUT program.

The IMOUT program of the WASSP database processor develops the time distribution ratios and other data analysis for each work group for which labor distribution percentages are estimated by WASSP. WASSP distributes the increments of hours reported to each field reporting code and calculates the percentage of time assigned to each field reporting code.

Data generated by WASSP is available to interfacing MTR systems with no changes to formats or requirements. The WASSP allocation profiles are available to be input into the MTR time reporting tables and would be available for MTR off-line processing to create a report detailing the field codes which have been generated and passed to the Company's Financial Processor (FP).

The primary control criteria include:

- WAL is logged in by input personnel and agreed to the sample list;
- On-line edit checks are performed during data entry;
- Data entry personnel print queries that are agreed to the WALs by independent data entry personnel;
- • Management performs an on-line query to verify completeness of sample using social security numbers;
- Security administration procedures and program change controls in the system control against unauthorized access and changes to the input and analysis process;
- • The generation of profiles is performed by management only, monthly and quarterly; and, *How many?*
- Management reviews the Profile Precision report for completeness and reasonableness.

Deloitte & Touche



EXHIBIT D

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July 14, 1993

BellSouth Corporation
1155 Peachtree Street, N.E.
Atlanta, Georgia 30367

Dear Sirs:

This report pertains to our observations and recommendations related to certain matters noted during our special study pertaining to the BellSouth Telecommunications, Inc. Work Activity Statistical Sampling Process (WASSP).

We have previously issued our report, dated March 5, 1993, which included our observations and recommendations resulting from our special study of WASSP conducted during the three-month period ended December 31, 1992.

For this report, we have included all observations and recommendations included in our report dated March 5, 1993, together with BellSouth management's responses concerning the implementation status of these recommendations. Based on our procedures performed for the three-month period ended June 30, 1993, the responses are representative of the status of actions taken by management to implement our recommendations. We have also included additional observations and recommendations that will be useful to you in enhancing the WASSP process.

This report is intended solely for the use of BellSouth management and to assist you in responding to inquiries from the Federal Communications Commission and state regulatory authorities.

Yours truly,

Deloitte & Touche

BELLSOUTH CORPORATION

WORK ACTIVITY STATISTICAL SAMPLING PROCESS

A. STATUS OF OBSERVATIONS AND RECOMMENDATIONS IN OUR REPORT DATED MARCH 5, 1993

I. POLICIES AND PROCEDURES

SOURCE DOCUMENTS USED FOR ANALYST INTERVIEWS

Observation and Background

The technical analyst is required to perform a detailed review of selected Logs from the total population of Logs returned to the analyst. The detail review consists of a technical analyst's phone interview with the supervisor of the technician whose Log was randomly selected by the WASSP sample selection program. The technical analyst requests the supervisor to describe the activities as reported by the technician on source documentation maintained at the supervisor location. However, the technical analyst does not have access to source documentation created by the technician to evidence his/her activities and used by the supervisor to review completed Logs.

Recommendation

Require source documentation to be forwarded to the technical analyst concurrently with the completed and reviewed Logs. Absent hard copy source documentation, allow analyst on-line access to this information, where applicable.

BellSouth Management Response

* Effective April 1993, all technical analysts have on-line access to Loop Maintenance Operations Systems (LMOS) which contains the documentation created via craft access (Display Craft Work Summary/Display Job Information (DCWS/DJI) FULL CLOCK NARRATIVE). This will allow the analyst to view source documentation for the majority (approximately 85% of technicians use craft access) of the sample technicians. For those subselected technicians not on craft access, source documentation will be submitted along with the work activity logs. this will provide the analysts with the greatest amount of information available for verification of the work activity logs.

POLICIES AND PROCEDURES IN THE EVENT OF A NATURAL DISASTER

Observation and Background

Currently there are no formal policies and procedures pertaining to the application of the WASSP methodology in the event of a natural disaster. Consequently, formal guidance is not available as to the effect of a natural disaster on the areas of sample selection, work activities performed by network technicians, reporting procedures, analyst and supervisor review procedures and methodology associated with data analysis. Formal policies and procedures would promote an effective operation of the process in the event of a natural disaster.

Recommendation

Create, document and implement formal policies and procedures pertaining to the application of the WASSP methodology in the event of a natural disaster.

BellSouth Management Response

The WASSP Policies and Procedures Manual documents the WASSP disaster recovery policy developed in February 1993. This policy, which was communicated in a February 22, 1993 letter to the BellSouth Telecommunications (BST) MTR Methods and Programming Staffs as well as the BULL Time Share Administration group located at the BIS Data Center, ensures that BST will be able to continue the timely collection and processing of the appropriate work activity information in the event of a disaster.

POLICIES, PROCEDURES AND CONTROLS MANUAL

Observation and Background

Currently, a policies, procedures and controls manual in relation to the implementation and operation of the WASSP process does not exist. A policies, procedures and controls manual will provide an effective resource in terms of WASSP process consistency and integrity and would reduce disruption in the event of various events such as organizational changes, employee turnover, and natural disasters.

Recommendation

Create and maintain a policies, procedures and controls manual to incorporate all critical aspects of the WASSP process. Disseminate this manual to those time reporting personnel who will benefit from its use.

BellSouth Management Response

BST has established, within the WASSP organization, a manager position with responsibility for all network time reporting policies and procedures. This position will issue/concur in procedures to the field forces related to the WASSP process and be responsible for all other documentation for WASSP.

Concurrent with approval, WASSP will become the "official" time reporting system for outside plant forces. As such, all appropriate documentation (WASSP Policies and Procedures Manual, BellSouth System Practices (BSP) as well as updated MTR documentation) has been distributed to the affected BST personnel for use upon approval.

Southwest time reporting system? PR = performance

TECHNICIAN USE OF PERSONAL LOGS

Observation and Background

Network technicians in certain of the states in the BellSouth geographic region are maintaining informal logs of trouble jobs received and work performed in addition to that required by the current Craft Access System. This occurs via the documentation of specific trouble job information on form #6025 or #6571. The maintenance of informal trouble job logs represents an inefficient and unnecessary utilization of BellSouth resources and is currently not required by WASSP management or BellSouth time reporting personnel.

Recommendation

Eliminate network technician use of informal logs in areas where the Craft Access System is utilized.

BellSouth Management Response

BST agrees that a practice of the kind described here is an inefficient use of company resources and on January 21, 1993 issued instructions to the field forces re-emphasizing to them that such a practice should be stopped.

LOG-OFF PROCEDURES FOR THE CRAFT ACCESS SYSTEM

Observation and Background

Network technicians at times "log off" of the Craft Access System at a time subsequent to the actual time of completion of the trouble job even though the time shown on the Log is correct. This can occur if the technician logs off on a current trouble job after receipt of and travel to a new trouble job. As technical analysts are placing reliance on the Detail Craft Work Summary (DCWS) generated by the Craft Access System as a source document, differences relating to the above must be investigated.

Recommendation

Require technicians to "log off" of the Craft Access System immediately upon completion of each trouble job. Consider the feasibility of Craft Access System modification such that a technician may not receive orders for his next job without "logging off" of the current job.

BellSouth Management Response

BST has reviewed the recommendation above and is of the opinion that implementation of such a requirement is not cost effective and that it would create operational inefficiencies for the technician. Also, since the "log off" procedures for the Craft Access System have no impact on the classification of a technician's time to the appropriate work functions, BST has no plans to pursue this enhancement with vendors at this time.

RECEIPT AND REVIEW OF WORK ACTIVITY LOGS

Observation and Background

Interviews conducted by technical analysts do not always occur within three working days as prescribed under established WASSP criteria. Delays in analyst interviews occasionally occur due to the remote location of the technician which requires an additional day for the supervisor's review before mailing to the technical analyst. Additionally, Logs forwarded to the technical analyst via fax machine are delayed due to the volume of fax transmissions.

Recommendation

Provide one-day mail service from remote locations and obtain additional fax machines to ensure the timely receipt of Logs.

BellSouth Management Response

BST installed three additional fax machines during the first week of April 1993 bringing to nine the total number of machines available for receipt of work activity logs. Additionally, BST uses one-day mail service from the major metropolitan locations.

TIMELY SUPERVISOR REVIEW OF WORK ACTIVITY LOGS

Observation and Background

Supervisors are required to review Logs the day after the Logs are completed by the network technicians. We observed instances in which such review was substantially beyond the one day requirement. Additionally, in some of the remote offices the supervisors do not have printers. Consequently, if the supervisors use the DCWS in their review procedures, they must obtain hard copies of DCWS source documents from other offices via mail. These situations cause delays in the supervisor review and forwarding of Logs to the technical analysts. However, in these remote locations, we observed that the supervisor often has on-line access to the DCWS.

Recommendation

Instruct supervisors to perform Log reviews the day subsequent to completion by the technician. Additionally, advise supervisors who choose to use the DCWS in their review process to perform Log reviews via on-line inquiry of the Craft Access System if hard copy documentation is not readily available.

BellSouth Management Response

The supervisors have been instructed to review and forward the completed logs to the WASSP Center by the next business day. The supervisory review is intended to be a test for reasonableness for items such as work group of the technician, mathematical accuracy, completeness of the log, as well as other unique items particular to a supervisor's group. It is not intended for the supervisor to trace every work function to the source documentation, as the in-depth review is performed by the technical analyst.

The technical analyst conducts the detailed review and tracing of work performed to source documentation using the supervisor and technician as "conduits" for information on an as-needed basis.

Therefore, BST has no plans to pursue any changes in our current practices relative to the review of the work activity logs.

TRAINING OF TECHNICAL ANALYSTS

Observation and Background

There is currently no formal training program for the technical analysts involved in the WASSP Process pertaining to work procedures, FCC time reporting rules, effective interview techniques, error resolution and other matters.

Recommendation

Develop, document, and implement a formal training program for the technical analysts. This program should encompass entry level training courses as well as continuing education training courses to inform the analysts of any updates or changes in FCC time reporting requirements, any updates or changes in the WASSP Process and other pertinent subjects. This program would be an essential ingredient in the consistent implementation of the analyst function.

BellSouth Management Response

The expertise of the technical analysts is critical to the success of the WASSP process. As such, the BST comptrollers organization (owners of the WASSP process) rely on rotational employees from the Network organization to fill the positions of technical analysts. In order to qualify for an analyst position, the candidate must have an in-depth knowledge of, as well as experience in, outside plant architecture and areas of the telecommunications business related to time reporting for outside technicians. This includes a great familiarity with actual work performed by the technicians as well as knowledge of FCC rules and reporting requirements (particularly nonregulated activities).

Given the above requirements for job assignment, initial training consists of obtaining a complete understanding of the process through review of WASSP documentation including the WASSP Policies and Procedures Manual. BST recognizes the need for continuing education as a critical part of the WASSP process. As such, the Technical Analysts have received an overview of the Joint Cost Order and a refresher on BST's Functional Accounting process by the respective subject matter experts. The analysts have also attended a three-day Integrated Internal Controls Training class as well as the Network Manager's Administrative Conference.

Just Copy
As a part of the overall documentation of the process as mentioned earlier, BST has incorporated into that documentation a "Technical Analyst Handbook" which includes the references used by the analysts, as well as a suggested training curriculum designed to ensure the continued high level of knowledge required for this position. This continuing education training curriculum is agreed to by the analysts and their supervisor based on individual need.

ROTATION AND COVERAGE FOR ABSENT TECHNICAL ANALYSTS

Observation and Background

Technical analysts are assigned to review Logs for one particular state. No plan currently exists for the rotation of technical analysts nor does a plan exist to cover for an analyst in the event of illness or vacation.

Recommendation

Develop, document, and implement a rotation plan whereby the technical analysts are required to periodically rotate their states of responsibility. Additionally, develop, document, and implement a plan in the event of analyst absence due to illness or vacation.

BellSouth Management Response

Effective April 1993, BST implemented an Analysts Coverage Schedule detailing the analysts' primary and backup state responsibilities through December 1993. These assignments will be rotated every six months beginning January 1994 to ensure that there is adequate coverage for all states in the absence of any of the analysts.

EXPANSION OF THE CRAFT ACCESS SYSTEM DOCUMENTATION

Observation and Background

During the review of the Log, the supervisor, at times, determines if the technician's time is charged to the proper work activity by comparing the activities as reported on Logs to source documentation. Currently source documentation includes Detail Craft Work Summaries (DCWS) generated from the computerized Craft Access System and/or existing Mechanized Time Report (MTR) forms prepared by the technician. The current space allowed for description on the Craft Access System DCWS for each distribution number (42 characters) is not always large enough to fully describe the task performed by the technician. This situation can occur if more than one service is performed on the same trouble job. As such, the technician is required to continue the description of the work performed on this trouble job on the manually completed MTR form. This situation does not currently present a problem due to the dual reporting nature of the WASSP and MTR time reporting processes. However, as the MTR form will be eliminated once the WASSP process is fully implemented, the Craft Access System will become the chief source of documentation medium available to the technician and sufficient space should be given to the technician to allow him to perform an efficient reporting of time.

Recommendation

Add additional space in the Craft Access System field for description of each trouble job performed by the technician. This will allow sufficient information to be recorded in the Craft Access System and to promote accurate reporting of technician work activity.

BellSouth Management Response

Expansion of the Craft Access System to allow additional narrative space is not practical in the near term. BST, as it is not allowed to manufacture software, is not the "owner" of all aspects of craft access. Therefore, it must rely on outside vendors in order to effect expansions and/or changes to craft access and certain operations systems that are involved.

The issue of additional narrative space has been, and will continue to be, investigated along with all other proposed craft access enhancements. However, the costs of such changes and associated impacts on other features within the system do not make this a realistic option for BST.

It is important to note that in 95%+ of the occurrences the existing narrative space is adequate for technicians to describe work performed. In those rare instances when craft access narrative space is limited, BST will issue procedures instructing involved technicians to use Form 6025-1-SC or Form 6571-C (Work Ticket) to provide supplemental documentation on work performed.

WORK ACTIVITY LOG SIGN-OFF BY SUPERVISOR AND DATA INPUT PERSONNEL

Observation and Background

Supervisor and data input personnel signature on the Logs, although required upon completion of these individual's assigned duties, is not consistently obtained. Although it appears that the assigned duties are generally performed by these individuals, consistently requiring a signature will provide a means of documenting accountability.

Recommendation

Require all supervisors to sign and date the Logs after their review. Require all data input personnel to sign and date the Logs upon entering the Log data into the WASSP system.

BellSouth Management Response

BST's Procedures for Verification of Work Activity Data Input, which were developed and implemented in April 1993, require the input personnel to initial the work activity logs after input and the verifying personnel to initial the system printout after they have compared it to the appropriate work activity log. Also, WASSP Center management personnel periodically review a sample of the logs and associated printouts to monitor the effectiveness of this control.

As a result of this recommendation, the field supervisors have been instructed to sign the completed logs prior to submission to the WASSP Center.

II: STATISTICAL METHODS

PROSPECTIVE UNIVERSE TECHNIQUE

Observation and Background

Currently, all samples of network technicians throughout the three-month profile period are generated from an extract of the PMDB as of the beginning of the three-month profile period. This methodology will not account for changes in technician composition since the initial extraction. Such changes may include network technician employment, transfer, or termination.

Recommendation

Develop procedures to account for changes in the composition of network technicians subsequent to the date of the data extract.

BellSouth Management Response

Effective with the July 1993 sample selections processed in June 1993, BST implemented a monthly data extract program to select the universe of technicians to be sampled from the Payroll Masterfile Data Base (PMDB). This revised procedure will ensure that the composition of the network technicians is the most current available. (See Note 1.)

QUALITY CONTROL SAMPLE SIZE

Observation and Background

As the WASSP process is implemented in the nine-state BellSouth geographic region, the pool of network technicians for the entire BellSouth region may be viewed as one population for network technician quality control sampling purposes. If this view is acceptable, then a reasonably high level of assurance in regard to error rates can be obtained through the use of Acceptance Sampling techniques. This can be accomplished with much less work than is presently contemplated.

Recommendation

Consider reducing the number of network technician quality control interviews through the use of one region-wide interview sample versus separate interview samples for each state.

BellSouth Management Response

Because of state public service commission considerations, the WASSP process will continue to stratify the universe of technicians to be sampled into homogenous categories based upon state boundaries and job functions (work groups) for a while. However, BST will take this recommendation under advisement.

SELECTING THE NUMBER OF WEEKS IN A MONTH

Observation and Background

It is the system user's responsibility, for the SAMPLER application, to input the number of weeks in any particular month. An error in the number of weeks input parameter could result in a reporting week being improperly excluded from the sampling population.

Recommendation

Adopt a more simplistic decision rule, as follows:

If a Wednesday at the end of the month falls in the current month, that month has five weeks.

Further, we recommend that a table of months and weeks be input at the beginning of the year and reviewed by supervisory personnel to minimize the necessity for clerical decision and controls throughout the year, similar to the way parameters are codified in the Data Analysis Module of the WASSP process.

BellSouth Management Response

In April 1993, the Sample Selection User's Guide was prepared as Section 2 of the WASSP Policies and Procedures Manual. The purpose of this section of the manual is to provide the documentation and instructions necessary to process the Sample Selection Module of WASSP. Exhibit 4 in this user's guide is a table that lists the number and dates for each week in each month for 1993. This will eliminate the need for the sample selection operator having to assume responsibility for determining the number of weeks of each month as well as the date each week begins. This exhibit will be updated in November of each year for use in making the sample selections in the following year.

TRACKING AND EVALUATION OF WORK ACTIVITY LOG ERRORS

Observation and Background

A feedback system is not currently used to track and evaluate the number and type of errors being detected by the supervisors during their review of the technician's Logs or by the technical analysts during their review and interview procedures. Any errors noted by supervisors or technical analysts while performing their duties should be evaluated to determine any adverse impact on the sufficiency of the initial statistical sample of network technicians and to confirm that the extent of oversampling is sufficient to maintain targeted levels of statistical assurance.

Recommendation

Develop, document, and implement a feedback program to accumulate and statistically evaluate the continued validity of the Network Technician Labor Profiles for any errors identified by the supervisors and technical analysts on the Logs during their review procedures. Provide a mechanism within this process to evaluate the effect of any errors on the precision of the profiles and on the number of selections of network technicians required to participate in the WASSP Process.

BellSouth Management Response

A Summary of Adjustments process has been developed and documented in the Technical Analyst Handbook. However, this process has not yet been activated due to the fact that BST has been reviewing 100% of the work activity logs during the development phase of the WASSP project.

III. COMPUTER PROCESSING APPLICATIONS AND CONTROLS

EXTRACT FILE CREATION

Observation and Background

Improper changes to the SQL routines may be made and not be detected. Mistakes could be made in entering the QMF and ISPF/PC commands while creating and down loading files.

Recommendation

Create five versions of the SQL routine, one for each sampling population. Add program statements to automatically save the files in the correct format and libraries. Add these programs to the automatic job scheduler.

BellSouth Management Response

The SQL routine was replaced with a data extract application that no longer requires the operator to input the QMF and ISPF/PC commands. This will eliminate the concern over input errors while creating and downloading the files. Also, a DBASE IV program is now used to automatically format the universe of technicians into the appropriate text records, create a back up of the text files and print an output report listing the input and output files, file names and number of employees on each file. These reformatted records are distributed to 45 text files (one per state, per JFC work group, i.e., C:/WASSP/AL/4100.TXT) for mechanical input into the Sample Selection program. (See Note 1.)

Observation and Background

Files with similar names could be interchanged, resulting in improper processing in later stages of the WASSP process.

Recommendation

Maintain a manual log to detail the times, dates, and sizes of the files created. The log should also indicate the state for each file, the external label of the diskette, and the directory in which the files are stored. Require the operator to initial and date each entry in the log as documentation of procedure performance. Additionally, place external labels on diskettes that clearly indicate the states and time periods of the files contained on the diskettes. Finally, use naming conventions (e.g., "FL0193") when creating DOS directories to separate files and identify them to their time periods and states. Modify the programs described above to print an audit trail report showing the pertinent details of processing: file names, file sizes, file creation dates, any exceptions in processing.

BellSouth Management Response

Effective with the July 1993 sample selections processed in June, a DBASE IV program was used to reformat the text records containing the universe of technicians. These reformatted records are distributed to 45 text files (one per state, per JFC work group, i.e., C:\WASSP\AL\4100.TXT). These text files are backed up to a diskette labeled C:\CDATA\CPRS1.TXT for X month and year. This DBASE IV program also prints an audit trail report listing the Input Files, Output Files, Date Last Processed and the Number Of Employees on each output file. (See Note 1.)

LOTUS 1-2-3

Observation and Background

Improper changes to work sheets and macro routines may be made and not be detected.

Recommendation

Modify file attributes in DOS to read-only. Modify macros to close the work sheet (without saving) automatically upon completing processing.

BellSouth Management Response

Effective with the May 1993 Sample Selections processed in April, the Sample Selection program was modified to incorporate the above recommendations.

Observation and Background

The IMPORT.WK3 macro may not execute as intended if the window and other global work sheet settings are not created as expected.

Recommendation

Modify the logic of the macro to set all window and global work sheet settings at the beginning of processing. Replace the {BIGRIGHT} command with program steps to position the cursor to a specific location prior to importing data into the NET1, NET2, NET3, NET4, and NET5 ranges.

BellSouth Management Response

Effective with the May 1993 Sample Selections processed in April, the Sample Selection program was modified to incorporate the above recommendations.

Observation and Background

The IMPORT.WK3 macro is designed to require the operator to enter the name of the file (including sub-directory) to which the results of processing are to be saved. If the operator chooses a misleading name, errors may result in later processes.

Recommendation

Require the operator to maintain an audit trail of processing and use appropriate conventions (e.g., "\FL0192\NETWORK1.WK3") for naming files. Also require the operator to document in a log the names and contents of files created and to document any deviations from the expected procedures.

BellSouth Management Response

The Sample Selection User's Guide documents the standardized sub-directory and file names (state abbreviations, quarter and year) required for the sample selection macro. A run log for documenting the date(s), names and contents of the files created will be added to incorporate these guidelines as soon as possible.

Observation and Background

Once the WASSP process is fully operational the operator will be required to execute the LASTSAMP.WK3 program 45 times each processing cycle once for each of the five network technician work groups in each of the nine states in the BellSouth geographic region, which is inefficient.

Recommendation

Modify the logic of the LASTSAMP.WK3 macro to automatically execute all 45 network technician samples.

BellSouth Management Response

The macro was modified in April 1993 to run an entire state at once so that the macro is only executed nine times.

Observation and Background

The LASTSAMP.WK3 work sheet is designed to allow the operator to:

- Enter invalid sample choices (i.e., something other than 1, 2, 3, 4, or 5);
- Enter an incorrect file name to be read into the work sheet;
- Enter the sample period without a prompt; and
- Modify the Sample Size and Number of Weeks parameters incorrectly.

Recommendation

Modify the logic of the LASTSAMP.WK3 macro to perform additional edit checks and only allow valid responses.

BellSouth Management Response

The macro was revised in April 1993 to accept only firmly established naming conventions for input files, to prompt the operator for the appropriate sample period and to only allow sample size within a range from an established minimum up to the universe size.

FORTRAN APPLICATIONS

Observation and Background

Improper changes may be made to the FORTRAN programs and not be documented.

Recommendation

Place the source code versions of the FORTRAN programs into a "test" environment to which the operator does not have access. Restrict the operator's access to FORTRAN source code and means for compiling programs into the production environment.

BellSouth Management Response

Beginning in April 1993, a specific User ID has been reserved for use by the Statistician. Permission for all programs accessed by WASSP Center Personnel has been changed to Execute only.

Observation and Background

File naming conventions do not identify the year of the period to be processed.

Recommendation

Modify the FORTRAN programs to use a file naming convention that includes the year of the period to be processed.

BellSouth Management Response

Since file storage limitations do not allow more than three months of data to be stored on-line at any one time, there can be only one JAN4150, for example, stored at any given time. Thus, BST does not consider the modification recommended to be necessary.

Observation and Background

Errors can be made when maintaining the CODES and COUNT files.

Recommendation

Add programs for maintaining the CODES and COUNT files. These programs should contain edit routines to ensure that the records in the CODES and COUNT files are all in the proper format, and it should maintain a log of maintenance activity. Use password protection techniques to control maintenance using edit utilities or means other than the maintenance programs.

BellSouth Management Response

The CODES and COUNT files were password protected in April 1993 with the password coded into the appropriate FORTRAN programs. Since these programs have Execute only permission the user is not able to retrieve the password.

Note 1 to BellSouth Management Response

Certain recommendations in Part II and Part III, as noted, were implemented subsequent to Deloitte & Touche's test period. However, it should be noted that BST has and will continue to have compensating controls in place and operating that mitigate the concerns raised by Deloitte & Touche. Thus, BST demonstrated that there were no impacts on the classification of the technician's time to the appropriate work function.

BELLSOUTH CORPORATION

WORK ACTIVITY STATISTICAL SAMPLING PROCESS

B. ADDITIONAL OBSERVATIONS AND RECOMMENDATIONS RESULTING FROM PROCEDURES PERFORMED FOR THE THREE-MONTH PERIOD ENDED JUNE 30, 1993

REVIEW OF WORK ACTIVITY LOGS

Observation and Background

Interviews conducted by technical analysts do not always occur within the time requirement as prescribed under established WASSP criteria. Delays in analyst interviews occur primarily due to delays in the forwarding of Logs to the analyst as prescribed under established WASSP criteria.

Recommendation

Reinforce WASSP policies with supervisors to forward the completed and reviewed Logs to the analyst within the time requirements as prescribed under the established WASSP criteria.

WORK ACTIVITY LOG SIGN-OFF BY SUPERVISOR

Observation and Background

Analyst, supervisor, and data input personnel signatures on the Logs, although required upon completion of these individual's assigned duties, are not consistently obtained. Although it appears that the assigned duties are performed by these individuals, consistently requiring a signature will provide a means of documenting accountability.

Recommendation

Reinforce WASSP policies which require all analysts and supervisors to sign and date the Logs after their review. Reinforce similar WASSP policies with data input personnel.

PRELIMINARY DRAFT - FOR DISCUSSION PURPOSES ONLY.
TO BE RETURNED TO DELOITTE & TOUCHE AND
NOT TO BE REPRODUCED IN ANY FORM WITHOUT THEIR PERMISSION.

BELLSOUTH CORPORATION

Special Study of the Work Activity Statistical Sampling Process

March 1993

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BELLSOUTH CORPORATION

SPECIAL STUDY OF THE WORK ACTIVITY STATISTICAL SAMPLING PROCESS MARCH 1993

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NOT TO BE REPRODUCED IN ANY FORM WITHOUT THEIR PERMISSION.

March 5, 1993

BellSouth Corporation
1155 Peachtree Street, N.E.
Atlanta, Georgia 30367
Dear Sirs:

We are pleased to present the results of our special study to assess certain aspects of BellSouth Telecommunications, Inc.'s Work Activity Statistical Sampling Process (WASSP).

The WASSP methodology is a statistically-based time reporting methodology proposed to replace existing time reporting methods utilized by certain groups of network technicians. WASSP is intended to enhance the measurement of work activities which form the basis for the separation of costs of network technicians' regulated telecommunications work activities from the costs of nonregulated work activities.

The remainder of this report presents the scope and methodology employed in the study and our findings, conclusions and recommendations resulting from the study, which are presented in separate reports attached as Exhibits.

SCOPE OF STUDY

Our study was performed at the request of BellSouth Corporation to provide an external assessment of the proposed WASSP methodology, which is in effect as a test system, not yet in production and awaiting regulatory approval. Our external assessment is intended to provide information to respond to the Federal Communications Commission (FCC) and state regulators, and this report should not be used for any other purpose.

Our study was performed pursuant to our proposal, dated December 1, 1992, and included two primary forms of assessment activity - Assessing System Functionality and Assessing Other Qualitative Factors.

Assessing System Functionality

The first form of assessment activity we performed was intended to assess the functionality of the WASSP methodology which was being applied as a test system to measure network technicians' regulated and nonregulated work activity in the state of Alabama during the three-month period ended December 31, 1992. Our report is included herein as Exhibit A.

This assessment was made by conducting an examination of the system's actual measurement of network technicians' work activities for the three months ended December 31, 1992 in compliance with BellSouth's policies for time reporting under Part 32 - Uniform System of Accounts. Our examination was made in accordance with standards established by the American Institute of Certified Public Accountants and, accordingly, included such procedures as we considered necessary in the circumstances. As shown in Exhibit A, our opinion pertaining to the examination is unqualified. During the course of our work, we also formed observations relating to internal accounting controls and have included recommendations pertaining thereto in our Letter of Recommendations at Exhibit C.

The specific procedures we employed generally paralleled the three primary modules utilized in the WASSP process - Sample Selection, Data Collection and Data Analysis. A summary of our primary procedures performed to test each of those modules is included in Exhibit B. Those procedures were performed, together with other procedures, to form our opinion included in Exhibit A.

Assessing Qualitative Issues

In addition to performing the examination to test the functionality of the WASSP process applied on a test basis, we also performed a series of procedures to assess certain aspects of WASSP which would not be comprehended by the aforementioned test of system functionality. Our procedures in these areas were conducted to assess specific aspects of the WASSP process, evaluate and conclude on our findings and suggest recommendations for improvement or modifications to existing or proposed practices. The qualitative issues comprehended by these procedures included:

- Estimated annual net cost savings associated with the implementation of the WASSP process in the nine-state BellSouth geographic region,
- Analysis of the reporting impacts associated with the proposed implementation of the WASSP process in the state of Alabama and an estimate of impacts for the BellSouth nine-state geographic region, based on the Alabama data, pertaining to the application of Part 32, Part 64, Part 36, and Part 69 of the Rules and Regulations of the FCC,
- Assessment of the suitability of the WASSP methodology for time reporting by network technicians in all nine states in the BellSouth geographic region,
- Assessment of policies and procedures associated with the technical analyst,
- Assessment of controls associated with the WASSP process, and
- Assessment of the relevance and suitability of WASSP reporting procedures in the event of possible natural disasters, including disaster recovery procedures pertaining to the WASSP computer-based systems.

For two of the issues listed above, the estimated annual net cost savings associated with the implementation of the WASSP process and the analysis of the reporting impacts pertaining to the application of Part 32, Part 64, Part 36 and Part 69 of the Rules and Regulations of the FCC, the procedures we performed and our findings are included in separate reports presented in Exhibits D and E, respectively.

For each of the remaining qualitative issues described above, the approach utilized in our procedures and our summary findings and recommendations are as follows:

I. Suitability of The WASSP Methodology for Time Reporting by Network Technicians in all Nine States in the BellSouth Geographic Region

Our approach to assessing the suitability of the WASSP methodology for time reporting by network technicians in all nine states in the BellSouth geographic region included the following:

- Obtained an understanding of the critical attributes of the WASSP time reporting process (i.e., input information, forms, organizational infrastructure, sampling methodology, review procedures and data analysis) and the transferability of the existing attributes between states. This included:
 - Reading applicable WASSP literature,
 - Interviewing management, technical analysts, supervisors, BellSouth's staff statistician, and network technicians to obtain an understanding of their job duties and to solicit their views of differences in job functions across the nine states,
 - Examining forms and reports used in the WASSP process (i.e., instructions, Work Activity Logs ("Logs") and IMOUT allocation reports).
- Assessed the consistency of applicable policies and procedures of network technicians pertaining to time reporting between states in which the WASSP methodology is being trialed. This included:
 - Accompanying network technicians in the states of Alabama, Tennessee, and Kentucky on actual trouble jobs to assess the similarities in job duties and time reporting procedures,
 - Interviewing network technicians supervisors and technical analysts to assess the similarities in job duties,
 - Observing technical analysts in the performance of the job duties to assess the similarities in review procedures,
 - Examining applicable WASSP time reporting forms to assess the consistency of network technician work groups and field reporting codes between states.
- Interviewed time reporting management in each of the nine states in the BellSouth geographic region to assess the consistency of time reporting practices and state demographic differences under existing MTR and proposed WASSP methodologies.

Based on our assessment, the WASSP process appears to be a suitable methodology in all nine states in the BellSouth geographic region. The critical attributes of the WASSP process (i.e., input information, forms, organizational infrastructure, sampling methodology, review procedures, and data analysis) appear to be substantially identical in the states currently utilizing the WASSP process on a trial basis. Further, our assessment did not disclose the absence of any critical attributes that would

be required for the implementation of WASSP in the remaining states in which trials have not been performed.

Based upon our assessment, we have recommended that BellSouth:

- Create and maintain a policies and procedures manual to incorporate all aspects of the WASSP process and disseminate this manual to those time reporting personnel who will benefit from its use.
- Eliminate network technician use of informal logs in areas where the Craft Access System is utilized.
- Consider reducing the number of analyst interviews through the use of one region-wide interview sample versus separate interview samples for each state.

The detailed recommendations pertaining to these items are included in our Letter of Recommendations at Exhibit C.

II. Policies and Procedures Associated with the Technical Analyst

Our approach to assessing the policies and procedures associated with the technical analyst included consideration of several aspects, such as:

- Supervision,
- Knowledge of FCC time reporting requirements,
- Ability to question supervisor or technician or challenge the time reported by the technician,
- Effectiveness of the interview process,
- Rotation,
- Absences due to sickness or vacation, and
- Training.

Our approach consisted of obtaining an understanding of the policies and procedures associated with the above aspects of the technical analyst through:

- Interviewing and observing job performance of the technical analysts to understand their duties, job functions, background, experience, training, knowledge of FCC time reporting rules and effective interview techniques,
- Interviewing supervisors and technicians to assess their perceptions of the effectiveness of the analyst interview process, and
- Interviewing management who have supervisory responsibility over the analysts to assess their perception of the analyst's ability to perform identified job functions.

- Assessed the information available to the analysts to perform identified job duties including the following;
 - BellSouth time reporting manuals, and
 - Access to source data of network technician time reporting.

Based on our assessment, the policies and procedures relating to the technical analysts appear to allow for effective administration of the WASSP process based on established criteria for this position. Supervision of the technical analysts is conducted by WASSP management with considerable experience in FCC time reporting requirements. The current centralization of the analyst location further facilitates efficient supervision. Technical analysts appear to have sufficient knowledge of FCC time reporting requirements through practical work experience and a working knowledge of BellSouth time reporting policies.

The format of the technical analyst interview process is structured to permit technical analyst phone interviews with supervisors of randomly selected network technicians who have submitted Logs. The interview requires the supervisor to describe the network technician's work activities based on source documentation maintained at the supervisors location.

This process appears reasonably effective; however, the effectiveness of the function could be enhanced in several respects and, based upon our assessment, we recommend that:

- Source documentation of network technicians work activities be forwarded to the technical analyst concurrently with the completed Logs,
- Develop, document, and implement a formal training program for technical analysts, and
- Develop, document, and implement a plan for rotation and coverage during absence or illness of the technical analysts.

The detailed recommendations pertaining to these items are included in our Letter of Recommendations at Exhibit C.

III. Controls Associated with the WASSP Process

We assessed the controls associated with the WASSP process to include general computer controls and application system controls in the following areas:

General Computer Controls

- Security
- Program Changes
- Computer Operations

Application System Controls

- Sample Selection Module
- Data Collection Module
- Data Analysis Module

Our approach to assessing general computer controls included the following:

- Assessed mechanized and manual measures for securing the WASSP systems,
- Assessed program testing and quality control procedures, and
- Assessed the schedule for processing of WASSP programs and related procedures.

Our approach to assessing applications system controls included the following:

- Assessed the procedures for creating data extract files, transferring of such files to diskettes, and maintenance of such diskettes after transfer,
- Analyzed each field in the data extract to determine how the field is used to satisfy the sampling plan,
- Analyzed the contents of Lotus 1-2-3 files after extract import to identify the state and time period being processed,
- Assessed the mechanized and manual measures that all data is accurately and completely obtained and processed,
- Analyzed data entry procedures and edits, and
- Analyzed input edits, program logic, and statistical methodology associated with the EXTRACT, SAMPLER, and IMOUT computer applications.

Based upon our assessment, recommendations have been made in the following general areas:

- "Extract" file creation and maintenance
- Lotus 1-2-3 file creation and maintenance
- Fortran programming controls.

The detailed recommendations pertaining to these items and detailed recommendation on controls resulting from the attestation engagement are included in our Letter of Recommendations at Exhibit C.

IV. Relevance and Suitability of WASSP Reporting Procedures in the Event of Natural Disasters

To assess the relevance and suitability of WASSP reporting procedures in the event of natural disasters, including disaster recovery procedures pertaining to WASSP computer-based systems, our approach consisted of first obtaining an understanding of BellSouth's policies and procedures. We conducted interviews of management, technical analysts, supervisors, and network technicians to solicit their views on the effect of a natural disaster on the following:

- Sample selection,
- Work activities performed by network technicians,
- Reporting procedures,

- Analyst and Supervisor review procedures, and
- Allocation of work activities between regulated and nonregulated services.

We also conducted interviews and reviewed written backup and recovery procedures pertaining to disaster recovery procedures for WASSP computer-based systems.

Backup policies and procedures have been prepared for cases where the WASSP process is not available to be utilized due to a disaster affecting the WASSP system. Disaster recovery plans included offsite storage, maintenance of manual records of network technician work activities, backup of WASSP programs and data, and the use of the most recent WASSP-generated network technician labor profiles until the system is restored.

Management believes that the WASSP system would continue to be functional in the event of a natural disaster and proposes to instruct users of the methodology to continue to use the system, as permitted by the circumstances. Based upon our assessment, we have recommended that BellSouth develop written policies in relation to the effect of a natural disaster on the various aspects of WASSP process to include:

- Sample selection,
- Performance of work activities,
- Reporting procedures,
- Supervisor and analyst review procedures,
- Analysis of work activity data, etc.

The detailed recommendation pertaining to this item is included in our Letter of Recommendations in Exhibit C.

* * * * *

We would like to acknowledge the excellent cooperation and assistance given our study team during the course of our study. We would be pleased to discuss any aspect of our report with you.

We appreciate this opportunity to be of service.

Very truly yours,

INDEPENDENT ACCOUNTANTS' ATTESTATION REPORT

BellSouth Corporation
Atlanta, Georgia

We have examined the accompanying Statement of Network Technician Labor Distribution Profiles for the state of Alabama for the three-month period ended December 31, 1992. Our examination was made in accordance with standards established by the American Institute of Certified Public Accountants and, accordingly, included such procedures as we considered necessary in the circumstances. This Statement is the responsibility of the Company's management. Our responsibility is to express an opinion on the Statement based on our examination.

The Statement of Network Technician Labor Distribution Profiles was derived from BellSouth Telecommunications, Inc.'s Work Activity Statistical Sampling Process (WASSP) on the basis described in the Notes to the Statement of Network Technician Labor Distribution Profiles.

In our opinion, the Statement of Network Technician Labor Distribution Profiles for the state of Alabama referred to above presents, in all material respects, the Network Technician Labor Distribution Profiles for the state of Alabama for the three-month period ended December 31, 1992 in conformity with the basis described in the Notes.

Atlanta, Georgia
March 5, 1993

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BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF ALABAMA
 THREE-MONTH PERIOD ENDED DECEMBER 31, 1992

WORK GROUP - I&M CORPORATE COMMUNICATIONS
 JOB FUNCTION CODE - 4130

Field Reporting Code	Description	Labor Distribution Percentage
22R	AERIAL CBL-METALLIC	.13%
45M	BURIED CBL-METALLIC	.60%
45R	BURIED CBL-METALLIC	.18%
548M	BURIED SVC WIRE (DROPS)	.02%
52M	INTRABLDG NETWK CBL-METALLIC	.10%
52R	INTRABLDG NETWK CBL-METALLIC	.24%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE-INSTI	.37%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	.02%
68R	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	.04%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	.02%
758M	OTH TERM EQPT-SUB PR GN EQPT	.05%
378C	OTH TERM EQPT DIGITAL NON-CPE NCTE	.11%
378M	OTH TERM EQPT DIGITAL NON-CPE NCTE-REG	.05%
558C	OTH TERM EQPT-ANALOG NCTE	.25%
558M	OTH TERM EQPT-ANALOG NCTE	.18%
728C	COMPANY COMM STAND ALONE	7.03%
658M	COMPANY COMM EQPT	23.41%
658C	COMPANY COMM EQPT-PBX INSTALLATIONS	.75%
628C	COMPANY COMM INTRASYS	3.21%
730C	DATA CONTROLLERS & WORKSTATIONS	21.98%
630M	DATA CONTROLLERS & WORKSTATIONS	23.21%
5532	MISC MEETINGS	.61%
5534	EXCELLENCE THROUGH QUALITY (QWL)	.38%
5535	GEN CLASSROOM TRAINING	.61%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	.05%
553A	NO TROUBLE FOUND	.63%
TRVL	TRAVEL & BREAKS	12.01%
68Y	OTH NON-CPE EQPT EXP-NTWK TERMINATING WIRE-RMVL	.05%
628X	CO COMM INTRSYSTEM - ACCUM DEPR	.17%
728X	CO COMM EQ-STA APPARATUS EQ-ACCUM DEPR	1.41%
730X	DATA CONTROLLERS & WORKSTATIONS-OTH COSTS-ACCUM DEPR	1.98%
510C	STOREROOM	.02%
658X	REMOVAL OF CORPORATE EQUIPMENT - ACCUM DEPR	.04%
845M	BURIED CABLE - FIBER	.09%
TOTAL - I&M CORPORATE COMMUNICATIONS		<u>100.00%</u>

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BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF ALABAMA
 THREE-MONTH PERIOD ENDED DECEMBER 31, 1992
 (Continued)

WORK GROUP - I&M POTS
 JOB FUNCTION CODE - 4150

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	2.72%
22R	AERIAL CBL-METALLIC	4.89%
45M	BURIED CBL-METALLIC	5.24%
45R	BURIED CBL-METALLIC	7.46%
248C	AERIAL SVC WIRE (DROPS)	5.23%
248M	AERIAL SVC WIRE (DROPS)	6.95%
248R	AERIAL SVC WIRE (DROPS)	4.01%
548C	BURIED SVC-WIRE	2.92%
548M	BURIED SVC-WIRE	2.02%
548R	BURIED SVC-WIRE	2.86%
52M	INTRABLDG NETWK CBL-METALLIC	.03%
52R	INTRABLDG NETWK CBL-METALLIC	.01%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE INSTL	.94%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	.44%
68R	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	.54%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	.05%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	.53%
377M	DIGITAL ELECTRONIC SWITCH EQPT	.22%
377R	DIGITAL ELECTRONIC SWITCH EQPT	.02%
378C	OTH TERM EQPT DIGITAL NON-CPE NCTE	.01%
97BI	INSIDE WIRE-BASIC-INSTL & REARRANGE	3.28%
97BW	INSIDE WIRE-BASIC-WARRANTY	.24%
97BP	INSIDE WIRE-BASIC-SVC PLAN	7.39%
97BR	INSIDE WIRE-BASIC-MTCE	.64%
98EI	INSIDE WIRE-NON BASIC INSTL & REARRANG	.72%
98EW	INSIDE WIRE-NON BASIC WARRANTY	.01%
98ER	INSIDE WIRE-NON BASIC TIME & MTL	.12%
5532	MISC MEETINGS	1.82%
5533	UNION ACTIVITIES (PAID)	.18%
5534	EXCELLENCE THROUGH QUALITY (QWL)	.80%
5535	GEN CLASSROOM TRAINING	.29%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	1.08%
553A	NO TROUBLE FOUND	2.77%
TRVL	TRAVEL & BREAKS	33.17%

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BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF ALABAMA
THREE-MONTH PERIOD ENDED DECEMBER 31, 1992
(Continued)

WORK GROUP - I&M POTS
JOB FUNCTION CODE - 4150
(Continued)

Field Reporting Code	Description	Labor Distribution Percentage
3C	AERIAL WIRE	.23%
3M	AERIAL WIRE	.02%
3R	AERIAL WIRE	.12%
248X	AERIAL SVC WIRE (DROPS)-ACCUM DEPR	.02%
68Y	OTH NON-CPE EQPT EXP-NTWK TERMINATING WIRE-RMVL	<u>.01%</u>
	TOTAL - I&M POTS	<u>100.00%</u>

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BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF ALABAMA

THREE-MONTH PERIOD ENDED DECEMBER 31, 1992

(Continued)

WORK GROUP - I&M PUBLIC COMMUNICATIONS (COIN)
JOB FUNCTION CODE - 4180

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	.15%
22R	AERIAL CBL-METALLIC	.87%
45M	BURIED CBL-METALLIC	1.24%
45R	BURIED CBL-METALLIC	1.02%
248C	AERIAL SVC WIRE (DROPS)	1.05%
248M	AERIAL SVC WIRE (DROPS)	.64%
248R	AERIAL SVC WIRE (DROPS)	1.03%
548C	BURIED SVC WIRE (DROPS)	.88%
548M	BURIED SVC WIRE (DROPS)	.07%
548R	BURIED SVC WIRE (DROPS)	.43%
68E	WIRE-INSTI	.58%
68R	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	.07%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	.03%
98EW	INSIDE WIRE-NON BASIC WARRANTY	.02%
98ER	INSIDE WIRE-NON BASIC TIME & MTL	.10%
88M	PUB TEL TERM EQPT UNIV	.37%
88Y	PUB TEL TERM EQPT UNIV RMVL	.08%
188E	PUB TEL TERM EQPT-COIN OP-INSTL	5.45%
188M	PUB TEL TERM EQPT-COIN OP	39.16%
188Y	PUB TEL TERM EQPT-COIN OP RMVL	3.05%
288E	PUB TEL TERM EQPT-COINLESS INSTALLATION	.06%
288M	PUB TEL TERM EQPT-COINLESS	1.44%
288Y	PUB TEL TERM EQPT-COINLESS-EXP-RMVL	.39%
78E	PUB TEL TERM EQPT PUB-CPE-INSTL	.13%
78Y	PUB TEL TERM EQPT PB-CPE RMVL	.02%
988E	PUB TEL TERM EQPT-INSTALLATION	.21%
988M	PUB TEL TERM EQPT	.76%
988Y	PUB TEL TERM EQPT-RMVL	.19%
5532	MISC MEETINGS	3.97%
5533	UNION ACTIVITIES (PAID)	.15%
5535	GEN CLASSROOM TRAINING	.32%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	.47%
553A	NO TROUBLE FOUND	1.22%

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BELLSOUTH CORPORATION

**STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF ALABAMA**

THREE-MONTH PERIOD ENDED DECEMBER 31, 1992

(Continued)

WORK GROUP - I&M PUBLIC COMMUNICATIONS (COIN)

JOB FUNCTION CODE - 4180

(Continued)

Field Reporting Code	Description	Labor Distribution Percentage
TRVL	TRAVEL & BREAKS	33.29%
248X	AERIAL SVC WIRE (DROPS)-ACCUM DEPR	.06%
68Y	OTH NON-CPE EQPT EXP-NTWK TERMINATING	
	WIRE-RMVL	.05%
510C	STOREROOM	<u>.98%</u>
	TOTAL - I&M PUBLIC COMMUNICATIONS (COIN)	<u>100.00%</u>

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BELLSOUTH CORPORATION

STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF ALABAMA
 THREE-MONTH PERIOD ENDED DECEMBER 31, 1992
 (Continued)

WORK GROUP - I&M SPECIAL SERVICES (SSI&M)
 JOB FUNCTION CODE - 4190

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	2.54%
22R	AERIAL CBL-METALLIC	1.58%
45M	BURIED CBL-METALLIC	10.45%
45R	BURIED CBL-METALLIC	3.10%
248C	AERIAL SVC WIRE (DROPS)	1.42%
248M	AERIAL SVC WIRE (DROPS)	.67%
248R	AERIAL SVC WIRE (DROPS)	.82%
548C	BURIED SVC WIRE (DROPS)	.26%
548M	BURIED SVC WIRE (DROPS)	.09%
548R	BURIED SVC WIRE (DROPS)	.17%
12M	AERIAL CBL-METALLIC-BLDG ENT	1.49%
12R	AERIAL CBL-METALLIC-BLDG ENT	.41%
52M	INTRABLDG NETWK CBL-METALLIC	.63%
52R	INTRABLDG NETWK CBL-METALLIC	.35%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE-INSTL	16.22%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	2.42%
68R	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	1.70%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	.91%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	.23%
F257R	OPTIC FEEDER	.16%
758M	OTH TERM EQPT-SUB PR GN EQPT	.04%
378C	OTH TERM EQPT DIGITAL NON-CPE NCTE	1.07%
378M	OTH TERM EQPT DIGITAL NON-CPE NCTE-REG	.63%
358NM	OTH TERM EQPT DIGITAL CPE NCTE	.01%
558C	OTH TERM EQPT-ANALOG NCTE	2.86%
558M	OTH TERM EQPT-ANALOG NCTE	2.22%
418M	STA APPARATUS-BOC OWNED-REGULATED	2.65%
97BI	INSIDE WIRE-BASIC-INSTL & REARRANGE	.06%
97BW	INSIDE WIRE-BASIC-WARRANTY	.04%
97BP	INSIDE WIRE-BASIC-SVC PLAN	.34%
97BR	INSIDE WIRE-BASIC-MTCE	7.37%
98EW	INSIDE WIRE-NON BASIC WARRANTY	.12%
98ER	INSIDE WIRE-NON BASIC TIME & MTL	.43%

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BELLSOUTH CORPORATION

**STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF ALABAMA
THREE-MONTH PERIOD ENDED DECEMBER 31, 1992
(Continued)**

**WORK GROUP - I&M SPECIAL SERVICES (SSI&M)
JOB FUNCTION CODE - 4190
(Continued)**

Field Reporting Code	Description	Labor Distribution Percentage
730C	DATA CONTROLLERS & WORKSTATIONS	.12%
5532	MISC MEETINGS	2.31%
5533	UNION ACTIVITIES (PAID)	.06%
5534	EXCELLENCE THROUGH QUALITY (QWL)	2.33%
5535	GEN CLASSROOM TRAINING	.50%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	.31%
553A	NO TROUBLE FOUND	2.29%
TRVL	TRAVEL & BREAKS	26.94%
248X	AERIAL SVC WIRE (DROPS)-ACCUM DEPR	.01%
68Y	OTH NON-CPE EQPT EXP-NTWK TERMINATING WIRE-RMVL	1.33%
158M	LGE PBX BOC OWNED-911 INSTALLATIONS	.09%
540M	OTH WORK EQPT PLANT CHARGES	.11%
558X	OTH TERM EQPT-ANALOG NCTE-ACCUM DEPR	<u>.14%</u>
	TOTAL - I&M SPECIAL SERVICES (SSI&M)	<u>100.00%</u>

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STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
 FOR THE STATE OF ALABAMA
 THREE-MONTH PERIOD ENDED DECEMBER 31, 1992
 (Continued)

WORK GROUP - CABLE REPAIR
 JOB FUNCTION CODES - 4230, 4240

Field Reporting Code	Description	Labor Distribution Percentage
22M	AERIAL CBL-METALLIC	1.15%
22R	AERIAL CBL-METALLIC	17.44%
45M	BURIED CBL-METALLIC	1.59%
45R	BURIED CBL-METALLIC	13.06%
248C	AERIAL SVC WIRE (DROPS)	.25%
248M	AERIAL SVC WIRE (DROPS)	1.01%
248R	AERIAL SVC WIRE (DROPS)	3.70%
548C	BURIED SVC WIRE (DROPS)	.17%
548M	BURIED SVC WIRE (DROPS)	.57%
548R	BURIED SVC WIRE (DROPS)	2.39%
68E	OTH NON-CPE EQPT EXP-NETWK TERM WIRE-INSTI	.03%
68M	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	.02%
68R	OTH NON-CPE EQPT EXP-NETWK TERM WIRE	.25%
5M	UG CBL-METALLIC	1.82%
5R	UG CBL-METALLIC	2.21%
257M	CIRC EQPT-DIGITAL-SUB PR GN SYS	8.18%
257R	CIRC EQPT-DIGITAL-SUB PR GN SYS	3.39%
377M	DIGITAL ELECTRONIC SWITCH EQPT	.01%
377R	DIGITAL ELECTRONIC SWITCH EQPT	.03%
F257M	OPTIC FEEDER	.29%
758M	OTH TERM EQPT-SUB PR GN EQPT	.09%
97BI	INSIDE WIRE-BASIC-INSTL & REARRANGE	.08%
97BW	INSIDE WIRE-BASIC-WARRANTY	.01%
97BP	INSIDE WIRE-BASIC-SVC PLAN	3.80%
97BR	INSIDE WIRE-BASIC-MTCE	.70%
98EI	INSIDE WIRE-NON BASIC INSTL & REARRANG	.03%
98EW	INSIDE WIRE-NON BASIC WARRANTY	.01%
98ER	INSIDE WIRE-NON BASIC TIME & MTL	.21%
728C	COMPANY COMM STAND ALONE	.05%
658M	COMPANY COMM EQPT	.30%
730C	DATA CONTROLLERS & WORKSTATIONS	.15%
630M	DATA CONTROLLERS & WORKSTATIONS	.05%
5532	MISC MEETINGS	1.48%
5534	EXCELLENCE THROUGH QUALITY (QWL)	.79%
5535	GEN CLASSROOM TRAINING	1.25%
5536	OTH UNCLASSIFIED PROD COSTS (E.G., NO ACCESS)	.82%
553A	NO TROUBLE FOUND	2.28%
5539	OTH MTCE EXP	.13%

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BELLSOUTH CORPORATION

**STATEMENT OF NETWORK TECHNICIAN LABOR DISTRIBUTION PROFILES
FOR THE STATE OF ALABAMA
THREE-MONTH PERIOD ENDED DECEMBER 31, 1992
(Continued)**

**WORK GROUP - CABLE REPAIR
JOB FUNCTION CODES - 4230, 4240
(Continued)**

Field Reporting Code	Description	Labor Distribution Percentage
TRVL	TRAVEL & BREAKS	29.71 %
3C	AERIAL WIRE	.18 %
3M	AERIAL WIRE	.01 %
3R	AERIAL WIRE	.17 %
248X	AERIAL SVC WIRE (DROPS)-ACCUM DEPR	.01 %
510C	STOREROOM	.01 %
845M	BURIED CABLE - FIBER	<u>.12 %</u>
	TOTAL - CABLE REPAIR	<u>100.00 %</u>

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NOTES TO STATEMENT OF NETWORK TECHNICIAN
LABOR DISTRIBUTION PROFILES FOR THE STATE OF ALABAMA
FOR THE THREE-MONTH PERIOD ENDED DECEMBER 31, 1992

1. BASIS OF PRESENTATION

The accompanying Statement of Network Technician Labor Distribution Profiles presents, in summary form, the result of BellSouth Telecommunications, Inc.'s (BellSouth) Work Activity Statistical Sampling Process (WASSP) applied to measure the activities of groups of network technicians in the State of Alabama during the three-month period ended December 31, 1992 for reporting in accordance with BellSouth's policies pertaining to the application of Part 32 - Uniform System of Accounts. WASSP was applied to measure the work activities of network technicians operating in five Installation and Maintenance (I&M) work groups using statistical sampling and evaluation techniques, as follows:

- I&M - Corporate Communications
- I&M - POTS
- I&M - Public Communications
- I&M - Special Services (SSI&M)
- Cable Repair

For each I&M and Cable Repair work group, the Statement presents a three-month composite profile of the percentages of work activity summarized by specific work activity descriptions which correspond to defined field reporting codes. Field reporting codes form the basis for reporting of network technician time into BellSouth's financial systems.

2. DESCRIPTION OF THE WORK ACTIVITY STATISTICAL SAMPLING PROCESS (WASSP)

WASSP is a statistical methodology designed to gather sample data and statistically estimate the work activity of work reporting groups. WASSP consists of three related process modules for sample selection, data collection, and data analysis. Each of these process modules are described below:

The Sample Selection Module

The Sample Selection Module has been designed to select a statistically valid sample of network technicians from the Payroll Master Database (PMDB), a BellSouth database used to maintain employee information. The EXTRACT program of the Sample Selection Module searches the PMDB and stratifies the universe of employees into homogenous categories based upon state boundaries and work groups (by job function code). For each job function code, the SAMPLER program generates a random sample of technicians to participate in the work activity log completion portion of the Data Collection Module. Network technicians selected will participate in the process for one work week. The SAMPLER program of the Sample Selection Module simultaneously generates a random sample of the above sampled technicians to participate in the technical analyst interview portion of the Data Collection Module. Logs (Logs) for three days of the selected network technician's work week are randomly selected for technical analyst review procedures described in the Data Collection Module.

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Sample size and the structure of the sample has been designed so that a three-month Network Technician Labor Distribution Profile is targeted to achieve a 95% confidence level with a precision of $\pm 3\%$ for each field reporting code profile percentage estimated by WASSP. The precision corresponds to approximately \pm fifteen minutes, the lowest increment of time reporting for network technicians under the WASSP time reporting process. Technicians selected are oversampled in the Sample Selection Module to account for days on which the technicians are not present (i.e., vacations, illness, and weekend/weekday shifts).

The Data Collection Module

Prior to the week sampled, a list of the technicians to be sampled, the appropriate Logs, and instructions are forwarded to each sampled technician's manager by the technical analyst. The manager then disseminates the Logs and instructions to a supervisor for dispersal to the selected technicians. Technicians participating in WASSP report their time by work activity in minimum increments of fifteen minutes. Logs have been developed for each work group listing predominant work activities of each subject work group.

Once completed by the network technician, the Logs are submitted to the supervisor who reviews the Logs. Discrepancies are resolved and the Logs reviewed by the supervisor are forwarded to the technical analyst for additional review.

Telephone interviews of the technician's supervisor are conducted to test a random sample of network technician's Logs. The selection of those to be interviewed is determined through the Sample Selection Module. The interviews are generally conducted within three business days of the Log preparation date and prior to the input of the work activity data into the WASSP database processor. The interviews are conducted by the technical analysts and are accomplished through telephone interviews with the selected technician's supervisor. The interviews consist of the supervisor reviewing the source documentation with the analyst who compares such information to that recorded on the Log. If errors are detected and cannot be resolved, the technical analyst contacts the network technician directly. Once resolved, errors are corrected by the technical analyst on the Log.

The Data Analysis Module

Work activity data, derived from the Logs, are input into the WASSP database processor. The INPUT program of the WASSP database processor provides for the input of the sampled data and stores the input data in files by work group. Data in the files can be changed, appended, or deleted using the INPUT program.

The IMOUT program of the WASSP database processor develops the time distribution ratios and other data analysis for each work group for which labor distribution percentages are estimated by WASSP. WASSP distributes the increments of hours reported to each field reporting code and calculates the percentage of time assigned to each field reporting code.

Data generated by WASSP is available to interfacing MTR systems with no changes to formats or requirements. The WASSP allocation profiles are available to be input into the MTR time reporting tables and would be available for MTR off-line processing to create a report detailing the field codes which have been generated and passed to the Company's Financial Processor (FP).

BELLSOUTH CORPORATION

SUMMARY OF PRIMARY PROCEDURES PERFORMED

Exhibit A includes an attestation report pertaining to an examination of the Statement of Network Technician Labor Distribution Profiles for the state of Alabama for the three-month period ended December 31, 1992. This summary presents the primary procedures we performed as part of our examination. These procedures represent only a partial listing and were conducted to form our opinion included in Appendix A but not to express an opinion on any of the individual WASSP processes.

The procedures we performed were structured to parallel the three modules in the WASSP statistical estimation process as follows:

- Test of Sample Selection Module
- Test of Data Collection Module
- Test of Data Analysis Module

Tests of Sample Selection Module

Perform tests to verify the completeness and accuracy of network technician input information from which samples are selected and to validate the computer applications utilized to process such information. The primary procedures for this phase include:

- Test the completeness of the database which provides network technician information for sampling. Test the accuracy of the employee information (i.e., name, responsibility code, social security number, job function code, etc.) by referencing, via random sample, both to and from independent source documents.
- Review and test the methodology and the program logic of the computer applications in the sample selection module as to the applications' statistical selection process.

Test of Data Collection Module

Obtain an understanding of and test the administration of the collection of network technician data. The primary procedures for this phase include:

- Document the procedures and related oversight controls associated with the data collection process,
- Test compliance with the stated procedures by selecting field technicians and examining documentary evidence of compliance with data collection procedures, and
- Test the effectiveness of data collection procedures to accurately reflect the field technician assignment of work activity to the appropriate Field Reporting Code by comparing the reported work activity for a limited number of selected field technicians to independent source documents (i.e., assignment records, trouble tickets, dispatch records, etc.).

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Test of Data Analysis Module

Review the data analysis methodology and test the computer applications utilized to process the data. The procedures for this phase include:

- Review the statistical methodology associated with the analysis of information obtained from the Data Collection Module,
- Obtain an understanding of design and coding of the data analysis specifications to process the network technician work activity,
- Test the validity of the computer allocation of work activity by reprocessing the data obtained in the data collection module under audit control,
- Test the validity of input data by agreeing the network technicians' work activity as selected in the data collection module to the related input program source, and
- Test the validity of output data by agreeing the network technicians' work activity, as selected above, to the proper inclusion in the output file.

EXHIBIT C

March 5, 1993

BellSouth Corporation
1155 Peachtree Street, N.E.
Atlanta, Georgia 30367

Dear Sirs:

This report contains observations and recommendations related to certain matters noted during our special study pertaining to the BellSouth Telecommunications, Inc. Work Activity Statistical Sampling Process (WASSP). We believe the observations and recommendations will be useful to you in improving the WASSP process.

This report is intended solely for the use of BellSouth management and to assist you in responding to inquiries from the Federal Communications Commission or state regulatory authorities. We would be please to discuss these comments with you and, if desired, to assist you in implementing any of them.

Yours truly,

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BELLSOUTH CORPORATION

WORK ACTIVITY STATISTICAL SAMPLING PROCESS

OBSERVATIONS AND RECOMMENDATIONS

I. POLICIES AND PROCEDURES

SOURCE DOCUMENTS USED FOR ANALYST INTERVIEWS

Observation and Background

The technical analyst is required to perform a detailed review of selected Logs from the total population of Logs returned to the analyst. The detail review consists of a technical analyst's phone interview with the supervisor of the technician whose Log was randomly selected by the WASSP sample selection program. The technical analyst requests the supervisor to describe the activities as reported by the technician on source documentation maintained at the supervisor location. However, the technical analyst does not have access to source documentation created by the technician to evidence his/her activities and used by the supervisor to review completed logs.

Recommendation

Require source documentation to be forwarded to the technical analyst concurrently with the completed and reviewed Logs. Absent hard copy source documentation, allow analyst on-line access to this information, where applicable.

POLICIES AND PROCEDURES IN THE EVENT OF A NATURAL DISASTER

Observation and Background

Currently there are no formal policies and procedures pertaining to the application of the WASSP methodology in the event of a natural disaster. Consequently, formal guidance is not available as to the effect of a natural disaster on the areas of sample selection, work activities performed by network technicians, reporting procedures, analyst and supervisor review procedures and methodology associated with data analysis. Formal policies and procedures would promote an effective operation of the process in the event of a natural disaster.

Recommendation

Create, document and implement formal policies and procedures pertaining to the application of the WASSP methodology in the event of a natural disaster.

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POLICIES, PROCEDURES AND CONTROLS MANUAL

Observation and Background

Currently, a policies, procedures and controls manual in relation to the implementation and operation of the WASSP process does not exist. A policies, procedures and controls manual will provide an effective resource in terms of WASSP process consistency and integrity and would reduce disruption in the event of various events such as organizational changes, employee turnover, and natural disasters.

Recommendation

Create and maintain a policies, procedures and controls manual to incorporate all critical aspects of the WASSP process. Disseminate this manual to those time reporting personnel who will benefit from its use.

TECHNICIAN USE OF PERSONAL LOGS

Observation and Background

Network technicians in certain of the states in the BellSouth geographic region are maintaining informal logs of trouble jobs received and work performed in addition to that required by the current Craft Access System. This occurs via the documentation of specific trouble job information on form #6025 or #6571. The maintenance of informal trouble job logs represents an inefficient and unnecessary utilization of BellSouth resources and is currently not required by WASSP management or BellSouth time reporting personnel.

Recommendation

Eliminate network technician use of informal logs in areas where the Craft Access System is utilized.

TRACKING AND EVALUATION OF WORK ACTIVITY LOG ERRORS

Observation and Background

A feedback system is not currently used to track and evaluate the number and type of errors being detected by the supervisors during their review of the technician's Logs or by the technical analysts during their review and interview procedures. Any errors noted by supervisors or technical analysts while performing their duties should be evaluated to determine any adverse impact on the sufficiency of the initial statistical sample of network technicians and to confirm that the extent of oversampling is sufficient to maintain targeted levels of statistical assurance.

Recommendation

Develop, document, and implement a feedback program to accumulate and statistically evaluate the continued validity of the Network Technician Labor Profiles for any errors identified by the supervisors and technical analysts on the Logs during their review procedures. Provide a mechanism within this process to evaluate the effect of any errors on the precision of the profiles and the number of selections of network technicians required to participate in the WASSP process.

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LOG-OFF PROCEDURES FOR THE CRAFT ACCESS SYSTEM

Observation and Background

Network technicians at times "log off" of the Craft Access System at a time subsequent to the actual time of completion of the trouble job even though the time shown on the Log is correct. This can occur if the technician logs off on a current trouble job after receipt of and travel to a new trouble job. As technical analysts are placing reliance on the Detail Craft Work Summary ("DCWS") generated by the Craft Access System as a source document, differences relating to the above must be investigated.

Recommendation

Require technicians to "log off" of the Craft Access System immediately upon completion of each trouble job. Consider the feasibility of Craft Access System modification such that a technician may not receive orders for his next job without "logging off" of the current job. *Don't know*

RECEIPT AND REVIEW OF WORK ACTIVITY LOGS

Observation and Background

Interviews conducted by technical analysts do not always occur within three working days as prescribed under established WASSP criteria. Delays in analyst interviews occasionally occur due to the remote location of the technician which requires an additional day for the supervisor's review before mailing to the technical analyst. Additionally, Logs forwarded to the technical analyst via fax machine are delayed due to the volume of fax transmissions.

Recommendation

Provide one-day mail service from remote locations and obtain additional fax machines to ensure the timely receipt of Logs.

TIMELY SUPERVISOR REVIEW OF WORK ACTIVITY LOGS

Observation and Background

Supervisors are required to review Logs the day after the Logs are completed by the network technicians. We observed instances in which such review was substantially beyond the one day requirement. Additionally, in some of the remote offices the supervisors do not have printers. Consequently, if the supervisors use the DCWS in their review procedures, they must obtain hard copies of DCWS source documents from other offices via mail. These situations cause delays in the supervisor review and forwarding of Logs to the technical analysts. However, in these remote locations, we observed that the supervisor often has on-line access to the DCWS.

Recommendation

Instruct supervisors to perform Log reviews the day subsequent to completion by the technician. Additionally, advise supervisors who choose to use the DCWS in their review process to perform Log reviews via on-line inquiry of the Craft Access System if hard copy documentation is not readily available.

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TRAINING OF TECHNICAL ANALYSTS

Observation and Background

There is currently no formal training program for the technical analysts involved in the WASSP process pertaining to work procedures, FCC time reporting rules, effective interview techniques, error resolution and other matters.

Recommendation

Develop, document, and implement a formal training program for the technical analysts. This program should encompass entry level training courses as well as continuing education training courses to inform the analysts of any updates or changes in FCC time reporting requirements, any updates or changes in the WASSP process and other pertinent subjects. This program would be an essential ingredient in the consistent implementation of the analyst function.

ROTATION AND COVERAGE FOR ABSENT TECHNICAL ANALYSTS

Observation and Background

Technical analysts are assigned to review logs for one particular state. No plan currently exists for the rotation of technical analysts nor does a plan exist to cover for an analyst in the event of illness or vacation.

Recommendation

Develop, document, and implement a rotation plan whereby the technical analysts are required to periodically rotate their states of responsibility. Additionally, develop, document, and implement a plan in the event of analyst absence due to illness or vacation.

EXPANSION OF THE CRAFT ACCESS SYSTEM DOCUMENTATION

Observation and Background

During the review of the Log, the supervisor determines if the technician's time is charged to the proper work activity by comparing the activities as reported on Logs to source documentation. Currently source documentation includes Detail Craft Work Summaries (DCWS) generated from the computerized Craft Access System and/or existing Mechanized Time Report (MTR) forms prepared by the technician. The current space allowed for description on the Craft Access System DCWS for each distribution number (42 characters) is not always large enough to fully describe the task performed by the technician. This situation can occur if more than one service is performed on the same trouble job. As such, the technician is required to continue the description of the work performed on this trouble job on the manually completed MTR form. This situation does not currently present a problem due to the dual reporting nature of the WASSP and MTR time reporting processes. However, as the MTR form will be eliminated once the WASSP process is fully implemented, the Craft Access System will become the chief source of documentation medium available to the technician and sufficient space should be given to the technician to allow him to perform an efficient reporting of time.

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Recommendation

Add additional space in the Craft Access System field for description of each trouble job performed by the technician. This will allow sufficient information to be recorded in the Craft Access System and to promote accurate reporting of technician work activity.

WORK ACTIVITY LOG SIGN-OFF BY SUPERVISOR AND DATA INPUT PERSONNEL

Observation and Background

Supervisor and data input personnel signature on the Logs, although required upon completion of these individual's assigned duties, is not consistently obtained. Although it appears that the assigned duties are generally performed by these individuals, consistently requiring a signature will provide a means of documenting accountability.

Recommendation

Require all supervisors to sign and date the Logs after their review. Require all data input personnel to sign and date the Logs upon entering the Log data into the WASSP system.

II. STATISTICAL METHODS

PROSPECTIVE UNIVERSE TECHNIQUE

Observation and Background

Currently, all samples of network technicians throughout the three-month profile period are generated from an extract of the PMDB as of the beginning of the three-month profile period. This methodology will not account for changes in technician composition since the initial extraction. Such changes may include network technician employment, transfer, or termination.

Recommendation

Develop procedures to account for changes in the composition of network technicians subsequent to the date of the data extract.

QUALITY CONTROL SAMPLE SIZE

Observation and Background

As the WASSP process is implemented in the nine-state BellSouth region, the pool of network technicians for the entire BellSouth region may be viewed as one population for network technician quality control sampling purposes. If this view is acceptable, then a reasonably high level of assurance in regard to error rates can be obtained through the use of Acceptance Sampling techniques. This can be accomplished with much less work than is presently contemplated.

Recommendation

Consider reducing the number of network technician quality control interviews through the use of one region-wide interview sample versus separate interview samples for each state.

SELECTING THE NUMBER OF WEEKS IN A MONTH

Observation and Background

It is the system user's responsibility, for the SAMPLER application, to input the number of weeks in any particular month. An error in the number of weeks input parameter could result in a reporting week being improperly excluded from the sampling population.

Recommendation

Adopt a more simplistic decision rule, as follows:

If a Wednesday at the end of the month falls in the current month, that month has five weeks.

Further, we recommend that a table of months and weeks be input at the beginning of the year and reviewed by supervisory personnel to minimize the necessity for clerical decision and controls throughout the year, similar to the way parameters are codified in the Data Analysis Module of the WASSP process.

III. COMPUTER PROCESSING APPLICATIONS AND CONTROLS

EXTRACT FILE CREATION

Observation and Background

Improper changes to the SQL routines may be made and not be detected. Mistakes could be made in entering the QMF and ISPF/PC commands while creating and down loading files.

Recommendation

Create five versions of the SQL routine, one for each sampling population. Add program statements to automatically save the files in the correct format and libraries. Add these programs to the automatic job scheduler.

Observation and Background

Files with similar names could be interchanged, resulting in improper processing in later stages of the WASSP process.

Recommendation

Maintain a manual log to detail the times, dates, and sizes of the files created. The log should also indicate the state for each file, the external label of the diskette, and the directory in which the files are stored. Require the operator to initial and date each entry in the log as documentation of procedure performance. Additionally, place external labels on diskettes that clearly indicate the states and time periods of the files contained on the diskettes. Finally, use naming conventions (e.g., "FL0193") when creating DOS directories to separate files and identify them to their time periods and states. Modify the programs described above to print an audit trail report showing the pertinent details of processing: file names, file sizes, file creation dates, any exceptions in processing.

LOTUS 1-2-3

Observation and Background

Improper changes to work sheets and macro routines may be made and not be detected.

Recommendation

Modify file attributes in DOS to read-only. Modify macros to close the work sheet (without saving) automatically upon completing processing.

Observation and Background

The IMPORT.WK3 macro may not execute as intended if the window and other global work sheet settings are not created as expected.

Recommendation

Modify the logic of the macro to set all window and global work sheet settings at the beginning of processing. Replace the {BIGRIGHT} command with program steps to position the cursor to a specific location prior to importing data into the NET1, NET2, NET3, NET4, and NET5 ranges.

Observation and Background

The IMPORT.WK3 macro is designed to require the operator to enter the name of the file (including sub-directory) to which the results of processing are to be saved. If the operator chooses a misleading name, errors may result in later processes.

Recommendation

Require the operator to maintain an audit trail of processing and use appropriate conventions (e.g., "\FL0192\NETWORK1.WK3") for naming files. Also require the operator to document in a log the names and contents of files created and to document any deviations from the expected procedures.

Observation and Background

Once the WASSP process is fully operational the operator will be required to execute the LASTSAMP.WK3 program 45 times each processing cycle once for each of the five network technician work groups in each of the nine states in the BellSouth geographic region, which is inefficient.

Recommendation

Modify the logic of the LASTSAMP.WK3 macro to automatically execute all 45 network technician samples.

Observation and Background

The LASTSAMP.WK3 work sheet is designed to allow the operator to:

- Enter invalid sample choices (i.e., something other than 1, 2, 3, 4, or 5)
- Enter an incorrect file name to be read into the work sheet
- Enter the sample period without a prompt
- Modify the Sample Size and Number of Weeks parameters incorrectly.

Recommendation

Modify the logic of the LASTSAMP.WK3 macro to perform additional edit checks and only allow valid responses.

FORTRAN APPLICATIONS

Observation and Background

Improper changes may be made to the FORTRAN programs and not be documented.

Recommendation

Place the source code versions of the FORTRAN programs into a "test" environment to which the operator does not have access. Restrict the operator's access to FORTRAN source code and means for compiling programs into the production environment.

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Observation and Background

File naming conventions do not identify the year of the period to be processed.

Recommendation

Modify the FORTRAN programs to use a file naming convention that includes the year of the period to be processed.

Observation and Background

Errors can be made when maintaining the CODES and COUNT files.

Recommendation

Add programs for maintaining the CODES and COUNT files. These programs should contain edit routines to ensure that the records in the CODES and COUNT files are all in the proper format, and it should maintain a log of maintenance activity. Use password protection techniques to control maintenance using edit utilities or means other than the maintenance programs.

March 5, 1993

BellSouth Corporation
1155 Peachtree Street, N.E.
Atlanta, Georgia 30367

Dear Sirs:

We have performed the procedures requested by you, as described below, to the accompanying Schedule of Estimated Annual Net Cost Savings and associated supporting schedules of Estimated Annual Gross Cost Savings and Estimated Annual Cost of Implementation of the BellSouth Telecommunications, Inc. Work Activity Statistical Sampling Process. This report is solely for your information and is not to be referred to or distributed to anyone who is not a member of BellSouth management or the Federal Communications Commission for any purpose. Our procedures performed and our findings are as follows.

A. Schedule A - Schedule of Estimated Annual Net Cost Savings

1. We compared the "Estimated Annual Gross Cost Savings" amount to Schedule B and found them to be in agreement.
2. We compared the "Estimated Annual Cost of Implementation" amount to Schedule C and found them to be in agreement.
3. We determined that Schedule A was mathematically accurate.

B. Schedule B - Schedule of Estimated Annual Gross Cost Savings

1. We compared the "Number of Technicians" to the BSCMS report "BellSouth Region Forces as of March 1, 1993" and found them to be in agreement.
2. We compared the "Estimated Hours Saved Per Day" to a BellSouth prepared analysis and found them to be in agreement. BellSouth management assumes that technicians will save fifteen minutes daily completing Logs compared to the existing Mechanized Time Reporting ("MTR") form.
3. We compared the "Estimated % of Employees Not Reporting Under WASSP" to a BellSouth prepared analysis and found them to be in agreement.

4. We recalculated the "Estimated Hours Saved Per Year" by multiplying the "Number of Technicians" by the "Estimated Hours Saved Per Day" by the "Estimated % of Employees Not Reporting Under WASSP" by 20 workdays per month by 12 months per year and found the amounts to be in agreement. Management has made the assumption that technicians will work an average of 20 workdays per month during the year.
5. We compared the "Average Technician Hourly Cost" to the management report named "Analysis of Direct Labor and Related Costs-Craft Forces" for the period ending December 1992 and found such amounts to be in agreement. The Average Technician Pay Rate includes benefits.
6. We recalculated the "Estimated Annual Gross Cost Savings" by multiplying the "Estimated Hours Saved Per Year" by the "Average Technician Hourly Cost" and found such amounts to be in agreement.
7. We compared the "Total Estimated Annual Gross Cost Savings" to the sum the estimated annual gross cost savings for each job function code and found them to be in agreement.

C. Schedule C - Schedule of Estimated Annual Cost of Implementation

1. We recalculated the "Estimated Cost of Payroll at Full Implementation" by multiplying the number of employees which WASSP management has represented it is approved to hire by an estimated average salary per employee provided to us by BellSouth and found the amounts to be in agreement.
2. We agreed the "Estimated Data Processing Cost," "Estimated Equipment Cost," and "Estimated Telecommunications Cost" to BellSouth prepared analyses and found them to be in agreement.
3. We recalculated the "Annual Depreciation of Equipment" assuming a 5-year life and straight-line depreciation.
4. We recalculated the "Estimated Travel and Training Cost" by multiplying BellSouth estimates of ten training personnel by \$2,000 in cost per week by 25 weeks per year.
5. We determined that Schedule C was mathematically accurate.

Because the procedures we performed were not sufficient to constitute an audit in accordance with generally accepted auditing standards, we do not express an opinion on the accompanying Schedules referred to above. In performing these procedures, however, no matters came to our attention that caused us to believe that such schedules should be adjusted. Had we performed additional procedures, matters might have come to our attention that would have been reported to you. This report relates only to the items specified above, and does not extend to BellSouth Corporation's financial statements taken as a whole for any date or period.

Yours truly,

SCHEDULE A

BELLSOUTH TELECOMMUNICATIONS, INC.

**WORK ACTIVITY STATISTICAL SAMPLING PROCESS
SCHEDULE OF ESTIMATED ANNUAL NET COST SAVINGS**

	(000's)
ESTIMATED ANNUAL GROSS COST SAVINGS (Schedule B)	\$24,618
ESTIMATED ANNUAL COST OF IMPLEMENTATION (Schedule C)	<u>(1,782)</u>
ESTIMATED ANNUAL NET COST SAVINGS	<u><u>\$22,836</u></u>

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BELLSOUTH TELECOMMUNICATIONS, INC.

**WORK ACTIVITY STATISTICAL SAMPLING PROCESS
SCHEDULE OF ESTIMATED ANNUAL GROSS COST SAVINGS**

Job Function Code	Number of Technicians	Estimated Hours Saved Per Day	Estimated % of Employees Not Reporting Under WASSP	Estimated Hours Saved Per Year	Average Technician Hourly Cost	(\$000) Estimated Annual Gross Cost Savings
4150 I&M POTS	7,422	0.25	90%	400,788	\$39.59	\$15,867
4130 I&M Corporate	292	0.25	75%	13,140	39.59	520
4180 I&M Public	440	0.25	75%	19,800	39.59	784
4190 I&M Special Services	1,144	0.25	85%	58,344	39.59	2,310
42XX I&M Cable Repair	2,584	0.25	80%	124,032	41.42	<u>5,137</u>
Total Estimated Annual Gross Cost Savings						<u>\$24,618</u>

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BELLSOUTH TELECOMMUNICATIONS, INC.

**WORK ACTIVITY STATISTICAL SAMPLING PROCESS
SCHEDULE OF ESTIMATED ANNUAL COST OF IMPLEMENTATION**

	<u>(000's)</u>
Estimated Cost of Payroll at Full Implementation	\$1,133
Estimated Data Processing Cost	100
Equipment Cost:	
PCs	100
Fax Machines	<u>20</u>
Total Estimated Equipment Cost	<u>120</u>
Estimated Annual Depreciation of Equipment	24
Estimated Telecommunications Cost	25
Estimated Travel and Training Cost	<u>500</u>
Total Estimated Annual Cost of Implementation	<u>\$1,782</u>

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EXHIBIT E

March 5, 1993

BellSouth Corporation
1155 Peachtree Street, N.E.
Atlanta, Georgia 30367

Dear Sirs:

We have performed the procedures requested by you, as described below, to the accompanying schedules pertaining to the implementation of the Work Activity Statistical Sampling Process in the state of Alabama for the month of January 1993 for BellSouth Telecommunications, Inc. as follows:

- Schedule of the Part 32 reporting impacts
- Schedule of the Part 64 reporting impacts on account 6362
- Schedule of the Part 36 interstate reporting impacts and the Part 69 application to access elements

This report is solely for your information and is not to be referred to or distributed to anyone who is not a member of BellSouth management or the Federal Communications Commission for any purpose. Our procedures performed and our findings are as follows.

A. Schedule A - Schedule of Part 32 Reporting Impacts

1. We compared the amounts of "Reported Dollars" to a management report that applies labor and benefit rates to the hours reported by the network technicians under the Mechanized Time Reporting (MTR) system and found them to be in agreement.
2. We compared the amounts of "Profiled Dollars" to a management report that applies labor and benefit rates to the network technician hours as distributed in the WASSP process and found them to be in agreement.
3. We determined that Schedule A was mathematically accurate.

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B. Schedule B - Schedule of Part 64 Reporting Impacts

1. We compared the amount of "Reported Dollars" and "Profiled Dollars" to a management report that summarizes all account 6362 field reporting codes and found them to be in agreement.
2. We compared the amounts of the "Total Account 6362" for "Reported Dollars" and "Profiled Dollars" to amounts presented in Schedule A and found them to be in agreement.
3. We determined that Schedule B was mathematically accurate.

C. Schedule C - Schedule of Part 36 Interstate Reporting Impacts and the Part 69 Application to Access Elements

1. We compared the amounts of "Difference Actual Versus Profile" to amounts presented in Schedule A and found them to be in agreement.
2. We compared the amounts of "Part 36 Interstate Separations" to a management report that separates the "Difference Actual Versus Profile" amounts between the interstate and intrastate components and found them to be in agreement.
3. We compared the "Part 69 Application to Access Elements" to a management report that allocates the "Part 36 Interstate Separations" between the "Common Line," "Traffic Sensitive," "Special Access," and "Inter-Exchange" components and found them to be in agreement.
4. We compared the amounts of "Total Balance Sheet" and "Total Income Statement" for the "Difference Actual Versus Profile" to amounts presented in Schedule A and found them to be in agreement.
5. We determined that Schedule C was mathematically accurate.

Because the procedures we performed were not sufficient to constitute an audit in accordance with generally accepted auditing standards, we do not express an opinion on the accompanying Schedules referred to above. In performing these procedures, however, no matters came to our attention that caused us to believe that such schedules should be adjusted. Had we performed additional procedures, matters might have come to our attention that would have been reported to you. This report relates only to the items specified above, and does not extend to BellSouth Corporation's financial statements taken as a whole for any date or period.

Yours truly,

BELLSOUTH TELECOMMUNICATIONS, INC.

**SCHEDULE OF THE PART 32 REPORTING IMPACTS
RESULTING FROM THE IMPLEMENTATION OF THE
WORK ACTIVITY STATISTICAL SAMPLING PROCESS
IN THE STATE OF ALABAMA
FOR THE MONTH OF JANUARY 1993**

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Part 32 Account	Reported Dollars	Profiled Dollars	Difference
Balance Sheet			
2123	\$ 73,228	\$ 44,658	\$ (28,570)
2124	118,053	92,730	(25,323)
2220	395		(395)
2232	49,079		(49,079)
2341	5,343		(5,343)
2362	37,215	40,140	2,925
2411	117		(117)
2421	272,482	312,308	39,826
2422	6,606		(6,606)
2423	147,564	171,249	23,685
2426	303		(303)
2431	11,783	19,635	7,852
3100	22,574	17,006	(5,568)
Total	\$ 744,742	\$ 697,726	\$ (47,016)
Income Statement			
6116	\$ 751	\$ 1,060	\$ 309
6123	57,210	103,218	46,008
6124	118,061	92,511	(25,550)
6211	1,199		(1,199)
6212	14,620	14,544	(76)
6231	5,086		(5,086)
6232	294,236	513,264	219,028
6311	7,681	25,553	17,872
6341	6,486	824	(5,662)
6351	161,078	156,985	(4,093)
6362	1,337,298	1,312,138	(25,160)
6411	541		(541)
6421	2,123,816	2,016,495	(107,321)
6422	164,625	159,100	(5,525)
6423	1,845,905	1,806,205	(39,700)
6424	849		(849)
6426	12,080	13,182	1,102
6431	21,638	14,907	(6,731)
6441	73		(73)
6512	863	3,616	2,753
6533	906		(906)
6534	761,002	749,477	(11,525)
6728	59		(59)
Total	\$6,936,063	\$6,983,079	\$ 47,016

BELLSOUTH TELECOMMUNICATIONS, INC.

**SCHEDULE OF THE PART 64 REPORTING IMPACTS
 RESULTING FROM THE IMPLEMENTATION OF THE
 WORK ACTIVITY STATISTICAL SAMPLING PROCESS
 IN THE STATE OF ALABAMA
 FOR THE MONTH OF JANUARY 1993**

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Description	<u>Part 32 Account 6362</u>		Difference
	<u>Reported Dollars</u>	<u>Profiled Dollars</u>	
Nonregulated	\$ 969,117	\$ 950,001	\$ (19,116)
Regulated	<u>368,181</u>	<u>362,137</u>	<u>(6,044)</u>
Total Account 6362	<u>\$1,337,298</u>	<u>\$1,312,138</u>	<u>\$ (25,160)</u>

BELLSOUTH TELECOMMUNICATIONS, INC.

**SCHEDULE OF THE PART 36 INTERSTATE REPORTING IMPACTS
AND THE PART 69 APPLICATION TO ACCESS ELEMENTS
RESULTING FROM THE IMPLEMENTATION OF THE
WORK ACTIVITY STATISTICAL SAMPLING PROCESS
IN THE STATE OF ALABAMA
FOR THE MONTH OF JANUARY 1993**

PRELIMINARY DRAFT - FOR DISCUSSION PURPOSES ONLY.
 TO BE RETURNED TO DELOITTE & TOUCHE, AND
 NOT TO BE REPRODUCED IN ANY FORM WITHOUT THEIR PERMISSION.

Part 32 Account	Difference Actual Versus Profile	Part 36 Interstate Separations	Part 69 Application To Access Elements			
			Common Line	Traffic Sensitive	Special Access	Inter- Exchange
Balance Sheet						
2123	\$ (28,570)	\$ (5,763)	\$ (1,597)	\$ (3,067)	\$ (1,095)	\$ (4)
2124	(25,323)	(5,108)	(1,415)	(2,719)	(970)	(4)
2220	(395)					
2232	(49,079)	(16,883)	(5,522)	(7,431)	(3,927)	(3)
2341	(5,343)	(1,299)	(1,298)		(1)	
2362	2,925	711	711			
2411	(117)	(29)	(26)	(1)	(2)	
2421	39,826	9,785	8,691	433	661	
2422	(6,606)	(1,623)	(1,441)	(72)	(110)	
2423	23,685	5,819	5,168	258	393	
2426	(303)	(74)	(66)	(3)	(5)	
2431	7,852	1,929	1,714	85	130	
3100	(5,568)					
Total Balance Sheet	<u>(47,016)</u>	<u>(12,535)</u>	<u>4,919</u>	<u>(12,517)</u>	<u>(4,926)</u>	<u>(11)</u>

BELLSOUTH TELECOMMUNICATIONS, INC.

SCHEDULE OF THE PART 36 INTERSTATE REPORTING IMPACTS
AND THE PART 69 APPLICATION ACCESS ELEMENTS
RESULTING FROM THE IMPLEMENTATION OF THE WORK
ACTIVITY STATISTICAL SAMPLING PROCESS
IN THE STATE OF ALABAMA
FOR THE MONTH OF JANUARY 1993

PRELIMINARY DRAFT - FOR DISCUSSION PURPOSES ONLY.
TO BE RETURNED TO DELOITTE & TOUCHE, AND
NOT TO BE REPRODUCED IN ANY FORM WITHOUT THEIR PERMISSION.

Part 32 Account	Difference Actual Versus Profile	Part 36 Interstate Separations	Part 69 Application Access Elements			
			Common Line	Traffic Sensitive	Special Access	Inter- Exchange
Income Statement						
6116	\$ 309	\$ 63	\$ 35	\$ 21	\$ 7	
6123	46,008	9,514	2,640	5,056	1,811	\$ 7
6124	(25,550)	(5,284)	(1,466)	(2,809)	(1,005)	(4)
6211	(1,199)	(285)	(64)	(176)	(45)	
6212	(76)	(18)	(4)	(11)	(3)	
6231	(5,086)	(1,216)	(270)	(752)	(193)	(1)
6232	219,028	52,348	11,658	32,356	8,292	42
6311	17,872	1,968	1,966		2	
6341	(5,662)	(623)	(623)			
6351	(4,093)	(451)	(451)			
6362	(25,160)	(2,770)	(2,768)		(2)	
6411	(541)	(133)	(118)	(6)	(9)	
6421	(107,321)	(26,369)	(23,424)	(1,165)	(1,780)	
6422	(5,525)	(1,357)	(1,205)	(60)	(92)	
6423	(39,700)	(9,755)	(8,666)	(431)	(658)	
6424	(849)	(208)	(185)	(9)	(14)	
6426	1,102	271	241	12	18	
6431	(6,731)	(1,654)	(1,469)	(73)	(112)	
6441	(73)	(18)	(16)	(1)	(1)	
6512	2,753	631	397	169	65	
6533	(906)	(202)	(123)	(58)	(21)	
6534	(11,525)	(2,570)	(1,571)	(735)	(263)	(1)
6728	(59)	(13)	(7)	(5)	(1)	
Total Income Statement	<u>47,016</u>	<u>11,869</u>	<u>(25,493)</u>	<u>31,323</u>	<u>5,996</u>	<u>43</u>
Total Accounts	<u>\$ -</u>	<u>\$ (666)</u>	<u>\$(20,574)</u>	<u>\$18,806</u>	<u>\$ 1,070</u>	<u>\$32</u>

COMPANY: BST
TITLE: DISPATCH PROCESS
PERIOD: TYE 12/31/93
DATE: DEC 9, 1993
AUDITOR: RKY

WP NO.

1. DISPATCH

PSC staff was provided with the practice for "Adjusting Dispatch Weights using ADW and DPVAL. This on on wp NO. 45-6.

From out observation and review, Staff determined that controls were needed in the Mapper, and for the person who changes the weights in the Mapper system.

Mapper:

Per answer to Req 9, Attachment 4, the company states that Mapper has no knowledge of who the sampled technicians are. *45-5 This needs to be confirmed in an audit of mapper itself.*

Also, troubles cannot be predetermined as regulated or nonregulated when going into Mapper. Although, there is a description, the public is not always knowledgeable as to what is regulated and deregulated. Also, there may be a problems that looks regulated, but turns out to be deregulated or vice versa. *45-5*

Person who changes the weights: (Control Dispatcher)

In an interview with Roberto Suarez, Manger, Network Support, Steve Shaw, Staff, Manager, Network Support and Earl Mergelberg, Staff Manager, Network Support, the following was determined:

I asked hypothetically if a service tech and a control dispatcher could get together and somehow have the dispatcher only give him reg jobs of if the dispatcher knew he was in the sample and weight all the reg jobs heavily so that he could have a better change of getting a reg job.

45-4 The Company answered as follows: The Control Dispatcher is not in the flow of the system of the service tech, they do not know who is sampled. ~~This separation~~

There is no mechanical separation for a quick see of reg and dereg in the system. The control dispatcher would have to look at each one separately and when he has 500 to 600 in the system, it is not possible to start selecting certain jobs and weighting them differently.

The Dispatcher sets commitments and is responsible to meet these commitments. If the weights are changed, he might not meet commitments.

If commitments are not met, there are huge fines by the PSC.

In answer to PSC Request No. 3, the company stated that there was no recommended weighting policy, each IMC determines their own based on the needs of that center. *45-3 p 2*

COMPANY: BST
TITLE: DISPATCH PROCESS
PERIOD: TYE 12/31/93
DATE: DEC 9, 1993
AUDITOR: RKY

12/14/93

WP NO. *45*

1. DISPATCH

GENERAL OVERVIEW

In order for the service technicians to get their work, the following process occurs:

Requests for telephone service (service orders) go through a system called SOCS and requests for maintenance go through a systems called LMOS. (Service Order Communications System -- Loop Maintenance Operations Systems)

The input into SOCS and LMOS go into Mapper and are dispatched to the technician from Mapper via the technicians's Computer Access Terminal (CAT), which they carry around with them. Work completed dispatched through Mapper are documented on the Display Craft Work Summary (DCWS)

Requests for Designed Circuits go through SOCS and requests for maintenance of designed troubles go through Work Force Administration Control (WFA-C).

The input here for service orders of Designed cirucluts and maintenance of these are dispatched through a system called RADS -6 (Route and Dispatch System and the technician receives via the CAT.

PSC staff visited the customer service office and observed how orders are taken and put into SOCS. Staff visited the Customer Repair Service Analysis Bureau where trouble are taken and input into LMOS. Then staff visited an Installation and Maintenance Center (IMC) where service orders and troubles are dispatched from. Staff did not visit the office where the RADs dispatch system is.

FACTS:

A detailed descirption of the visits is on wp No. 45-2.
The following questions and answers regarding controls resulted from these visits and observations.

The service orders and troubles are dispatched out of Mapper.
According to Answer to Req 9, attachment 4, Mapper is a system developed and maintained by ATT. *45-5*

In our interview with John Long we were told that the troubles and service orders are weighted in the computer system and this determines how they are dispatched out. When a service tech dials in from his terminal he gets the next weighted job based on certain criteria. Criteria are on WP no. *45-2, p 3.*

Conf

pg 1

COMPANY: BST
TITLE: DISPATCH PROCESS
PERIOD: TYE 12/31/93
DATE: DEC 9, 1993
AUDITOR: RKY

WP NO.

1. DISPATCH

All management personnel within the IMC have the ability to adjust weights if necessary.

Also, IMC is not concerned with which techs are in the sample basis, jobs are not categorized in the Mapper as reg or dereg; therefore changing weight factors cannot bias the sample.

copy
In answer to Req. 9, Attachment 4, the company stated: "The company must have the ability, for operational efficiency reasons, to assign work to particular tech or groups..." Also "the company must have the necessary flexibility in order to meet the needs of the business." Examples and scenarios of why are provided by the company and are on wp no. 45-5.

Another control is "... a Supervisor of the technical analysts as well as a Management Control Position ..] review the profiles as developed by the WASSP process for reasonableness and investigate and resolve any anomalies." 45-5

CONCLUSION:

Based on my observations of the system and being in the field, it appears that there is reasonable assurance that the dispatch system cannot bias the sample. (the system does not know which service techs are being sampled and the system according to the company does not have the capability to separate reg and dereg work). It also appears that even though the weights can be changed without any approval, it is necessary to do this for flexibility in the field to serve the customer. Results of the profiles of the sample could display any unusual circumstances that need to be checked.

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6/30/93-PSC

BST Reply

Items 4 & 5

Input →
Input →
Requests for provisioning on Plain Old Telephone Services (POTS), Non Designed Special Services and Public Communications (Coin) are input into SOCS which is the Service Order Communications System. Requests for maintenance on these same services are input into LMOS which is the Loop Maintenance Operations System.

Dispatched →
The Service Order requests (provisioning) and trouble reports (maintenance) for those services input into SOCS and LMOS are dispatched out of MAPPER and received by the technician via their Computer Access Terminal (CAT).

Work Completed for those services dispatched through MAPPER are documented on the Display Craft Work Summary (DCWS).

Request for provisioning of Designed Circuits are input into the Service Order Communications System (SOCS). Requests for maintenance on Designed Troubles are received through the Work Force Administration Control (WFA-C). These services are dispatched through the Route and Dispatch System - 6 (RADS-6), and received by the technician via their Craft Access Terminal (CAT).

Work completed for those services dispatched through RADS are documented on Field Work Tickets 6571.

COMPANY: BST
TITLE: OBSERVATIONS OF WORK AT DIFFERENT OFFICES
AND OBSERVATIONS OF SERVICE TECH WORK
PERIOD: TYE 12/31/93
DATE: NOVEMBER 29, 1993
AUDITOR: RKY

RW
12/14/93

WP NO. *45-2*

MONDAY, NOV. 22

1. Visited customer service office where orders are taken. Sat with service rep and listened in on how they take a service order or any other request that they get.

All the information for new service orders or new feature orders is put into computer (SOCS) and sent to where the information is used to put the services in order.

Their input goes to the Installation and Maintenance Center (IMC) where it is then dispatched out of Mapper. See below.

2. Visited Customer Repair Service Analysis Bureau (CRSAB). Sat with customer repair rep and listened in on how she handled repair calls and enters into system.

Each trouble goes through an automatic MLT test which does 42 tests on the line. Company personnel said that about 50% of the troubles do not go to dispatch and are fixed in the Central Office.

Those troubles that need human touch go to the IMC into the LMOS system where it is then dispatched out of Mapper. See below.

The CRSAB is open 24 hours.

3. Visited an IMC where the troubles are dispatched from.

Before describing how the trouble are dispatched, explain how the Service Techs get the troubles.

Each service tech has a hand held computer access terminal on his person. He dials into the terminal and a repair job automatically comes up on the terminal giving him information on where and sometimes what the problem is. Most service techs go directly from their home and some go to the Maintenance Center before going in the filed.

How are the troubles dispatched? SOCS and LMOS input -- Dispatched out of Mapper.

Interview with John Long, System Administrator at the IMC.
Steve Shaw, Staff Manager, Miami
Rick King, Manager, Comptrollers, Birmingham
Steve Venderberg, Manager, Comptrollers, Birmingham

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Long

(1)

COMPANY: BST
TITLE: OBSERVATIONS OF WORK AT DIFFERENT OFFICES
AND OBSERVATIONS OF SERVICE TECH WORK
PERIOD: TYE 12/31/93
DATE: NOVEMBER 29, 1993
AUDITOR: RKY

WP NO.

There are six categories of dispatch in the maintenance office.

1. General Residence Troubles
2. General Business Troubles
3. general residence service order
4. general business service order.
5. special circuits (network tech)
6. cable dispatch.

The troubles and service orders are weighted in the computer system and this determines how they are dispatched out. When a service tech dials in from his terminal he gets the next weighted job.

There are 5 categories of service techs.

Three categories dispatched from LMOS (POTS 1,2,3,4 above), Cable (6 above) and Coin (not listed above). There are 2 categories dispatched from RADS. Special Circuits (network tech) and System Technicians (these people work on BST only).

PSC staff did not look at RADS dispatch system.

How are the troubles and service orders weighted? Weighted to provide the best possible service. Each district weights differently.

How many district offices are there in Florida? name them.

Provide general weighting for the district office we observed.

Provide general weight for all offices in Florida.

Explain how the general weighting is determined

Explain how the general weighting can be changed. What procedures in each office.

Explain how the weighting can be changed manually how in each office.

Who has access to the system in each office to change weights.

What controls are in place so that no one person can change weighting.

Do they get reports of which have been changed and follow up if

reasonable. Provide reports. If not, recommend follow up.

As explained takes a big deal to change the general weighting The Control supervisor has to talk to the Manager, and Staff manager before makes a change in weights. The Control supervisor, Assistant Manager and Manager has access to the system.

It was also explained to us that in this office, one person Rocky put on weights on the hottest items. The small stuff he does alone.

Can change weight on the RTE Mask on the bottom.

COMPANY: BST
TITLE: OBSERVATIONS OF WORK AT DIFFERENT OFFICES
AND OBSERVATIONS OF SERVICE TECH WORK
PERIOD: TYE 12/31/93
DATE: NOVEMBER 29, 1993
AUDITOR: RKY

WP NO.

The two sections are as follows as far as disptach and weighting.

For the service tech:

1. What you do by title?
2. Where you are? area.

For the types of troubles and Service Orders.

1. What work need to get done.
 - a. title
 - b. priority within a geographic area
 1. irate customer
 2. type of customer -- illness
 3. poles down or wire tap
 4. time to commitment
 5. distance to home
 6. subsequent reports, calls twice on same trouble.
weights build all by themselves.

The logistics of how the computer works? ATT computer programs in three large volumes --week long course.

How can this be maneuvered so that it can bias a sample? Example, if the control supervisor knew a service tech was in the sample and that service tech was in a certain area, he would weight all the regulated jobs higher than the nonregulated jobs in the area for that week, giving the service tech a better chance of pulling up a regulated job on his computer access terminal. Can this happen? What controls are in place so this doesn't happen? Service Orders area of concern. Maybe make recommendation, need more controls. - See answer 45-4

TUESDAY, NOV 23

Went to Maintenance Center to meet service technician to ride with him.
Daniel Martin.

he accessed his first job through the Computer Access Terminal (CAT).
It was a service order and had to go to the cross box in the street, then
to the meter room in the nursing home where the service order was requested.
Went to the room of the person involved.
Went back to cross box and back to meter room. Service installed.
Used CAT to test that service was OK.

Charged all time to cable time 45M and charged it to meter room 68B
on his time sheet.

Then he filled out the sample form on which he checked off what he did.

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45-2

WASSP REQUEST 3

11/30/93

PROVIDE BY 12/3/93

Re: Weighting of Dispatch items.

-
- A. Please list the IMC offices in the state of Florida.
 - b. Provide general weighting for each IMC office
 - C. Explain how general weighting is determined for each office.
 - D. Explain how general weighting can be changed using the computer generated system. What procedures in each office. Document if available.
 - E. Explain how the weighting can be changed manually in each office. What procedures in each office. Document if available.
 - F. Who has access to the system in each office to change weights: Who changes and who approves.
Names and positions.
 - 1. general wighting through the computer
 - 2. manual changes.
 - G. What controls are in place so that no one person can change weighting? Document if available.
 - H. Are there reports of changes in weighting, either manual or computer. Is If so provide for the IMC office I visited for the month of October. If there are reports, is there a follow up review to determine if the change in weighting is reasonable?

If there are no reports for changes in weighting, is there any type of follow up for the changes that take place to determine if they are reasonable?
 - I. In our visit to the IMC center in Miami, we were told that it takes a big deal to change the general weighting. The control Supervisor has to talk to the Manager and Staff Manager before makes a change in weights. We were also told that in that office one person put on the weights, that is the control supervisor. He also can change certain "hot" items himself without approval. Please explain what "hot" items means.
 - J. Referring to I above, please answer the following hypothetical question:

If the Control supervisor knew a service tech was in the sample and that service tech was in a certain area, he could weight all the regulated jobs higher than the nonregulated jobs in the area for that week, giving the service tech a better chance of pulling up a regulated job on his computer access terminal. Can this happen? What controls are in place so this doesn't happen?

v/c

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FPSC request3

RE: Weighting of dispatch items

a. North Dade	West Palm Beach
South Dade	Indian River
Central Dade	Gainseville
South Broward	Jacksonville
North Broward	Orlando
Coastal	West Florida

- b. There is no Company recommended weighting policy.
- c. Each IMC determines its' own weighting based on the needs of the business.
- d. There is no programmable computer generated methods to adjust weights.
- e. Weighting can be changed manually in each office via the ADW or RTE/ITE transaction. Each office has local procedures regarding weight adjustment. There is no Company recommended weighting policy.
- f. All management personnel within the IMC have access to change weights. Weight changes are generally performed by the control supervisor. No approvals are necessary, changes are made by management personnel.
 - 1. As stated in d. above there is no computerized method to adjust weights.
 - 2. Manual changes are generally performed by the control supervisor position.
- g. All management personnel within the IMC have the ability to adjust weights if necessary based on the needs of the business.
- h. There are no reports generated or maintained on weight changes.
- i. Hot items are those reports that generally require an immediate dispatch due to circumstances surrounding the report, ie; medical emergency, line in road, etc.
- j. IMC is not concerned with which technicians are in the sample base. In addition, jobs are not categorized as regulated or deregulated in Mapper. Therefore weight factors cannot be used to determine regulated or deregulated work items.

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FOIA93W 000004

Reg 3 ⁸⁸⁷

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INTERVIEW WITH

ROBERTO SUAREX, MANBAGER, NETWORK SUPPORT
STEVE SHAW, STAFF MANAGER, NETWORK SUPPORT
EARL MERGELBERG, STAFF MANAGER, NETWORK SUPPORT.

THESE THREE PEOPLE ARE THE IMPLEMENTATION STAFF FOR WASSP FOR 3 GEOGRAPHIC AREAS.

Rick King and Steve Venderberg are the core staff for Birmingham.

Wassp not controlled by network. Controlled by comptrollers, and implemented by network.

Earl supports the dispatch function.

The Supervisor said that John Long who we had our interview with at the IMC was not the supervisor of the office and he might have led us astray in some of his answers and he wanted to clear that up.

When the Service Orders and trouble come into MAPPER they are not weighted yet. Mapper will plot mechanically for geographic location then then go through the algorithms in the system based on the ADW (weighting) criteria.

The algorithms stay the same, but the factors are changed. The person who changes the factors is the Dispatch Control Supervisor. I asked how he knows what to put in the system. Based on trial and error in experience in the MAP. Most changes are geographic locations. Controls for changes in weighting. There are no standards -- no reports. Depends on dispatch area, different points for different areas.

For example, will weight residence heavily starting at 8 in the morning because business is not open yet. Then at 9 or 10 will change the weight to businesses because they are open.

The weights. Controls how far somebody will drive. Weekends are different. The Dispatch Control Supervisor, sets up each AM or the night before. The dipatch is from 7 to 7. The priority is to make all commitments set.

John Long said that when any change in weighting need manager and asistant manager (not right. found out later)

The Dispatch Controls Supervisor's job is to clean up the MAP, do today's work today. He does not need manager or assistant manager to change weights. Have to change weights according to what is happening in the field.

I asked about checks and balances -- missed appointments. They have to meet the Commission rule on commitments. And have to report all missed appointments. Report goes to Tallahassee.

Conf

109
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INTERVIEW WITH
INTERVIEW WITH

ROBERTO SUAREZ, MANAGER, NETWORK SUPPORT
STEVE SHAW, STAFF MANAGER, NETWORK SUPPORT
EARL MERGELBERG, STAFF MANAGER, NETWORK SUPPORT.

THESE THREE PEOPLE ARE THE IMPLEMENTATION STAFF FOR WASSP FOR 3 GEOGRAPHIC AREAS.

Rick King and Steve Venderberg are the core staff for Birmingham.

Nature of Repairs:

Company says people who call in really don't know the nature of repairs. Sometimes they say it is inside and it is really outside and vice versa.

If the Company really knew what the exact problems were, then they could have separate groups for reg and nonreg work.

Explanation of DAA and AA.

DAA are Dispatch Administrative Areas. Each supervisor is assigned a "home DAA". A supervisor could have more than one DAA. It is a geographical area broken into DAA.

Each DAA is broken doesn into AA. Allocation Areas are a cross box area. There may be two cross boxes in an AA. They could be 1 to 25 AA's in a DAA. The DAA and AA's are assigned based on trouble history. The ares are change and numbers are changed depending on where the trouble are. Needs a daily look on factors in society. Cannot be aset guidline because it changes every day.

The Mapper systems is used nationally-- since 1978 here in Florida.

I asked if a service tech and a control dispatcher could get together and somehow have the dispatcher only give him reg jobs or if the dispatcher knew he was in the sample weight all the reg jobs heavily so that he could have a better chance of getting a reg job.

Company said that if a service tech were to do only reg work, it would set the system awry. There are 500-600 jobs pending a day, not really possible to look at picture of each trouble or service order to reset weight. The dispatcher is responsible to make his commitments.

The control dispatcher is not in the flow of the system of the service tech, they do not know who is sampled.

Also, there is no mechanical separation for quick see of reg and dereg. Also the information in the system could indicate it is a reg job and when the service tech gets out there it is a dereg job. The public does not know all the time what is reg and dereg. the data put in the system is not absolute.

Conf

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INTERVIEW WITH

ROBERTO SUAREX, MANBAGER, NETWORK SUPPORT
STEVE SHAW, STAFF MANAGER, NETWORK SUPPORT
EARL MERGELBERG, STAFF MANAGER, NETWORK SUPPORT.

THESE THREE PEOPLE ARE THE IMPLEMENTATION STAFF FOR WASSP FOR 3
GEOGRAPHIC AREAS.

Rick King and Steve Venderberg are the core staff for
Brimingham.

The Dispatcher is also responsible for setting the commitment.

The Company says there are huge fines for not making commitments.
The dispatcher is highly concerned with comitments.

Per Company

If the Factors are changed via the ADW, that is if adjust one fact in
AdW, all the jobs in the Maintenance Center will change, all jobs will
change because of this factor.

If the factor is changed in a mask via RTE/ITE -- the only factor that
can be changed for one job is the Priority. Can access a job and change
the priority factor. This will not change any other job in the center.

When asked again if the dispatcher could talk to a ST and set the reg
jobs at higher priority, company said would have to know the phone
number arand pull up the job and then change priority. There are
500-600 jobs scheduled in a day, would take a lot of time to look up
each job individually and change the priority.

Comp

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BSP
Antenna w/ Network Support

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BELLSOUTH TELECOMMUNICATIONS

Controls To Prevent "Pre-Determination" of Work Performed by
Outside Technicians

Most troubles are dispatched mechanically via Mechanized Mapper Assignment (MMA), a system developed and maintained by AT&T. The MMA system uses the following criterion for assigning technicians to troubles: 1) Time to commitment 2) Distance to Job 3) Distance to Home 4) Out of Service 5) Subsequent Jobs 6) Priority. The System maintains all appropriate information relating to technicians based on Assignment Areas (AAs), in order to maximize assignment efficiencies.

When the technician "logs in" for an assignment, MMA selects the most desirable job available based on all the criterion described above.

RESIDENT CONTROL: MMA has no knowledge of who "sampled" technicians are. *This needs to be confirmed on an audit of MAPPER itself.*

With the exception of certain nonregulated troubles reported (such as "jack out of wall"), customer troubles cannot be identified as regulated or nonregulated at the time of dispatch. Generally, the type work needed to be performed to clear the trouble will not be known until the technician begins the job assignment. All instances of reported trouble are screened to the greatest extent possible, and the company dispatches a technician only when other efforts to clear the condition are not successful. Therefore, as stated above, trouble conditions are usually unknown at the time of dispatch.

RESIDENT CONTROL: Troubles cannot be predetermined as regulated or nonregulated.

The Company must have the ability, for operational efficiency reasons, to assign work to particular technician(s) or technician group(s). Some examples of why and when the company uses this assignment method are as follows:

Not all technicians are as qualified to do all

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types of work as others. A Services Technician should not be dispatched to repair a cable cut on a 200 pair cable. It is much more efficient for a Cable Repair Technician to do this work.

There are instances where work on a particular job is incomplete at the end of a work day. In many of these instances, it only makes good business sense to have the same technician complete this work because of knowledge of the existing job. So, the company must be able to pre-assign this task.

Certain technicians have expertise on certain types of facilities as well as for certain customers. As an example, a technician might be assigned to do all work for a large airport due to the unique knowledge required. The company must have the ability to assign this technicians work uniquely.

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} In the event of disasters such as hurricanes or floods, the company must be able to assign work in "bulk" in order to restore service as quickly as possible.

The technician must have the ability to remove a job if circumstances dictate. For example, if a technician receives a trouble at 8:00 and in the remarks section the order says "access after 1:00", the technician would call the Maintenance Center to have this job reassigned for efficiencies sake. However, in these instances, the source documentation received by the technicians' supervisor as well as the technical analysts in the WASSP center would indicate each job that has been removed. These removed jobs are subject to review by the analysts as well as supervisors.

As displayed above, the company must have this necessary flexibility in order to meet the needs of the business.

RESIDENT CONTROL: None of the involved systems or individuals have knowledge of which technicians are selected for the sample.

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As an additional control, the company has in place a Supervisor of the technical analysts as well as a Management Control Position, who each review the profiles as developed by the Work Activity Statistical Sampling Process for reasonableness and would investigate and resolve any anomalies.

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Wassp Request 6

11/30/93

PROVIDE BY 12/3/93

Re: Bulk Dispatch

Please explain "bulk" Jobs. Explain and give examples on how this does
ot distort the sample. Are bulk jobs dispatched through the CAT? If
so, how? If not, how dispatched.

m/c

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FPSC Request 6

BULK JOBS

2BC
"Bulking" of jobs is a method of efficiently dispatching technicians on more than one job at a time in order to reduce unnecessary travel between jobs by mechanically selecting jobs in close proximity to one another. The bulking of technicians is mechanized. Jobs that are bulked to technicians are dispatched through the CAT terminal.

Bulking cannot distort the WASSP sample. There is no category of regulated or deregulated work items. The Bulk program determines which jobs to assign technicians based on (1) which DAA has the most work, (2) which AA has the most work, and (3) common FZ (final distribution facility). The local IMC can also add a additional sort item for service orders based on customer request of morning or afternoon appointments.

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ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

INTRODUCTION With LMOS 11/70 Generic 3, the Mechanized Mapper/Assigner (MMA) features were introduced, which enabled LMOS to automatically determine and dispatch the best job for a craft. In addition, it also provided report capabilities to monitor the dispatch process, and several transactions allowing the area control supervisor to control the job selection process.

The MMA dispatch job selection formula is controlled by each dispatch Management Center (MC), or Super dispatch MC for their own craft force by means of the ADW - Assign Dispatch Weights transaction, as described in the section entitled "The ADW Transaction - Assign Dispatch Weights" (nfe_mmagen.adw). This transaction lets you assign parameters, and set flags which determine how jobs are assigned to your craftpersons.

The DPVAL report allows the user to see the numerical results of applying the job selection formula to a set of work items and the results of changing them. It is described in the section entitled "DPVAL Report - Display Dispatch Values" (nfe_rcmd.dpval). The "TOTAL" column on the report provides the values that result from running the dispatch algorithm on each work item. The job that has the largest value in this column is the job that would be dispatched to a craft now if she/he were dispatched from the location specified on the report.

Changes in the controlling parameters can be implemented at any time, and become effective immediately. The settings of these parameters will affect the efficiency of your MC. Therefore, it is important that the effects of changing the parameters are well understood by the MC management.

This guide provides an overview of the effect of changes to the ADW parameters, and explains how changing any parameter affects the operations of the entire center. Several basic examples are given to demonstrate the results of changing them on the operation of the system. This document concludes with a brief section explaining one way that group turfs can be used to increase dispatch efficiency.

JOB SELECTION PARAMETERS There are two kinds of entries on the ADW mask. The first tells the system which jobs to consider for dispatch and whether to test the line of the job that is dispatched, while the second defines the weights for the algorithm that determines which one of these jobs is actually dispatched. Figure 1 shows a typical ADW mask, as it would look on your screen. The options that control which jobs will be considered and the testing options are:

- TEST ON DISPATCH?
- TEST ON RETURN?
- TIME DELTA?

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ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

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ADW      MC 170      EC 170                               01-08-87 1059A

DISPATCH PARAMETERS                                EXIST. WGT  NEW WGT
ESTIMATED COMPLETION TIME                          150
ACCESS WINDOW INCREMENT                             0
DISPATCH PARAMETER WEIGHTS
  TIME TO COMMITMENT                                100
  DISTANCE TO JOB                                   36
  DISTANCE TO HOME                                  7
  OUT-OF-SERVICE                                    80
  SUBSEQUENTS                                       40
  PRIORITY                                           40
JOB TYPES:
  PDO 0 PDF 4 PDM   PDG 0 PDS 0 PDC 0
  PDB 6 PD2 0 PD3 0 PD4 0 PDS 0      PWS * PWF *

DISPATCH SELECTION AND TEST OPTIONS
TURF DISPATCH N                                     WITH I OPTION? N
CONSIDER FUTURE COMMITMENTS Y                       WITH APPOINTMENTS? N MIFI? N
TEST ON DISPATCH? N                                  TEST ON RETURN? N

TIME DELTA 0
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Figure 1. A typical ADW mask

- TURF DISPATCH? (New in G2)
- WITH I OPTION? (New in G2)
- CONSIDER FUTURE COMMITMENTS? (New in G2)
- WITH APPOINTMENTS? (New in G2)
- MIFI? (New in G2)

These entries will NOT be discussed in this document, since they do not numerically affect the dispatch formula. They are discussed in nfe_mmagen.adw, however. The other entries on the mask are parameters that are used to calculate the value used to select the best job for a craft from those considered. These parameters are:

1. ESTIMATED COMPLETION TIME - The estimated completion time parameter is used to determine when an extra 200 points are added to the TOTAL column by the dispatch formula for those jobs just about to miss their commitment. This parameter specifies the amount of time remaining to

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

commitment, at which time the extra 200 points are to be added. The estimated completion time parameter is specified in minutes to the nearest half hour. For example, if the parameter is set to 240 minutes, the 200 extra points is added to all jobs with commitments that are missed, or due within four hours. The estimated completion time parameter can have a maximum value of 900.

2. **ACCESS WINDOW INCREMENT** - (New with Generic 2) The access window increment parameter determines how many extra points are added to the TOTAL column by the dispatch formula for those jobs that are currently in, or one half hour before their access window. That is, if there is an access requirement of after 10:00 AM and before 5:00 PM for a job, the job will have these points added from 9:30 AM until 5:00 PM. The extra half hour at the beginning of the window represents the time for the craft to travel to the next job, and assumes that the craft will not arrive at the job site too long before the access window begins. The access window increment parameter can have a maximum value of 200.
3. **DISPATCH PARAMETER WEIGHTS** - The MMA job selection formula evaluates six characteristics of each job before adding them to the total. You get the weights for each of these on the ADW mask, and then MMA multiplies them by the actual values of the characteristics of the job, rather than an on/off basis like the Estimated Completion Time and the Access Window Increment. By getting the weight to be used on each of these characteristics, you can control the relative importance the formula gives to each one. The maximum weight value that can be set is 200, and the minimum value is zero. Each of these parameter weights has its own column on the DPVAL report, so you can see how they interact with each other.

These characteristics are:

- A. **TIME TO COMMITMENT** - How much time is left between the time when the dispatch formula is looking for a new job for assignment, and the commitment time associated with the job. The derivation of the actual numerical value for this characteristic may be found in the "nfe_rcmd.dpval" document. For our purposes, it is sufficient to know that the final value associated with the Time to Commitment parameter increases by the value of the weight for every half hour before the commitment. For example, if the "Time to Commitment" weight is set to 100, and a certain job is due at 5:00 PM today, the Time to Commitment value for this job, as shown on the DPVAL report, will be 100 points higher at 2:30 PM than it was at 2:00 PM.
- B. **DISTANCE TO JOB** - The travel time between the craftperson's current location, and the location associated with the job.

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

The weight you entered on the ADW mask is multiplied by the travel time to the job. Since you want to select jobs that are closer to the craft, this parameter is actually subtracted from the TOTAL value, so it is preceded by a minus sign when displayed in its own column. The travel times are determined by the MMA geography tables for your MC, and represent an estimate of the average amount of time between a location in one area and a location in another area. The numbers in the geography tables usually represent minutes, but they may represent another unit of time in some areas. If you have any questions about the units of travel time used in your geography tables, check with your staff organization that sets up and maintains them. For the purposes of this document, the use of minutes is assumed.

- C. **DISTANCE TO HOME** - The travel time between the craftperson's home location, and the location associated with the job. This parameter is handled just like the Distance to Job parameter when the dispatch value is computed.
 - D. **OUT-OF-SERVICE** - If the job is associated with an out-of-service condition, points are added to the TOTAL value equal to 10 times the weight entered on the ADW mask.
 - E. **SUBSEQUENTS** - The number of subsequent reports associated with the job is multiplied by 10, and then by this weight. These are then added to the TOTAL.
 - F. **PRIORITY** - The priority value associated with the job. This is determined by multiplying the number of priority flags by 0, and adding the priority ranking factor for the line record associated with the job. (This number is limited to 255.) This priority value is then multiplied by the weight shown on the ADW mask. The priority flags are set by customer line record information (the priority line flag, PRI), and by information entered when the work item is created (the customer irate, CIR, and customer comment, CC, flags).
4. **JOB TYPES** - The job type parameters reflect the weights of different job types in the job selection formula. For each job type, except programmable work, you can enter a parameter value from 0 to 9. The parameter value that represents the job type of the work item is multiplied by 100 and added to the TOTAL value.

SUGGESTIONS FOR ADJUSTING THE DISPATCH WEIGHTS From our experience, any "reasonable" set of weights will provide good results. However, you can get better results by reviewing and adjusting the values several times a day to

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

reflect the changing conditions in the area served by your Management Center (MC). The following guidelines should be combined with experience from your local center to achieve the best results. In this section, we describe a step-by-step form to help you, and then present a set of suggestions for adjusting these settings to fit certain circumstances in the center. The suggestions do not attempt to cover all conditions that may occur, but instead are a set of examples for you to use as a guide.

As we describe the method, pieces of the form will be included with the text to demonstrate how the calculations might be performed.

- ESTIMATED CLEARING TIME (ECT) and TIME TO COMMITMENT (TTC) - The estimate of length of time to clear a job should be the first ADW parameter set. This determines when a "bonus" of 200 points is added to the TOTAL, because the job is approaching its commitment, and if it isn't dispatched soon, the commitment will be missed. The parameter value itself should be based on the actual average clearing time for your center. Round this value UP to the next half hour. This insures that the "bonus" is put into effect soon enough. If the clearing times for your center vary greatly from one craftperson to another, you may want to increase this value by an additional half-hour or two. This helps insure that the job will be completed even if a slower craft gets it.

Once the Estimated Clearing Time (ECT) has been set, the Time to Commitment (TTC) weight should be set. This will form the base on which the settings of most of the rest of the parameters and weights will be made. The value of the TTC parameter also determines how much the ECT "bonus" affects the TOTAL, so it is best to check back to see if the ECT "bonus" is what you want it to be, compared to the TTC parameter. If not, adjust the TTC parameter to get the right value. A simple calculation can tell you how much sooner a job will be dispatched if it is "about to miss" its commitment: If you divide 100 by the TTC, the answer is the average number of hours earlier that a job with the ECT "bonus" would be dispatched than the same job without the bonus. A suggested starting value for the TTC weight is 100, which would dispatch these potential missed commitments one hour sooner. If a larger ECT "bonus" is desired, decrease the TTC weight.

If you would rather not give a bonus for "about to miss commitment" jobs, you have two alternatives. First, if the ECT parameter is set to zero, this means the bonus is only given to those jobs that have already missed their commitment. With this alternative, the same procedure for setting the TTC should be followed. The second alternative is to effectively negate the bonus entirely. This is done by getting the ECT to its maximum value, 900, and will serve to add the bonus to ALL jobs due today (assuming that your workday is less

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

than 15 hours long). If this alternative is chosen, the selection of the TTC weight is not critical at this stage, and should be set to 100.

1	Do you want to give a bonus to jobs that are about to miss their commitment?		XXXXXXXXXX XXXXXXXXXX
2	If line 1 is YES, skip to line 6. Otherwise, do you want to give a bonus to jobs that have missed their commitment?		XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
3	If line 2 is NO, enter 900 here and on line 11.		XXXXXXXXXX
4	If line 2 is NO, enter 100 here and on line 12. Skip to line 13.		XXXXXXXXXX XXXXXXXXXX
5	Enter 0 here and on line 11.		XXXXXXXXXX
6	Enter 100 here.	100	XXXXXXXXXX
7	How much of a bonus do you want to give? (hours)		XXXXXXXXXX
8	Divide line 6 by line 7. Enter the result here and on line 12.		XXXXXXXXXX XXXXXXXXXX
9	If line 1 is NO, skip to line 13. Otherwise, enter the average clearing time for your center.		XXXXXXXXXX XXXXXXXXXX
10	Round line 9 up to the next number divisible by 30. Enter it here and on line 11.		XXXXXXXXXX XXXXXXXXXX
11	This is the ECT parameter.	XXXXXXXXXX	
12	This is the TTC weight.	XXXXXXXXXX	

Figure 2. ADW Weight Calculation Table--Part 1

- DISTANCE TO JOB - The Distance to Job (DTJ) weight and the TTC weight work together to determine the relative merit of traveling a little farther to take a job that might be due earlier. There are several ways one may look at this relationship between the DTJ and the TTC, two of which are discussed next.

The obvious relationship between the DTJ and the TTC is, "How much more do I want to travel to take a job that is due one hour sooner?" Usually this value will be not more than a few minutes. From this relationship, the simplest way to calculate the DTJ weight is the following:

13	Multiply line 12 by 2.		XXXXXXXXXX
14	How many minutes farther do you want a craft to travel to take a job that is due an hour earlier?		XXXXXXXXXX XXXXXXXXXX
15	Divide line 13 by line 14. This is the DTJ weight.		XXXXXXXXXX
16	If you want to check to see whether all your jobs can be handled, continue. Otherwise, skip to line 25.	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX

Figure 3. ADW Weight Calculation Table--Part 2

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

Another way to look at the DTJ and TTC relationship, and thereby set the DTJ weight is to ask, "Can I take this nearby job without missing other jobs with earlier commitments in a given area, assuming the ECT is an accurate estimate of the time I need to do each job?" The answer is yes, unless it is physically impossible to do all the work before the commitment times. To insure this result, first describe the area you wish to cover. This will usually be a DAA or supervisor turf. Determine the greatest distance that a craft would travel in this area from the geography tables. Also, determine the current number of jobs and craft in the area. Now the following steps can be used to calculate the maximum value of the DTJ weight that will not cause any unnecessary missed commitments.

17	Multiply line 11 by line 12.		XXXXXXXXXX
18	Enter the number of craft in the area of interest		XXXXXXXXXX
19	Multiply line 17 by line 18.		XXXXXXXXXX
20	Enter the number of jobs in the area of interest.		XXXXXXXXXX
21	Divide line 19 by line 20.		XXXXXXXXXX
22	Enter the largest distance in the area of interest.		XXXXXXXXXX
23	Divide line 18 by the greatest distance.		XXXXXXXXXX
24	Divide line 19 by 30. This is the largest value of the DTJ parameter that will not cause any unnecessary missed commitments.		XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
25	Enter the number from either line 15 or 24, based on your own judgement. This is the DTJ weight.	XXXXXXXXXX XXXXXXXXXX	

Figure 4. ADW Weight Calculation Table--Part 3

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

The basic philosophy behind this approach is that, assuming no more work comes in, and all jobs are handled as planned, the same craft can take the job that is due first after he/she finishes another job and still have time to complete it before the commitment expires. It is important to note that this is the greatest value of DTJ that insures no UNNECESSARY missed commitments. Often, however, it is advantageous to use a higher value: If the load is very heavy, and you must miss commitments anyway, you might as well miss ones that are far away, rather than waste craft time driving.

Again, we remind you that these are only guidelines. If the experience in your own center suggests otherwise, do not hesitate to use your own judgement.

The remaining weights can all be set in two different ways: they can be compared with the TTC weight (How much sooner do I want to dispatch this job?), or with the DTJ weight (How much farther would I travel to take this job?). Either way yields an equivalent result. The next few parts of the form will have two sections. The first, or 'A' section of the form (Figures 5 and 7) should be filled out if you want to compare them with the TTC weight, and the second, or 'B' section of the form (Figures 6 and 8) if you want to compare them with the DTJ weight.

- **JOB TYPE PRIORITIES** - The Job Type Priority weights should be set next. These determine which types of jobs you want to be dispatched first, if all other factors are equal. When you select either the number of hours earlier or minutes farther the craft will travel to take the higher priority job, remember to include additional time if the type of job usually takes longer to fix, as well as the emphasis you want to place on it.

Two sample pieces of the form are displayed below. In these samples, we use the PDF and PDO job types. The same process should be repeated for all your job types, comparing each (in the example, PDF) against the job type with the lowest priority (in the example, PDO).

A 26	Divide line 12 by 50, keeping 2 decimal places. Enter the result here.		XXXXXXXXXX XXXXXXXXXX
A 27	How many hours earlier do you want to dispatch a PDB job than a PDO job?		XXXXXXXXXX XXXXXXXXXX
A 28	Multiply line 26 by line 27. This is the difference between the weight of a PDB job and a PDO job.	XXXXXXXXXX XXXXXXXXXX	

The same procedure continues for each job type (lines A29 through A42) of the form.

Figure 5. ADW Weight Calculation Table--Part 4A (partial)

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

B 26	How many hours earlier do you want to dispatch a PDF job than a PDO job?		XXXXXXXXXX XXXXXXXXXX
B 27	Multiply line 21 by line 12.		XXXXXXXXXX XXXXXXXXXX
B 28	Divide line 22 by 50. This is the difference between the weight of a PDF job and a PDO job.	XXXXXXXXXX XXXXXXXXXX	

The same procedure continues for each job type (lines B29 through B42) of the form.

Figure 6. ADW Weight Calculation Table--Part 4B (partial)

- OUT-OF SERVICE (OOS), SUBSEQUENTS (SUB), AND PRIORITY FLAGS (PRI) - These three parameters all function in the same manner, and will be discussed together. Their interactions are like those of the job type priorities above, and the only changes are the constants in the calculation. The same two methods (TTC and DPJ) also apply to these calculations, for example:

A 43	How many hours earlier do you want to dispatch a job that is Out of Service?		XXXXXXXXXX XXXXXXXXXX
A 44	Multiply line 43 by line 12.		XXXXXXXXXX XXXXXXXXXX
A 45	Divide line 44 by 5. This is the OOS weight.	XXXXXXXXXX XXXXXXXXXX	
A 46	How many hours earlier do you want to dispatch a job for each Subsequent Report?		XXXXXXXXXX XXXXXXXXXX
A 47	Multiply line 46 by line 12.		XXXXXXXXXX XXXXXXXXXX
A 48	Divide line 47 by 5. This is the SUB weight.	XXXXXXXXXX XXXXXXXXXX	
A 49	How many hours earlier do you want to dispatch a job for each Priority Factor?		XXXXXXXXXX XXXXXXXXXX
A 50	Multiply line 49 by line 12.		XXXXXXXXXX XXXXXXXXXX
A 51	Divide line 50 by 5. This is the PRI weight.	XXXXXXXXXX XXXXXXXXXX	

Figure 7. ADW Weight Calculation Table--Part 5A

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

B 43	How much farther would you send a craft to take a job that is Out of Service?		XXXXXXXXXX XXXXXXXXXX
B 44	Multiply line 43 by line 25.		XXXXXXXXXX XXXXXXXXXX
B 45	Divide line 44 by 10. This is the OOS weight.	XXXXXXXXXX XXXXXXXXXX	
B 46	How much farther would you send a craft to take a job for each Subsequent Report?		XXXXXXXXXX XXXXXXXXXX
B 47	Multiply line 46 by line 25.		XXXXXXXXXX XXXXXXXXXX
B 48	Divide line 47 by 10. This is the SUB weight.	XXXXXXXXXX XXXXXXXXXX	
B 49	How much farther would you send a craft to take a job for each Priority Factor?		XXXXXXXXXX XXXXXXXXXX
B 50	Multiply line 49 by line 25.		XXXXXXXXXX XXXXXXXXXX
B 51	Divide line 50 by 10. This is the PRI weight.	XXXXXXXXXX XXXXXXXXXX	

Figure 8. ADW Weight Calculation Table--Part 5B

It is important to note that the number of subsequents and priority flags can be substantially greater than one for a job. This means that these factors, if weighted heavily, could easily override everything else in an extreme case. For example, if a customer has called in five subsequent reports, the value added to the formula will be five times that of a job with a single subsequent report. Caution is advised against getting these weights too high.

- DISTANCE TO HOME (DTH) - This last parameter reflects how strongly you desire the craft force to be forced toward their home location. One common strategy of dispatching craft is to assign a first morning job for the craft near the edge of their turf, and then work the craft back to the home location during the day. Increasing the value of this parameter increases the strength of the pull. In theory, this causes the craft to be dispatched to jobs that are p percent of the way from their current location to their home location, on the average, where

$$p = \frac{100 (DTH)}{DTJ + DTH}$$

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

This parameter actually works on a two-level basis. If the craftperson is in the same DAA as the home location, the craft would tend to move toward AAs closer to the home location. However, if the craftperson is in an outlying DAA, the parameter only affects movement across DAA boundaries-- it has no effect within the outlying DAA, because every job in that DAA is assumed to be the same distance to the home location.

No guidelines or formula have been devised to determine the best value for this parameter, but a rule of thumb based on experience in several companies is that a good value for the DTH weight is about 15% - 25% of the DTJ weight, which generates a value of p which is also around 20%. The DTH value should be modified by your own experience, of course.

- ACCESS WINDOW INCREMENT (AWI) [New with Generic 2] - The Access Window Increment parameter creates a bonus to get jobs dispatched within their access windows. This parameter is not meant to be a major contributor to the TOTAL value, but rather to make the difference between jobs when all other factors are equal. If you don't want a bonus for jobs in the access window, just set the parameter to zero. Otherwise, getting the AWI weight to twice the TTC weight will provide a one hour bonus to jobs in their access window.

This parameter is an all-or-nothing value. Jobs with an access window will either have this parameter set, or will not be considered for dispatch. Jobs without an access window can be worked anytime, and are never given these points.

CHANGING THE DISPATCH WEIGHTS TO REFLECT CHANGING MC CONDITIONS Different conditions in the MC require different settings from the base weights described above. The following situations are just a few of those that you will experience in your MC. Good adjustment of the parameters will keep the MC running smoother.

- MORNING APPOINTMENTS - In the morning, many MCs emphasize getting all of their appointments out of the way. If there is a heavier than usual load of morning work, raising the time to commitment weight will increase the probability of dispatching a morning job, and therefore will handle the heavy load of morning work. This makes the morning jobs more important, and helps insure that they are dispatched soon enough. If you have a Generic 2 system, increasing the Access Window Increment to its maximum value of 200 will also help solve this problem.
- END OF THE DAY - Near the end of the day, you may have finished the work committed for today. When the craft request another job at this

ADJUSTING DISPATCH WEIGHTS USING ADM AND DPVAL

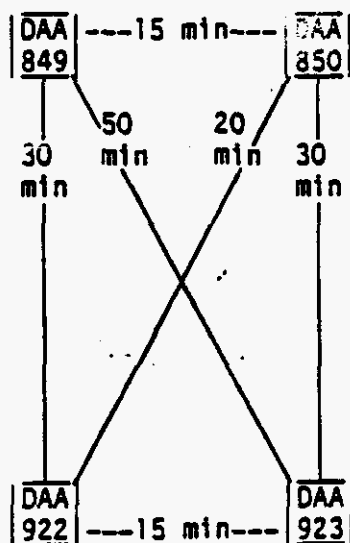
time, a job is dispatched that is due tomorrow. (This option can be turned off on G2 systems, if you want.) Since you have extra time and flexibility in dispatching, many MCs choose to work on the jobs that will most negatively affect their service results first. Therefore, increase the out-of-service, subsequent, and priority flag weights. Also, you may not want any unnecessary travel, so a slight increase in the distance to home weight might also be beneficial.

- **HEAVY OVERLOAD** - Occasionally during severe weather, your MC may be totally swamped with work. In this case, it is important to dispatch the most urgent jobs first. However, since many of the jobs that a craft will complete will have already missed their commitments anyway, it is a good idea not to waste craft time traveling. Boosting the out-of-service and distance to job weight, and possibly also decreasing the time to commitment weight, is advised in this situation.

A SIMPLE EXAMPLE OF THE EFFECTS OF CHANGING DISPATCH WEIGHTS The following simple example will demonstrate the effects of changing the dispatch weights. First, we will describe the area we are dealing with in the example, and then we will demonstrate getting the base dispatch weights. This will allow us to show some of the effects of changing them.

GEOGRAPHY FOR OUR EXAMPLE In our example, we are going to use a simplified MC which has only four DAAs, and AAs within each DAA as follows:

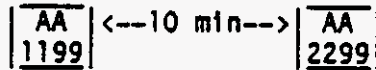
DAA Geography:



ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

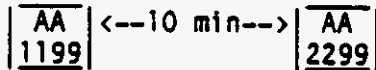
AA Geographies:

DAA 849:



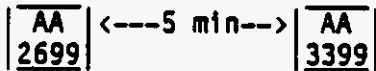
(1 minute within each AA.)

DAA 922:



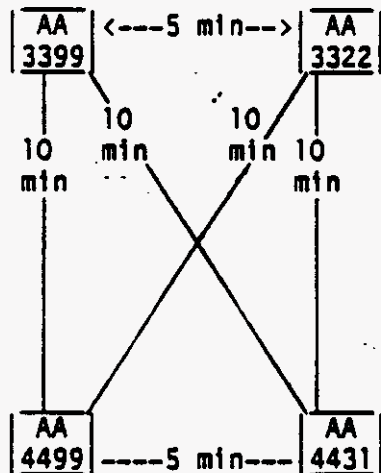
(1 minute with each AA.)

DAA 923:



(1 minute within each AA.)

DAA 850:



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(1 minute within AAs 3322 and 4431, 3 minutes within AAs 3399 and 4499.)

This MC is covered by two supervisor groups, 'A' and 'C', each having 8 craft working for them. Normally, supervisor A is responsible for jobs in DAAs 849 and 850, and supervisor C is responsible for DAAs 922 and 923. However, craft from each group are allowed to take jobs from one of the DAAs in the other turf, to help each other out when necessary. For this reason the two turfs overlap: the turf for group A also includes DAA 922, and the turf for group C also includes DAA 850. This is shown by the following two DTD reports:

MCMD DTD PAGE	MC 170 ARG	DAA	SUPV GRP A	EMP CODE	PRTR	REQ BY
------------------	---------------	-----	------------	----------	------	--------

ESPOSITO,R	GROUP: A	HOME DAA 849				
		849 *	850 *			
		922 *		923		

PAGE 1 - END

MCMD DTD PAGE	MC 170 ARG	DAA	SUPV GRP C	EMP CODE	PRTR	REQ BY
------------------	---------------	-----	------------	----------	------	--------

KIRBY,J.L.	GROUP: C	HOME DAA 923				
		849 *	850 *			
		922 *		923*		

PAGE 1 - END

Figure 9, DTD Masks for the MC in the example.

Today we have a moderate load in our sample MC, overall. However, a very local thunderstorm passed through last night, causing a large number of reports in DAA 850. The following jobs are pending dispatch right now:

ADJUSTING DISPATCH WEIGHTS USING ADM AND DPVAL

MCMD DPJ PAGE	MC 170 ARG	DAA	SUPV GRP	EMP CODE	PRTR	REQ BY		
JOBS PENDING DISPATCH FOR MC: 170 01-08-87 0901A								
DAA	IST RTE	TTN	TN	LOCATION	COMMIT	TIME	MCM OOS	SUBS L
849	PDO 400	0312768	815-6262015	815254-1199	A	01-08-87 0600P	*	
	PDO 400	0312799	815-6262018	815254-2299	A	01-08-87 0600P		
	PDO 400	0312830	815-6262028	815254-2299	A	01-08-87 0600P	*	
850	PDO 101	0312489	815-6262003	815254-2299	A	01-08-87 0100P	*	
	PDO 102	0312551	815-6262005	815254-3399	A	01-08-87 0300P	*	
	PDO 102	0312582	815-6262007	815254-4431	A	01-08-87 0600P	*	
	PDF 400	0312613	815-6262011	815254-4431	A	01-08-87 0600P	*	
	PDO 400	0312644	815-6262085	815254-3322	A	01-08-87 0600P		

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MCMD DPJ PAGE 2	MC 170 ARG	DAA	SUPV GRP	EMP CODE	PRTR	REQ BY
	PDO 400	0312675	815-6262086	815254-3322	A	01-08-87 0600P *
	PDB 400	0312706	815-6262031	815254-3322	A	01-08-87 0600P *
	PDO 400	0312737	815-6262035	815254-3399	A	01-08-87 0600P *
922	PDO 102	0407567	217-5462001	815254-3399	A	01-08-87 0600P *
	PDO 102	0407598	217-5462002	217315-2299	A	01-08-87 0600P *
923	PDO 102	0407629	217-5462005	217315-2224	A	01-08-87 0600P *
				217315-2606	A	B

PAGE 2 - END

Figure 10. DPJ Report for the MC in the Example

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AN INITIAL SETTING OF THE DISPATCH WEIGHTS The first step in setting the dispatch weights is to gather the information and make the decisions that form the basis of calculation of the weights. For this example we have decided:

- Based on TREAT reports, we know that our average clearing time for a simple (PDO) job is about 138 minutes.
- To set our Distance To Job (DTJ) weight, we decided that we would want craft to drive about five minutes farther to take a job due 10 minutes sooner. As an additional check we want to be absolutely sure to close all the storm-related troubles today, if we can. The area that we will consider is our "problem" area (SUPV group A, who has 11 jobs in DAAs 849 and 850). Remember that although DAA 922 is in SUPV A's turf, it is not his main responsibility. We also make the additional assumptions that we have 8 craft to cover the area, and that our longest distance to travel is 10 minutes (from the geography).
- Next, we will set the weights for the specific job types. We know that a PDF job takes almost two hours longer than a PDO job.
- Troubles on business circuits average about one hour longer than residence, but our district manager insists that we provide our best service to them. To handle this, we add an additional two hours on top of the one hour to insure that there is no risk of missing these commitments.
- For our other weights, we want to give a 4 hour "bonus" if the trouble is Out Of Service (OOS), and 2 hours for each Priority Flag (PRI) or Subsequent Report (SUB).

Once we have this information, we can enter it in the ADW Weight Calculation Table and compute our weights:

1	Do you want to give a bonus to jobs that are about to miss their commitment?	YES	XXXXXXXXXX XXXXXXXXXX
2	If line 1 is YES, skip to line 6. Otherwise, do you want to give a bonus to jobs that have missed their commitment?		XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
3	If line 2 is NO, enter 900 here and on line 11.		XXXXXXXXXX
4	If line 2 is NO, enter 100 here and on line 12. Skip to line 13.		XXXXXXXXXX XXXXXXXXXX
5	Enter 0 here and on line 11.		XXXXXXXXXX
6	Enter 100 here.	100	XXXXXXXXXX
7	How much of a bonus do you want to give? (hours)	1	XXXXXXXXXX
8	Divide line 6 by line 7. Enter the result here and on line 12.	100	XXXXXXXXXX XXXXXXXXXX

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9	If line 1 is NO, skip to line 13. Otherwise, enter the average clearing time for your center.	138	XXXXXXXXXX XXXXXXXXXX
10	Round line 9 up to the next number divisible by 30. Enter it here and on line 11.	150	XXXXXXXXXX XXXXXXXXXX
11	This is the ECT parameter.	XXXXXXXXXX	150
12	This is the TTC weight.	XXXXXXXXXX	100
13	Multiply the TTC parameter by 2.	200	XXXXXXXXXX
14	How many minutes farther do you want a craft to travel to take a job that is due an hour earlier?	5	XXXXXXXXXX XXXXXXXXXX
15	Divide line 13 by line 14. This is the DTJ weight.	40	XXXXXXXXXX
16	If you want to check to see whether all your jobs can be handled, continue. Otherwise, skip to line 25.	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
17	Multiply line 11 by line 12.	15000	XXXXXXXXXX
18	Enter the number of craft in the area of interest	8	XXXXXXXXXX
19	Multiply line 17 by line 18.	12000	XXXXXXXXXX
20	Enter the number of jobs in the area of interest.	11	XXXXXXXXXX
21	Divide line 19 by line 20.	10909	XXXXXXXXXX
22	Enter the largest distance in the area of interest.	10	XXXXXXXXXX
23	Divide line 18 by the greatest distance.	1091	XXXXXXXXXX
24	Divide line 19 by 30. This is the largest value of the DTJ parameter that will not cause any unnecessary missed commitments.	36	XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX
25	Enter the number from either line 15 or 24, based on your own judgement. This is the DTJ weight.	XXXXXXXXXX XXXXXXXXXX	36
Section A To be used if you want to calculate your other parameters relative to the TTC parameter.			
A 26	Divide line 12 by 50, keeping 2 decimal places. Enter the result here.	2	XXXXXXXXXX XXXXXXXXXX
A 27	How many hours earlier do you want to dispatch a PDB job than a PDO job?	1+2 = 3	XXXXXXXXXX XXXXXXXXXX
A 28	Multiply line 26 by line 27. This is the difference between the weight of a PDB job and a PDO job.	XXXXXXXXXX XXXXXXXXXX	6
A 29	How many hours earlier do you want to dispatch a PDF job than a PDO job?	2	XXXXXXXXXX XXXXXXXXXX
A 30	Multiply line 26 by line 29. This is the difference between the weight of a PDF job and PDO job.	XXXXXXXXXX XXXXXXXXXX	4
Continue for the remaining 6 job types ...			

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

A 43	How many hours earlier do you want to dispatch a job that is Out of Service?	4	XXXXXXXXXX XXXXXXXXXX
A 44	Multiply line 43 by line 12.	400	XXXXXXXXXX XXXXXXXXXX
A 45	Divide line 44 by 5. This is the OOS weight.	XXXXXXXXXX XXXXXXXXXX	80
A 46	How many hours earlier do you want to dispatch a job for each Subsequent Report?	2	XXXXXXXXXX XXXXXXXXXX
A 47	Multiply line 46 by line 12.	200	XXXXXXXXXX XXXXXXXXXX
A 48	Divide line 47 by 5. This is the SUB weight.	XXXXXXXXXX XXXXXXXXXX	40
A 49	How many hours earlier do you want to dispatch a job for each Priority Factor?	2	XXXXXXXXXX XXXXXXXXXX
A 50	Multiply line 49 by line 12.	200	XXXXXXXXXX XXXXXXXXXX
A 51	Divide line 50 by 5. This is the PRI weight.	XXXXXXXXXX XXXXXXXXXX	40
<p>Section B To be used if you want to calculate your other parameters relative to the DTJ parameter.</p>			
B 26	Divide line 25 by 100, keeping 2 decimal places. Enter the result here.		XXXXXXXXXX XXXXXXXXXX
B 27	How much farther would you send a craft to take a PDB job than a PDO job?		XXXXXXXXXX XXXXXXXXXX
B 28	Multiply line 26 by line 27. This is the difference between the weight of a PDB job and a PDO job.	XXXXXXXXXX XXXXXXXXXX	
B 29	How much farther would you send a craft to take a PDF job than a PDO job?		XXXXXXXXXX XXXXXXXXXX
B 30	Multiply line 28 by line 29. This is the difference between the weight of a PDF job and a PDO job.	XXXXXXXXXX XXXXXXXXXX	
<p>Continue for the remaining 6 job types ...</p>			
B 43	How much farther would you send a craft to take a job that is Out of Service?		XXXXXXXXXX XXXXXXXXXX
B 44	Multiply line 43 by line 25.		XXXXXXXXXX
B 45	Divide line 44 by 10. This is the OOS weight.	XXXXXXXXXX XXXXXXXXXX	
B 46	How much farther would you send a craft to take a job for each Subsequent Report?		XXXXXXXXXX XXXXXXXXXX
B 47	Multiply line 46 by line 25.		XXXXXXXXXX XXXXXXXXXX
B 48	Divide line 47 by 10. This is the SUB weight.	XXXXXXXXXX XXXXXXXXXX	

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

CASE 1: Now that we know what is happening in our area, let's take a look at the DPVAL reports for it. First, we'll look at the jobs in C's turf, from a craft located in the same AA (DAA 923, AA 2699) as the home location for the supervisor:

MCMD DPVAL PAGE	MC 170 ARG	DAA	SUPV	GRP	C	EMP CODE	PRTR	REQ BY			
DISPATCH EVALUATIONS FOR MC: 170 01-08-87 1101A											
DAA AA	ISTRTE	TTN	EST	AWI	SA	SUBS	COMM	PRI	DIS	HOME	TOT
			150	000	0080	0040	0100	0040	0036	0007	
					PDO	PDG	PDF	PDC	PDM	PDS	
					0000	0000	0004	0000		0000	
					PDB	PD2	PD3	PD4	PD5		
					0006	0000	0000	0000	0000		
850	3399	PDO101	0312489		0800	0000	12100	0000	-01080	-00210	011810
	4431	PDO102	0312551		0800	0000	11700	0000	-01080	-00210	011210
	4431	PDO102	0312582		0800	0000	11100	0000	-01080	-00210	010610
	3322	PDF400	0312613		0800	0000	11100	0000	-01080	-00210	011010
	3322	PDO400	0312644		0000	0000	11100	0000	-01080	-00210	009810
	3322	PDO400	0312675		0800	0000	11100	0000	-01080	-00210	010610

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MCMD DPVAL PAGE	MC 170 ARG	DAA	SUPV	GRP	C	EMP CODE	PRTR	REQ BY			
	3399	PDB400	0312706		0800	0000	11100	0000	-01080	-00210	011210
	3399	PDO400	0312737		0800	0000	11100	0000	-01080	-00210	010610
922	2299	PDO102	0407567		0800	0000	11100	0000	-00540	-00105	011255
	2224	PDO102	0407598		0800	0000	11100	0000	-00540	-00105	011255
923	2606	PDO102	0407629		0800	0000	11100	0000	-00036	-00007	011857

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Figure 13. Example DPVAL Report #1

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In this case, the craft will be dispatched to the job with the highest index next (TTN 0407629), unless another craft has already been dispatched on it. Notice that the craft will tend to stay near his home location. This is true even when there is heavy load in the system. This craft may end up helping out in DAA 850 later in the day, but not until all the work in DAAs 922 and 923 is dispatched, according to the above report.

CASE 2: Our next report shows a similar situation for a craft in group 'A' that is also currently working in the same AA as his home location (DAA 849, AA 1199):

 MCMD DPVAL MC 170 DAA SUPV GRP A EMP CODE PRTR REQ BY
 PAGE ARG

DISPATCH EVALUATIONS FOR MC: 170 01-08-87 1101A

DAA AA	ISTRTE	TTN	EST	AWI	SA	SUBS	COMM	PRI	DIS	HOME	TOT
			150	000	0080	0040	0100	0040	0036	0007	
					PDO	PDG	PDF	PDC	PDM	PDS	
					0000	0000	0004	0000		0000	
					PDB	PD2	PD3	PD4	PD5		
					0006	0000	0000	0000	0000		
849	1199	PDO400	0312768	0800	0000	11100	0000	-00036	-00007	011857	
	2299	PDO400	0312799	0000	0000	11100	0000	-00180	-00035	010885	
	2299	PDO400	0312830	0800	0000	11100	0000	-00180	-00035	011685	
850	3399	PDO101	0312463	0800	0000	12100	0000	-00540	-00105	012455	
	4431	PDO102	0312551	0800	0000	11700	0000	-00540	-00105	011855	
	4431	PDO102	0312582	0800	0000	11100	0000	-00540	-00105	011255	

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ADJUSTING DISPATCH WEIGHTS USING ADM AND DPVAL

MCMD	DPVAL	MC 170	DAA	SUPV	GRP	A	EMP	CODE	PRTR	REQ BY
PAGE 2	ARG									
	3322	PDF400	0312613	0800	0000	11100	0000	-00540	-00105	011655
	3322	PDO400	0312644	0000	0000	11100	0000	-00540	-00105	010455
	3322	PDO400	0312675	0800	0000	11100	0000	-00540	-00105	011255
	3399	PDB400	0312706	0800	0000	11100	0000	-00540	-00105	011855
	3399	PDO400	0312737	0800	0000	11100	0000	-00540	-00105	011255
922	2299	PDO102	0407567	0800	0000	11100	0000	-01080	-00210	010610
	2224	PDO102	0407598	0800	0000	11100	0000	-01080	-00210	010610

PAGE 2 - END

Figure 14. Example DPVAL Report #2

In this case, the commitment time becomes the overriding factor. The best job for the craft is TTN 0312489, even though it requires traveling to another DAA to get it. Note that this job is less than two hours from its commitment and will probably be missed, but barely. Even so, the system makes an effort to dispatch it.

CASE 3: Assume that this craft does call in, and is dispatched on TTN 0312489. What if the next craft calls in from group A, and he is also in AA 1199? The jobs that are available for him are the same ones as before, so we can use the same DPVAL report, just ignoring the job that was already dispatched. Notice the three jobs with the highest values that are still on the list, namely TTNs 0312768, 0312551, and 0312706. These are extremely close in value. This implies that the order they are dispatched depends a lot on the weights. One job is close to the craft's current location, another is a PDB job, and the third is due at 3:00, rather than 6:00. The balance is very fine, and very small changes in the parameters would determine which of the jobs to dispatch.

CASE 4: However, the next craft that calls is in DAA 850 and AA 3322. The DPVAL report changes significantly, since the craft is in a different location:

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

MCMD DPVAL	MC 170 DAA	SUPV GRP A	EMP CODE	PRTR	REQ BY
PAGE	ARG D850 A3322				

DISPATCH EVALUATIONS FOR MC: 170 01-08-87 1108A

DAA	ISTRTE	TTN	EST	AWI	SA	SUBS	COMM	PRI	DIS	HOME	TOT
			150	000	0080	0040	0100	0040	0036	0007	

PDO	PDG	PDF	PDC	PDM	PDS
0000	0000	0004	0000		0000
PDB	PD2	PD3	PD4	PD5	
0006	0000	0000	0000	0000	

849	1199	PDO400	0312768			0800	0000	11100	0000	-00540	-00007	011353
	2299	PDO400	0312799			0000	0000	11100	0000	-00540	-00035	010525
	2299	PDO400	0312830			0800	0000	11100	0000	-00540	-00035	011325
850	4431	PDO102	0312551			0800	0000	11700	0000	-00360	-00105	012035
	4431	PDO102	0312582			0800	0000	11100	0000	-00360	-00105	011435
	3322	PDF400	0312613			0800	0000	11100	0000	-00036	-00105	012159

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MCMD DPVAL	MC 170 DAA	SUPV GRP A	EMP CODE	PRTR	REQ BY
PAGE 2	ARG D850 A3322				

	3322	PDO400	0312644			0000	0000	11100	0000	-00036	-00105	010959
	3322	PDO400	0312675			0800	0000	11100	0000	-00036	-00105	011759
	3399	PDB400	0312706			0800	0000	11100	0000	-00180	-00105	012215
	3399	PDO400	0312737			0800	0000	11100	0000	-00180	-00105	011615
922	2299	PDO102	0407567			0800	0000	11100	0000	-00720	-00210	010970
	2224	PDO102	0407598			0800	0000	11100	0000	-00720	-00210	010970

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Again, notice the three jobs with the highest values. All have different reasons for having a high value. The highest value is a nearby business (PDB) job, TTN 0312706, and will be the job that is dispatched to the craft. Next is the nearby PDF job TTN 0312613. The third highest job, TTN 0312551, has an earlier commitment (3:00) than the others. If the same report for the same

ADJUSTING DISPATCH WEIGHTS USING ADW AND DPVAL

jobs is run two hours from now, the early commitment job will be selected, rather than the PDB job. This would be caused by the "bonus" given to jobs within their Estimated Completion Time.

CASE 5: In this case, our next craft is in DAA 849, AA 1199. He/she has the same location as case 3, but we have decided to change the dispatch weights in the meantime. We set the new DTJ weight at 30, instead of 36:

```
-----
ADW          MC 170          EC 170                                01-08-87 1111A

DISPATCH PARAMETERS                                EXIST. WGT    NEW WGT
ESTIMATED COMPL TIME                                150
ACCESS WINDOW INCREMENT                            0
DISPATCH PARAMETER WEIGHTS
TIME TO COMMITMENT                                100
DISTANCE TO JOB                                    30
DISTANCE TO HOME                                  7
OUT-OF-SERVICE                                    80
SUBSEQUENTS                                       40
PRIORITY                                           40
JOB TYPES:
  PDO 0 PDF 4 PDM   PDG 0 PDS 0 PDC 0
  PDB 6 PD2 0 PD3 0 PD4 0 PDS 0      PWS * PWF *

DISPATCH SELECTION AND TEST OPTIONS
TURF DISPATCH N                                WITH I OPTION? N
CONSIDER FUTURE COMMITMENTS Y                 WITH APPOINTMENTS? N MIFI? N
TEST ON DISPATCH? N                           TEST ON RETURN? N

TIME DELTA 0
-----
```

Figure 15. ADW Mask After Changing the DTJ Weight

This change will reduce the value given to nearby jobs, so the craft will travel farther to take a job that is due an hour earlier than he/she would have before. Notice that the faraway jobs (TTN 312541 and 312706) now have higher values than the nearby job (TTN 0312768) in the following DPVAL report:

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MCMD DPVAL PAGE	MC 170 ARG	DAA	SUPV GRP A	EMP CODE	PRTR	REQ BY
DISPATCH EVALUATIONS FOR MC: 170 01-08-87 1112A						
DAA AA	ISTRTE	TTN	EST	AWI SA	SUBS COMM	PRI DIS HOME TOT
			150	000 0080	0040 0100	0040 0030 0007
				PDO PDG PDF PDC PDM PDS		
				0000 0000 0004 0000		0000
				PDB PD2 PD3 PD4 PD5		
				0006 0000 0000 0000 0000		
849 1199	PDO400	0312768	0800	0000 11100 0000	-00030	-00007 011863
2299	PDO400	0312799	0000	0000 11100 0000	-00150	-00035 010915
2299	PDO400	0312830	0800	0000 11100 0000	-00150	-00035 011715
850 4431	PDO102	0312551	0800	0000 11700 0000	-00450	-00105 011945
4431	PDO102	0312582	0800	0000 11100 0000	-00450	-00105 011345
3322	PDF400	0312613	0800	0000 11100 0000	-00450	-00105 011745

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MCMD DPVAL PAGE 2	MC 170 ARG	DAA	SUPV GRP A	EMP CODE	PRTR	REQ BY
3322	PDO400	0312644	0000	0000 11100 0000	-00450	-00105 010545
3322	PDO400	0312675	0800	0000 11100 0000	-00450	-00105 011345
3399	PDB400	0312706	0800	0000 11100 0000	-00450	-00105 011945
3399	PDO400	0312737	0800	0000 11100 0000	-00450	-00105 011345
922 2299	PDO102	0407567	0800	0000 11100 0000	-00900	-00210 010790
2224	PDO102	0407598	0800	0000 11100 0000	-00900	-00210 010790

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CASE 6: Up to this point, none of the troubles we have considered have had either subsequent reports or priority flags set. Now, several calls are received at the CRSAB. Two subsequents are taken against TTN 0312613, and one against TTN 0312644. In addition, the last caller was angry that the phone hadn't been fixed, so the RSA set both the Customer Irate (CIR) and Customer Commented (CC) flags. Now, when we look at the DPJ report to list our jobs, we see:

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MCMD DPJ PAGE	MC 170 ARG	DAA	SUPV GRP A	EMP CODE	PRTR	REQ BY			
JOBS PENDING DISPATCH FOR MC: 170 01-08-87 1117A									
DAA	IST RTE	TTN	TN	LOCATION	COMMIT	TIME	MCM OOS	SUBS	L
849	PDO 400	0312768	815-6262015	815254-1199	A	01-08-87 0600P	B	*	
	PDO 400	0321799	815-6262018	815254-2299	A	01-08-87 0600P	B		
	PDO 400	0312830	815-6262028	815254-2299	A	01-08-87 0600P	B	*	
850	PDO 102	0312551	815-6262005	815254-2299	A	01-08-87 0300P	B	*	
	PDO 102	0312582	815-6262007	815254-4431	A	01-08-87 0600P	B	*	
	PDF 400	0312613	815-6262011	815254-4431	A	01-08-87 0600P	B	*	2
	PDO 400	0312644	815-6262085	815254-3322	A	01-08-87 0600P	B	*	1
	PDO 400	0312675	815-6262086	815254-3322	A	01-08-87 0600P	B	*	

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MCMD DPJ PAGE 2	MC 170 ARG	DAA	SUPV GRP	EMP CODE	PRTR	REQ BY			
	PDB 400	0312706	815-6262031	815254-3322	A	01-08-87 0600P	B	*	
	PDO 400	0312737	815-6262035	815254-3399	A	01-08-87 0600P	B	*	
922	PDO 102	0407567	217-5462001	815254-3399	A	01-08-87 0600P	B	*	
	PDO 102	0407598	217-5462002	217315-2299	A	01-08-87 0600P	B	*	
923	PDO 102	0407629	217-5462005	217315-2224	A	01-08-87 0600P	B	*	
				217315-2606	A	01-08-87 0600P	B	*	

PAGE 2 - END

Figure 16. DPJ Report for the Example After Subsequent Reports

The corresponding DPVAL report (assuming group A, and in DAA 849, AA 1199) is:

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ADJUSTING DISPATCH WEIGHTS USING ADM AND DPVAL

MCMD DPVAL	MC 170	DAA	SUPV	GRP	A	EMP	CODE	PRTR	REQ	BY
PAGE	ARG									

DISPATCH EVALUATIONS FOR MC: 170 01-08-87 1118A

DAA AA	ISTRTE	TTN	EST	AWI	SA	SUBS	COMM	PRI	DIS	HOME	TOT
	150	000	0080	0040	0100	0040	0030	0007			

PDO	PDG	PDF	PDC	PDM	PDS
0000	0000	0004	0000		0000
PDB	PD2	PD3	PD4	PD5	
0006	0000	0000	0000	0000	

849	1199	PDO400	0312768	0800	0000	11100	0000	-00030	-00007	011863
	2299	PDO400	0312799	0000	0000	11100	0000	-00150	-00035	010915
	2299	PDO400	0312830	0800	0000	11100	0000	-00150	-00035	011715
850	4431	PDO102	0312551	0800	0000	11700	0000	-00450	-00105	011945
	4431	PDO102	0312582	0800	0000	11100	0000	-00450	-00105	011345
	3322	PDF400	0312613	0800	0800	11100	0000	-00450	-00105	012545

PAGE 1 - MORE

MCMD DPVAL	MC 170	DAA	SUPV	GRP	A	EMP	CODE	PRTR	REQ	BY
PAGE 2	ARG									

	3322	PDO400	0312644	0800	0400	11100	0800	-00450	-00105	012545
	3322	PDO400	0312675	0800	0000	11100	0000	-00450	-00105	011345
	3399	PDB400	0312706	0800	0000	11100	0000	-00450	-00105	011945
	3399	PDO400	0312737	0800	0000	11100	0000	-00450	-00105	011345
922	2299	PDO102	0407567	0800	0000	11100	0000	-00900	-00210	010790
	2224	PDO102	0407598	0800	0000	11100	0000	-00900	-00210	010790

PAGE 2 - END

Note that these subsequents can dramatically change which job is dispatched. The two jobs with the highest values are now the two that have the subsequent reports and priority factors.

ADJUSTING DISPATCH WEIGHTS USING ADM AND DPVAL

The purpose of these examples is to give you a broad overview of how the parameters interact. Experience in adjusting the parameters cannot be gained by just studying examples, therefore remember to let your own experience in your center guide your decisions.

EFFECTS OF GROUP TURF SIZE ON THE JOB SELECTION FORMULA The size of the pool of jobs that craft can work often affects the efficiency of the job selection formula. The job assigned to each supervisor group is a limit on the distance a craft can travel to obtain a "hot" job. If the turfs are strictly limited, a craft may not be able to cross into another area without manual intervention, and the "hot" job may not be dispatched right away, but have to wait until a craft needs a job in that little area. Overlapping turfs also allow the craft to flow into nearby areas with high workloads without intervention by a supervisor when the jobs in their home turf have been completed. This, again, is a decision to be made by management, and reflects your individual philosophy for handling the center. Detailed information about how to modify group turfs may be found in the document entitled "The AGT Transaction - Assign Group Turfs" (nfe_mmagen.agt).

One way to combine group turfs with dispatch weights to produce better results is to allow a little flexibility in the turfs that are assigned to supervisor groups. Rather than strictly limiting supervisor groups to small turfs that are mutually exclusive, they allow the craft to also take jobs from some of the neighboring DAAs in the turfs of other supervisors. Craft in other groups will likewise be able to cover parts of the first turf. If desired, the distance tables can be slightly modified to provide an extra penalty for traveling into the DAAs of another supervisor. This is done by increasing the distances between the outlying DAAs and the DAAs within the turf. (This is only necessary where the difference in the distances from the DAAs in the home turf and the neighboring DAAs is small. In most cases, just using a higher distance to home parameter will be sufficient.) In effect, this only puts another penalty on the craft: it makes the distance to home penalty even larger for moving to the neighboring DAAs. Therefore, on a normal basis, craft will only be assigned outside their home turf if there are very urgent jobs in the outlying DAAs.

NOTE: Before any changes to the distance tables are made, be sure that the group responsible for maintaining the tables is aware of, and approves these changes.

SUMMARY Many factors affect the performance of your MC. Effective adjustment of the dispatch weights can be used to compensate for these factors, but this is only a tool to be used, and not a solution to every problem. This document shows one method of adjusting the dispatch weights, and offers suggestions for changing them. Using your own experience is recommended, because every center is unique, in terms of load, workforce, local practices, and management. Take the time to plan in advance your response to changes in MC conditions; it will be well rewarded.

COMPANY: BST
TITLE: PERFORMANCE OF WORK
PERIOD: TYE 12/31/93
DATE: DEC 9. 1993
AUDITOR: RKY

kw 12/14/93

WP NO. 46, p 1

PSC staff rode in the truck with a service technician from the POTS category and a service technician from the cable repair category. Both are dispatched out the Mapper.

Staff observed how the technician accessed his jobs through the CAT, did his jobs, closed out jobs through the CAT, filled out his RF 152 time sheet and filled out his Work Activity Log for the sample.

WP NO 46-1 is the detail of staff observation.

PSC STAFF QUESTIONS

PSC staff noted three places where there might be a possibility for maneuvering the sample and asked questions to determine what controls were in place so there could be no maneuvering or bias.

The first two questions on on WP no. 46-2 and the company answers are on the same workpaper pages 2 and 3.

These questions involve when the ST's call in rather than accessing the jobs through the CAT and if the dispatcher can assign the tech a regulated job if the dispatcher knew the tech was in the sample.

Generally, the answer was that the dispatcher goes into Mapper himself and may verbally dispatch a job and, as stated in wp 45, "the system does not categorize work as regulated or deregulated." Also, the dispatcher "...is not provided with, or has reason to be concerned with which technicians are being sampled.

See wp no 46-2, page 2

The third question involves what controls are in place so that the work performed by the service tech is entered in the sample and on his timesheet. How does the company make sure the service tech does what he says?

Besides filling out time sheets and the WAL in the sample, the ST has to code into the CAT the disposition code of the work he did, and also type in a narrative of the work he did. Staff observed this in the field.

Comp

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46 p 1

COMPANY: BST
TITLE: PERFORMANCE OF WORK
PERIOD: TYE 12/31/93
DATE: DEC 9. 1993
AUDITOR: RKY

WP NO. 46 p 2

The coding and narrative in the CAT produce source documentation which is compared to the time sheet or WAL by the technical analyst in the Wassp Center in Birmingham. See wp no. 48-1.

This is included in procedures for the technical analysts for the WALs, and in procedures for the tech supervisors for positive time reporting.

Also see Company answer to this third question on wp 46-3.

CONCLUSION:

The first two questions are really a part of the dispatch system and conclusions regarding that are on wp 45.

The third question is answered by the company showing that there are procedures for the technical analysts to follow to verify the WAL. Also there are procedures for the tech supervisor in the positive time reporting system to verify the time reports.

Also, a part of this question is where do you stop looking over employees shoulders and go on trust. It would be virtually impossible to follow ST around and make sure they are reporting what they are doing.

Also, see 45 for Technical Analyst supervisors role in determining whether there is anything unusual in the profiles which are generated from this whole system.

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46 p 2

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COMPANY: BST
TITLE: OBSERVATIONS OF WORK AT DIFFERENT OFFICES
AND OBSERVATIONS OF SERVICE TECH WORK
PERIOD: TYE 12/31/93
DATE: NOVEMBER 29, 1993
AUDITOR: RKY

*RW
12/14/93*

WP NO. 46

TUESDAY, NOV 23

Went to Maintenance Center to meet service technician to ride with him.
Daniel Martin.

He accessed his first job through the Computer Access Terminal (CAT).
It was a service order and had to go to the cross box in the street, then
to the meter room in the nursing home where the service order was requested.
Went to the room of the person involved.
Went back to cross box and back to meter room. Service installed.
Used CAT to test that service was OK.

Charged all time to cable time 45M and charged it to meter room 68E
on his time sheet.

Then he filled out the sample form on which he checked off what he did.

He accessed a second job from the CAT. This was a No Dial Tone.
Checked box back of house.
Checked Cross box
Checked Aerial drop
Changed protector.

Use CAT to test that service was OK.

Charged his time at the cross box to 45M and at the
aerial drop 248M.

He accessed a third job through the CAT. This was for an inside Jack.
This was deregulated work and charged to 97BI, He put a new
protector on the outside and that is regulated, charged to 248M.
Used CAT to test that service was OK.

When he tried to access a fourth job through the CAT, the CAT did not
have a job for him. He had to call in the Maintenance Center and was
verbally given another job.

I did not go on this fourth job with him.

COMPANY: BST
TITLE: OBSERVATIONS OF WORK AT DIFFERENT OFFICES
AND OBSERVATIONS OF SERVICE TECH WORK
PERIOD: TYE 12/31/93
DATE: NOVEMBER 29, 1993
AUDITOR: RKY

WP NO.

PSC staff questions:

46-2
p 2
When the CAT did not have any jobs for him and he called in, what controls are in place so that the person who is giving him the job does not arbitrarily give him a regulated job since he is in the sample?

46-2
p 2
What prevents the service tech who is in the sample from notifying the dispatcher and getting only regulated jobs if he calls in.

46-3
46p 2
What controls are there so that you know what the service tech does is entered on the sample and on his time sheet. For example, on this second job, he said the trouble could be inside or outside. As it happens the job was outside and he charged it to outside. But, what what if it was inside (dereg) and he charged it to outside (reg). What controls are there to stop this from happening.
This would still happen if time sheets were used -- still an area where can be manipulated if supervisor told them to do it.

45-5
1
Please explain "bulk" jobs. Explain and give examples on how this does not distort the sample. How are they dispatched through CAT.

WEDNESDAY, NOV 24

Went to Maintenance Center to meet service technician who is assigned to cable. Kerry.

He said he accessed his first job the night before because if he needed a digging team he could order them the night before and not wait when got to the job, which he did. He showed me how he accessed it on his CAT.

Went to site and encountered many obstacles (non English speaking, locked gate, and dog in yard) before able to get to drop and complete his job. 3 hours.

Sometime in the beginning when there was a lack of communication and the tech could not figure out the problem the customer was complaining about, he said he would call in and get another job, get another job so that he can use his diggers as they were there with his already. He was going to do this to save time and money.

However, the customer got her husband on the phone who spoke English and explained to the Service Tech the problem. He never called in for another job at that point.

He finished the job, closed it out on his CAT and tested OK. Wrote up his time sheet and his sample sheet.

COMPANY: BST
TITLE: OBSERVATIONS OF WORK AT DIFFERENT OFFICES
AND OBSERVATIONS OF SERVICE TECH WORK
PERIOD: TYE 12/31/93
DATE: NOVEMBER 29, 1993
AUDITOR: RKY

WP NO.

He then accessed another job through the CAT. This job he needed his diggers for. This was a cut cable. Went with him to the next job and saw the cut cable and then left. It was lunch time.

If he could call in and get a job that he needed a digger for, could that distort the sample? When the service tech calls in, what is the procedure for assigning the job? What controls are there that the sample is not distorted. Please explain and give examples.

Also, request results of all parallel time reporting to date by maintenance center in Florida.

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WASSP REQUEST 4

11/30/93

PROVIDE BY 12/3/93

RE: DISPATCH SYSTEM

A. In my observation of a POTS service technician on Tuesday, Nov 23, when he went into his CAT to pull up his fourth job, there was no job available. He had to call in to the maintenance center and was given another job.

Please answer these hypothetical questions:

1. When the CAT did not have any jobs for him and called in, what controls are in place so that the person who is giving him the job does not arbitrarily give him a regulated job since he is in the sample.
2. What controls are in place to prevent the service tech who is in the sample from notifying the dispatcher and getting only regulated jobs if he calls in.

B. In my observtion of a cable technician on Wed. Nov 24, there was a point in the first job that he thought he might have to leave the job and go to another because of certain obstacles (this did not happen). However, he said that instead of calling in on the CAT, he would call the maintenance center and try to get a job where he needed his diggers since they were called out on this job with him. He said this would save time and money as they were already there and did not have to go back and out again. This did not happen because to obstacles were met.

However, please answer this hypothetical question:

If he could call in and get a job that he needed a digger for, could that distort the sample? When the cable service tech calls in, what is the procedure for assigning the job? What controls are there that the sample is not distored. Please explain, give examples, and documentation.

Answer the same hypothetical question for the POTS service technician.

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FPSC Request 4

PBC

Question A (1)

When the CAT did not have any jobs for him and called in, what controls are in place so that the person who is giving him the job does not arbitrarily give him a regulated job since he is in the sample.

Answer A (1)

The technicians are assigned to a DAA (DISPATCH ADMINISTRATION AREA). In the event the assigned DAA is cleared of all work items, the technicians CAT terminal will respond "no jobs available". The technician will call the IMC, and request instructions. The control supervisor will usually reassign the technician to another DAA with work available, or randomly select a future committed job in the same area if the drive time to the other DAA is excessive. In the event the technician is moved to another DAA the control supervisor may verbally dispatch the technician on a random job during the telephone call. The system does not categorize work items as regulated or de-regulated.

Question A (2)

What controls are in place to prevent the service technician who is in the sample from notifying the dispatcher and getting only regulated jobs if he calls in.

Answer A (2)

The system does not categorize troubles as regulated or deregulated. The technicians almost exclusively are dispatched on randomly selected jobs through their CAT terminal. In those instance when a live dispatch is required, the system will select a random job for dispatch. In addition, the IMC is not provided with, or has a reason to be concerned with which technicians are being sampled.

*A separate audit of the Mappia system
has determined that the system does
not categorize troubles as reg + dereg.*

p 2 157

Request 4 - page 2

Question B

If a technician (FT) could call in and get a job that required a digger, could that distort the sample? When the cable tech calls in, what is the procedure for assigning the job? What controls are there that the sample is not distorted. Please explain, give examples and documentation.

Provide the answer to the question for POTS service technicians.

Answer B

The cable control supervisor is not aware of which technicians are being sampled. In the November 24, 1993 the FT had a outside contractor digging crew on the job site with him. The technician, in question primarily works in encapsulated plant based on his assigned DAA. In the event the original assignment needed to be left incomplete the technician stated he would call and request any known buried cable troubles due to the availability of outside contract labor. This would not distort the sample as the technician in question is generally performing the same work each day regardless of his status on the sample. In addition, unless the cable supervisor is aware of a known cut buried cable or major outage he could not be absolutely certain that the item of plant involved in the dispatched task is buried.

This situation would not occur with POTS service technicians.

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Dispatch System

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45-2

WASSP REQUEST 7

11/30/93

PROVIDE BY 12/3/93

Re: Service Tech Time Reporting

What controls are there so that you know what the service tech does is entered on the sample and on his time sheet. For example, for the second job of the POTS service Tech, he said the trouble could be inside or outside. At it happens the job was outside and he charged it to outside. But what if it was inside (dereg) and he charged it to outside (reg). What controls are there to spp this from happening. (Staff realizes that this hypothetical situtation could happen with both time reporting and the statistical sampling method.).

Provide documentation, if any.

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FPSC Request 7



Service Technician Time Reporting



There are certain controls in place to ensure accurate time reporting by technicians.

In the Positive Time Reporting mode field supervisors will verify 2 time labor reports per week per employee for accuracy against all source documents (BSP Section 620-700-001SV Paragraph 4.3 Labor Statistic Reports). In addition district and staff audits of the process are performed.

In the WASSP or Sampling mode, source documents must be verified for accuracy against Work Activity Logs (WAL's) for ALL sampled technicians EVERY day by the Technical Analyst (BSP Section 620-700-002 Paragraph 4.0 Technical Analyst Group Responsibilities).

In both situations if a discrepancy or error is detected it must be corrected.

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- 4.3 The supervisor is responsible for reviewing Form 9360-AL to ensure reasonableness of time reported. A minimum of two (2) RF-152-I's per employee per pay period must be compared to the output provided on Form 9360-AL. Evidence of this review must be apparent in the review process. This evidence may include (but is not limited to) highlights, notes, or supervisor initials/signature on Form 9360-AL for each employee reviewed. If discrepancies are detected, the supervisor must ensure that the appropriate corrective actions are taken.
- 4.4 After verification, supervisory approval of Form 9360-AL is mandatory in order to provide the FCC evidence of supervisory review of time reporting records. The supervisor MUST sign and date Form 9360-AL in the space provided, and like the RF-152-I must be retained for at least one (1) year after the close of the fiscal year.

NOTE: Where Company policy, Federal, State or Local Regulatory Agencies require retention of this documentation for a period longer than that specified above, those directives will prevail.

5. SOURCE DOCUMENTATION

- 5.1 The FCC states that support documentation is required to support the entries on an employee's MTR Time-Labor Report (RF-152-I). This source documentation (e.g., RF-152-I, DCWS/DJI, Form 6025-1-SC (SCB), Form 6571 (SB), Form RF-299-CPE-LMOS) provides assurance that the information reported to the employee's RF-152-I is reliable.
- 5.2 Source documentation may consist of mechanical or paper records depending on the origination of a particular work assignment. The type(s) of work assignments and the system(s) out of which these are dispatched to the technician determine what source documentation is required to provide an audit trail.

POTS AND NON-DESIGNED SPECIALS

- 5.3 Service order related services which are classified as Plain Old Telephone Service (POTS) and Non-Designed Specials are input into the Service Order Communications System (SOCS). POTS trouble reports are provided out of the Loop Maintenance Operations Systems (LMOS).
- 5.4 Service orders and trouble reports which are dispatched out of MAPPER/TRACKER are provided to the technician via the Computer Access Terminal. When this occurs, a Display Craft Work Summary/Display Job Information (DCWS/DJI) FULL CLOCK NARRATIVE must be requested and retained as the source documentation (Exhibit 3).
- 5.5 The supervisor is responsible for obtaining the DCWS/DJI's on a daily basis. This effort should be coordinated with the appropriate management personnel in the IMC. Where the Administrative Supervisor position exists in a Field Manager's group, he/she should be responsible for obtaining the DCWS/DJI's. Detailed information pertaining to the scheduling of DCWS/DJI printouts can be found in the Sched Transaction - Scheduler section of the AT&T LMOS/WM SOLID DOCUMENTATION.
- 5.6 The DCWS/DJI FULL CLOCK NARRATIVE report displays the complete job information associated with each work assignment performed in a given day by each technician. To satisfy audit trail requirements for source documentation, a complete DCWS/DJI must contain the following NARRATIVE information:
 - Actual work performed to explain each Field Code reported
 - Trouble/work activity location if other than customer's premises
 - Any other narrative required to provide complete closeout information, such as Service Order changes, reason for maintenance billing, Missed Appointment information, etc.

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WASSP

- 2.8 Sampled technicians complete a Work Activity Log (WAL) of the functions he/she performs for the sampled work day. This log includes time spent by work function as well as associated items that give rise to the work, i.e., service order, trouble report, etc. Functions are not converted to Field Reporting Codes (FRCs) by the sampled technician.
- 2.9 Completed Work Activity Logs are forwarded daily to the Technical Analysts centralized location for review and conversion to appropriate Field Reporting Codes (FRCs) for financial purposes.
- 2.10 An integral part of the Technical Analysts review of the Work Activity Log consists of a detailed review of selected technician logs. This review compares data reported by the technician on the Work Activity Log with the Source Documentation prepared by the sampled technician.
- 2.11 Technical Analysts accumulate and summarize all sampled data for input into the Mechanized Time Reporting (MTR) System via a unique data base.

3. TECHNICIAN SAMPLE SELECTION

- 3.1 The technician sample selection uses a data extract from the Payroll Masterfile Data Base (PMDB) and an Employee Selection Program to extract a random sample of technicians. PMDB is a BellSouth employee master database that is used to maintain information about an employee, i.e., Responsibility Code, Job Function Code, Social Security Number, etc.
- 3.2 Each state represents a unique sampling universe with each work group (job function) being a unique sub-universe within a particular state.
- 3.3 By the 20th of each month, the lists of technicians to be sampled in the following month are distributed via E-mail, CAT Terminal and/or paper copy to the appropriate state contacts and field management. Field management should then distribute the Work Activity Logs to the selected technician's supervisor for coverage with the technician.
- 3.4 Sample periods will cover a period of seven (7) calendar days, Sunday through Saturday.
- 3.5 Field management will not have the latitude to make any substitutions for selected technicians nor change any dates of the period being sampled.

4. TECHNICAL ANALYST GROUP RESPONSIBILITIES

- 4.1 The WASSP process is managed primarily through a centralized group of Technical Analysts with supervisory and technical Network expertise and knowledge of accounting classifications.
- 4.2 The primary functions of the Technical Analyst Group are as follows:
 - Receive the daily Work Activity Log sheets from field forces selected to be sampled for the week.
 - Track the return of all Work Activity Log sheets for each sampled technician by use of the Sample Selection/WAL Review Document.
 - Review the Work Activity Log sheets for completeness.

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WASSP (with a smiley face)

- Review the Work Activity Log sheets for reasonableness of data reported and the accuracy of Total Hours reported versus hours shown in the individual work categories.
- Conduct telephone interviews with the sampled technicians as required.
- Ensure accuracy of technician time reported on Work Activity Log sheets by comparing each original source document against the activity recorded on the Work Activity Log.
- Correct any errors found on the Work Activity Log sheets and tally the errors and other results of the interview process.

5. FIELD RESPONSIBILITIES

- 5.1 Field Management should ensure distribution of the Work Activity Logs to the Supervisors of those technicians selected for the sample.
- 5.2 Field Supervisors or equivalent have the responsibility of distributing the Work Activity Logs to those technicians under their responsibility who have been selected to be sampled as well as notifying those technicians sub-selected for telephone interviews.
- 5.3 Field Supervisors and sampled Technicians must fully understand and accurately follow the guidelines for completing the Work Activity Logs and the requirements for completing the telephone interview process.
- 5.4 Field Supervisors or their equivalent must ensure that sampled Technicians complete the Work Activity Logs after each work assignment.
- 5.5 Field Supervisors or their equivalent must review each completed Work Activity Log against the appropriate source documentation for completeness and accuracy. All mechanized source documentation narrative errors identified through this review process must be corrected to include LMOS DATH/WATH or WFA/DO Work Request Event Log (DOLOG) transactions as required. All non-mechanized source documentation (i.e., work tickets) narrative errors must be corrected manually as appropriate.
- 5.6 All completed Work Activity Logs and non-mechanized source documentation (i.e., work tickets) must be returned to the Technical Analysts in the WASSP Center by the next business day. Normal business days for the WASSP Center are Monday through Friday.
- 5.7 Technicians in the sub-selection sample must call the WASSP Center within two (2) business days for interview purposes.
- 5.8 In the absence of a technician who has been selected for sampling, i.e., vacation, illness, leave of absence, school, etc., the Supervisor or equivalent has the responsibility of completing the Work Activity Logs for that employee for the duration of the sample period.

NOTE: Refer to the Exception Reporting Section of this practice for details in reporting employee absence from normal duties.

- 5.9 Supervisors or equivalent must ensure that accurate Source Documentation is generated by all technicians being sampled and that this Source Documentation is retained in accordance with Company retention guidelines.

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BSP
Service Test Performance

8/27/13

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COMPANY: BST
TITLE: SAMPLE SELECTION
PERIOD: TYE 12/31/92
DATE: DEC 9, 1993
AUDITOR: RKY

kw 12/14/93

WP NO. 47
III. Sample Selection

According to O&I report dated March 1993 a Stat Sample of technicians is taken from the Payroll Master Data Base (PMDB). This is a BellSouth Data Base used to maintain employee information. The sample program called Extract, stratified the universe of employees into homogenous categories based on state and JFC. The SAMPLER program selects random sample of techs to participate in work activity log portion. Those selected will participate for one week. The SAMPLER program also generates a random sample of the above techs to participate in the technical analyst interview (about 30% of sample). Logs for 3 days are selected for tech analyst review procedures. These procedures are described in wp No. *44-1 p. 16*

Sample size and structure of sample has been designed so that a 3-month Network Technician Labor distribution Profile is targeted to achieve a 95% confidence level with a precision of $\pm 3\%$ for each field reporting code. The precision corresponds to approximately ± 15 minutes. Technicians selected are over sampled in the sample selection Module to account for days not there (vacation, illness, weekend/weekday shifts.)

Staff interviewed the statistician, Keith Johnson, who wrote the program for the sample and explained his program in detail. See WP. No. 47-1 for details of how the program works and the controls.

According to Keith and Rick King, Keith is the person who wrote the program, and the only person who can change the program for the sample selection.

If necessary, Keith said anyone of the people he works with in his area could get into the program and understand it. It would take them a week to do this.

Bell South has a guide to Computer Asset Protection -- It is is Executive Directive 001. WP 47-4 is a quick reference guide. From this appears that each persons program are protected. Staff did not further work on this.

We were supplied with documentation of the program written by Keith Johnson for the sample program. We are including this for future reference. If we audit the system we have this to start with.
wp no. *47-5*

CONCLUSION:

From interview with Keith Johnson, 47-1, it appears that every service tech in the universe has a chance of being in the sample each month.

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47

167

COMPANY: BST
 TITLE: INTERVIEW WITH KEITH JOHNSON,
 PERSON WHO WROTE PROGRAM TO SELECT THE SAMPLE
 PERIOD: TYE 12/31/93
 DATE: DECEMBER 8, 1993
 AUDITOR: RKY

KW 12/14/93

WP NO.

Interview Keith Johnson at BST in Birmingham on Monday, Dec 6. Per Keith, he is the person who wrote the program to select the sample of service technicians (ST's) to sample in a particular month.

Rick has direct access to a copy of the payroll master file. He downloads five categories to the system in the WASSP center. (The payroll master file is updated every week. Rick downloads to WASSP harddrive and then backs up the payroll master file and also backup and store the sample also to WASSP diskettes.

Have on paper on on diskette too.

I. Keith's fields look as follows:

Responsibility code	Name	SS #	Week # to be audited 1-4 or 1-5	Randon num 0-1	random num 0-100
---------------------	------	------	---------------------------------------	-------------------	---------------------

example 0.376281 0-2.999

0.761142 3-5.999

6-9.999

27 - 30

this is for select of ST

30 up

Anyone over 30 are not interviewed.

Sort from lowest to highest
 randomly chooses the numbers.
 randomly assigns the schedule for interviews

This is considered simple random sampling.
 Formula to select the sample:

@Round (@Rand * number of weeks + 0.5,0)

Simultaneously, everybody gets a week and everybody gets an interview schedule. Then a sort takes place in ascending order then cut off at the number you need for the sample.

copy

(1)

COMPANY: BST
TITLE: INTERVIEW WITH KEITH JOHNSON,
PERSON WHO WROTE PROGRAM TO SELECT THE SAMPLE
PERIOD: TYE 12/31/93
DATE: DECEMBER 8, 1993
AUDITOR: RKY

WP NO.

Per Rick King this is sampling without replacement. a 95% confidence level with a + or - 3% precision. The precision of three percent was arrived at by considering 15 minutes of an 8 hour day.

Confident that no further than 3% away from the truth. 95% sure that no more than 3% away from the truth.

The number of weeks is determined by the number of Wednesdays in the month. However the week goes from Sunday through Saturday.

When the sample and interview schedule is selected, all five week go out at once from Rick's office. They usually leave 10 days to get to supervisors. The supervisors per Steve Shaw usually tell the techs the Friday before the week they are being sample.

See wpNo. ⁴⁸⁻³ for the way the service techs fill out forms.

see wp no. ⁴⁸⁻¹ for the way the Work Activity Logs (WAL's) are collected reviewed, checked, interviewed, and input into the system in order to obtain a profile.

A three month total (not average) is determined for each months profile. E.G. the month of October is a profile of three months total (Aug. Sept & Oct). (the profile for the month of Oct is applied to December dollars). The profile includes the Field reporting Code, The type (Reg, dereg, tvl or comm), the hours for each field reporting code. the % of hours for each field reporting code to the total and then the precision. This precision is used to determine the sample for the next month.

(See *Next page*)

Conf

(2)

169

COMPANY: BST
 TITLE: INTERVIEW WITH KEITH JOHNSON,
 PERSON WHO WROTE PROGRAM TO SELECT THE SAMPLE
 PERIOD: TYE 12/31/93
 DATE: DECEMBER 8, 1993
 AUDITOR: RKY

WP NO.

Explanation of the Precision column.

For Pots SI, there are 2067 for Oct profile, 90 were selected every month, so there is 90 in the three month total.

49.1 The % of hours for field reporting code 22M is 90 measurements of the # of hours on 22M. The % came out to 3.59% of all the hours spent in the field.

In the example here on wp....., for 22M there were 126 hours spent which were was 3.59% of the total hours spent. The precision column for this was 1.19%.

Precision Column:

		(number of observations in profile sometimes more or less.)
person week	1	3.26 Look at those 90 and ask how much did they vary
person week	2	4.83 about that answer. Precision closer to +_ 3%
person week	3	3.57 more variation. at 0 no variation.

See workpaper NO. with formula for precision 47.2.

A very simplistic explanation of the precision number and how it is calculated is look at the average % for a given code, in this case 3.59% for all 90 people. Somewhere in the formula add up all the differences between the individual weeks per person and compare with the average %, and come up with the precision.

If going to have person for a week, get all kinds of work, may not get for a day. Helps them manage the sample.

~~Somebody work of person weeks.~~ *For example, may get all same type of jobs for one day but unlikely to get same jobs all week.*

47.2 The sample size for the next month is based on the precision of the previous month. It is based on desired precision, in this case .03.

$$NI = \frac{d \text{ squared} \cdot N}{d(\text{one}) \text{ squared}}$$

E.G. 68m Precision = .0269 (See wp 49-1)

$$\frac{.0269 \text{ squared} \cdot 90}{.03 \text{ squared} (407.4074)} = 72 \text{ for three months}$$

divide by three and the sample size of approximately 25.
 The formula is set up so that the sample is no less than 30. in a particular month.

Conf

COMPANY: BST
TITLE: INTERVIEW WITH KEITH JOHNSON,
PERSON WHO WROTE PROGRAM TO SELECT THE SAMPLE
PERIOD: TYE 12/31/93
DATE: DECEMBER 8, 1993
AUDITOR: RKY

WP NO.

I asked how they selected a number to sample at the beginning.
They said (X)-----

The sample size as explained to me varies
For example, POTS in Florida doesn't vary much
Cable in Florida has a high sample size because of diverse work (manhole, Network terminating Wire,
Corporate Communications is very varied, therefore a higher sample size.

(Y) But King^(12/13) said it was started in FL
He said 50 techs were asked to fill out
logs in the 3 areas of FL for a total
of 150. He & Steve Vanderberg went from
center to center & gathered data. Then
the profiles were generated &
math took over from there. The number
found is based on the precision -
See 47-2 & pg 3 here

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(4)

171

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117-1

PBC

Req 1c

$$r = \sum \frac{x_i}{y_i}$$

x_i = hours in category for i^{th} technician during week sample

y_i = total hours reported by i^{th} technician during week sample

Precision formula
↓

$$\hat{V}(r) = \frac{1}{y^2} \frac{N-n}{nN} \frac{\sum (x_i - r y_i)^2}{n-1} = \frac{1}{y^2} \frac{N-n}{nN} \hat{S}_d^2$$

$$d^2 = z^2 \hat{V}(r)$$

Yamane pp 343-5

$$= z^2 \frac{1}{y^2} \frac{N-n}{N} \cdot \frac{1}{n} \hat{S}_d^2 \quad \text{letting } \frac{N-n}{N} = 1$$

$$d^2 = \frac{z^2 \hat{S}_d^2}{y^2 n} \Rightarrow d^2 n = \frac{z^2 \hat{S}_d^2}{y^2}$$

Assuming that $\frac{z^2 \hat{S}_d^2}{y^2}$ is constant we have, for the desired precision, d ,

$$d_1^2 n_1 = \frac{z^2 \hat{S}_d^2}{y^2}$$

so that

number in sample

$$d_1^2 n_1 = d^2 n \Rightarrow$$

\Rightarrow

$$n_1 = \frac{d^2 n}{d_1^2}$$

Note: $\sum (x_i - r y_i)^2 = \sum x_i^2 + r^2 \sum y_i^2 - 2r \sum x_i y_i$

\bar{y} = Average hours (wk) per technician

N = Universe size (tot # of technicians in JFC)

n = sample size

z = ~~Reliability~~ Reliability as z -score set at $z=2 \Rightarrow 95\% +$ certainty

d = Relative precision

NOTE: $n_1 = \frac{d^2 n}{d_1^2}$ gives new sample

size based on desired precision d_1

With $d_1 = 0.03$ and adding 10%

"cushion" the new sample size for

a 1 month period is

$$n_1 = 1222.22 * d^2 n$$

conf

174

Dividing By 3 to get a 1-month
sample size yields:

$$n_1 = 407,4074 * d^2 * n$$

where d = Highest observed premium

n = 3-month sample size used

conf.

175

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Handwritten number: 47-2

PBC

OCT 1993

I&M POTS (4100)

NO. OF EMPLOYEES = 2077

NO. IN SAMPLE = 30

FLORIDA
Profile - One month Reg 10
for example use 3 months
total Profile for
actual
example
one month

1
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	FIELD CODE	TYPE	HOURS	%	PRECISION
2	22M	REG	66.25	5.39%	2.53%
3	22R	REG	57.50	4.68%	
4	45M	REG	230.00	18.71%	4.61%
5	45R	REG	141.75	11.53%	
6	248C	REG	17.25	1.40%	0.96%
7	248M	REG	73.75	6.00%	2.49%
8	248R	REG	56.25	4.58%	
9	548C	REG	47.50	3.86%	2.21%
10	548M	REG	81.00	6.59%	2.14%
11	548R	REG	62.00	5.04%	
12	12M	REG	21.75	1.77%	1.58%
13	12R	REG	3.50	0.28%	
14	52M	REG	1.50	0.12%	0.17%
16	68E	REG	19.50	1.59%	0.90%
17	68M	REG	78.75	6.41%	6.50%
18	68R	REG	63.25	5.15%	
29	257C	REG	0.50	0.04%	0.08%
30	257M	REG	1.50	0.12%	0.18%
31	257R	REG	1.00	0.08%	0.16%
33	377R	REG	0.25	0.02%	0.04%
34	F257M	REG	0.50	0.04%	0.08%
35	F257R	REG	0.75	0.06%	0.12%
39	F257C	REG	2.50	0.20%	0.28%
50	97BI	DREG	56.00	4.56%	1.86%
51	97BW	DREG	3.75	0.31%	0.34%
52	97BP	DREG	148.50	12.08%	2.66%
53	97BR	DREG	14.00	1.14%	0.52%
56	98ER	DREG	4.00	0.33%	0.37%
80	78M	REG	2.25	0.18%	0.38%
90	5532	COMM	33.75	2.75%	0.97%
94	5536	COMM	33.75	2.75%	1.13%
95	553A	COMM	47.75	3.89%	1.32%
	TOTAL	REG	646.50	52.60%	5.49%
	TOTAL	DREG	226.25	18.41%	3.21%
	TOTAL	COMM	115.25	9.38%	2.27%
	TOTAL	TRVL	241.00	19.61%	2.70%

TOTAL SAMPLE HOURS 1229.00

ESTIMATED TOTAL HOURS 340351.18

ESTIMATED MONTHLY SAMPLE REQ'D 52

177
copy (1)

=1003

2 OCT4100 FLORIDA

3 263941584

		1003	1004	1005	1006	1007	1008	1009
4	2	22M	0.	0.	0.	0.25	0.	0.
5	3	22R	0.	0.	2.75	0.	1.25	1.00
6	4	45M	0.	0.	0.	0.25	0.	0.
7	5	45R	0.	0.	0.	0.	1.75	1.50
8	6	248C	0.	0.	0.	2.00	1.00	0.
8	8	248R	0.	0.	0.50	1.00	1.00	3.00
9	9	548C	0.	0.	0.	0.	1.00	0.
10	10	548M	0.	0.	0.	1.00	0.	0.
11	11	548R	0.	0.	0.50	0.	0.	0.
13	50	97BI	0.	0.	0.	0.	0.25	0.
14	51	97BW	0.	0.	0.	1.50	0.	0.
15	52	97BP	0.	0.	4.50	2.25	0.	0.50
16	95	553A	0.	0.	0.	0.	0.	1.25
17	99	TRVL	0.	0.	1.25	1.00	2.50	2.50

18 261880904

		1003	1004	1005	1006	1007	1008	1009
4	45M	0.	3.00	1.00	1.50	2.75	0.	0.
5	45R	0.	0.	0.	0.	0.	0.	3.00
6	248C	0.	0.	0.	0.	2.50	0.	0.
9	548C	0.	2.00	3.00	3.50	1.50	0.	0.
10	548M	0.	1.00	0.	1.00	0.	0.	0.
11	548R	0.	0.	1.75	0.	0.	0.	0.
33	377R	0.	0.	0.	0.	0.	0.	0.25
50	97BI	0.	0.	0.	0.	0.25	0.	0.
52	97BP	0.	0.	1.75	1.50	0.	0.	2.25
94	5536	0.	0.	0.	0.75	1.00	0.	0.
95	553A	0.	3.00	0.	0.	0.	0.	0.50
99	TRVL	0.	1.00	0.50	0.75	0.50	0.	2.00

178

(2)

1 OCT4100 FLORIDA

2 416541535

			1003	1004	1005	1006	1007	1008	1009
3									
4	3	22R	0.	1.00	0.75	0.75	0.50	1.00	0.
5	4	45M	0.	0.	0.50	1.25	0.50	0.	0.
6	5	45R	0.	0.	0.	0.50	0.	0.	0.
7	7	248M	0.	0.	0.	2.50	1.50	0.50	0.
8	8	248R	0.	2.50	1.00	0.	0.	0.	0.
9	9	548C	0.	0.	0.75	0.	0.	0.	0.
10	10	548M	0.	0.	0.	0.	0.	2.25	0.
11	11	548R	0.	0.75	2.00	0.	0.	0.	0.
12	50	97BI	0.	0.	1.25	0.25	0.	0.	0.
13	52	97BP	0.	0.50	1.50	0.75	4.25	0.75	0.
14	90	5532	0.	1.00	0.	0.	0.	2.00	0.
15	99	TRVL	0.	2.25	1.25	2.00	1.25	1.50	0.

16 045408621

			1003	0000	0000	0000	0000	0000	0000


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1 OCT4100 FLORIDA

2 090361911

			1003	1004	1005	1006	1007	1008	1009
3									
4	2	22M	0.	1.25	3.00	0.	0.	0.	0.
5	3	22R	0.	0.	0.	0.	1.00	0.	0.50
6	4	45M	0.	0.	0.	0.75	0.	0.	0.
7	5	45R	0.	0.	0.	0.	0.75	3.25	0.50
8	6	248C	0.	0.	0.	0.	0.	0.	1.75
9	8	248R	0.	0.	0.	0.	0.	0.	1.75
10	16	68E	0.	0.	0.	0.	1.00	0.	0.
11	17	68M	0.	0.	0.	0.	0.	1.50	1.50
12	18	68R	0.	0.50	0.	0.	0.	0.	0.
13	50	97BI	0.	0.	0.50	0.	0.	0.	0.50
14	51	97BW	0.	0.	0.	0.	0.	1.00	0.
15	52	97BP	0.	2.00	0.75	3.50	1.00	0.	0.
16	53	97BR	0.	1.75	0.	0.	0.	0.	0.
17	90	5532	0.	0.	0.50	1.50	0.50	0.50	0.
18	94	5536	0.	1.00	0.50	1.00	1.25	0.	0.75
19	95	553A	0.	0.	1.00	1.00	2.50	0.75	0.
20	99	TRVL	0.	1.50	0.75	1.25	0.75	1.50	0.75

2/ 158304082

			1003	1004	1005	1006	1007	1008	1009
18	68R		0.	0.	0.	0.	0.	0.	1.25
52	97BP		0.	0.	0.	0.	0.	0.	0.50
80	78M		0.	0.	0.	0.	0.	0.	2.25
94	5536		0.	0.	0.	0.	0.	0.	3.50
95	553A		0.	0.	0.	0.	0.	0.	0.50
99	TRVL		0.	0.	0.	0.	0.	0.	1.00

1 OCT4100 FLORIDA

2 264134167

		1003	1004	1005	1006	1007	1008	1009	
3									
4	3	22R	0.	0.	0.	0.	0.	0.50	
5	4	45M	0.	0.	0.	0.	0.	1.00	
6	5	45R	0.	0.	0.	0.	0.	1.75	
7	7	248M	0.	0.	0.	0.	0.	0.50	
8	11	548R	0.	0.	0.	0.	0.	1.25	
9	18	68R	0.	7.50	8.50	8.50	9.50	7.50	0.
10	50	97BI	0.	0.	0.	0.	0.	0.	0.50
11	94	5536	0.	0.	0.	0.	0.	0.	0.75
12	99	TRVL	0.	0.50	0.50	0.50	0.50	0.50	1.75

13 264271214

		1003	1004	1005	1006	1007	1008	1009	
	2	22M	0.	2.00	0.	0.	0.	0.	
	4	45M	0.	0.	4.50	5.50	1.50	1.00	4.00
	5	45R	0.	0.	0.	0.	0.	0.	2.50
	11	548R	0.	0.	0.	0.	4.00	0.	
	12	12M	0.	1.75	0.	0.	4.25	0.	0.
	16	68E	0.	0.	0.75	1.00	0.	0.	1.50
	17	68M	0.	0.	0.	0.	0.50	0.	0.
	18	68R	0.	1.00	0.	0.	0.	0.	0.
	50	97BI	0.	0.	1.00	0.	0.	0.	0.25
	52	97BP	0.	1.00	0.	0.	0.	0.	0.
	53	97BR	0.	0.	0.	0.	1.00	0.	0.
	90	5532	0.	0.	2.00	0.	0.	0.	0.
	94	5536	0.	0.	0.	0.25	1.25	0.	0.
	95	553A	0.	1.25	0.	0.	0.	3.50	0.
	99	TRVL	0.	2.50	0.75	2.25	2.00	1.50	1.25

1 OCT4100 FLORIDA

2 266712276

	1003	1004	1005	1006	1007	1008	1009
3 22R	0.	0.	1.75	0.	1.50	1.25	1.00
4 45M	0.	0.	0.	0.	0.	1.75	0.
5 45R	0.	3.50	4.00	2.50	4.00	0.	0.75
8 248R	0.	0.	0.	0.	1.25	2.00	0.50
9 548C	0.	0.	0.	0.	1.50	0.	0.
11 548R	0.	2.25	0.50	1.75	0.	0.	0.75
13 12R	0.	0.	0.	0.	0.	1.25	0.
18 68R	0.	0.	0.	1.50	0.	0.	0.
50 97BI	0.	0.	0.	0.	1.25	0.	0.
52 97BP	0.	1.00	1.50	2.75	0.50	2.50	2.75
94 5536	0.	0.25	0.50	0.	0.	0.	0.50
95 553A	0.	0.	0.	0.	0.	0.	0.75
99 TRVL	0.	1.50	1.25	1.50	1.50	1.75	1.00

6 182

38 FOIA93W 0000117

2 128423222

			1010	1011	1012	1013	1014	1015	1016
4	4	45M	0.	0.50	1.00	0.50	1.00	0.	0.
5	5	45R	0.	2.00	0.	0.	0.	0.	0.
6	6	248C	0.	0.	0.	0.	4.00	0.	0.
7	16	68E	0.	0.	1.00	0.50	2.00	0.	0.
8	17	68M	0.	0.25	0.	0.	0.	0.	0.
9	18	68R	0.	0.	0.	0.50	0.	0.	0.
10	30	257M	0.	0.	0.	0.50	0.	0.	0.
11	50	97BI	0.	0.25	1.00	1.25	0.	1.00	0.
12	52	97BP	0.	1.75	1.00	0.	0.	1.50	0.
13	90	5532	0.	0.50	1.00	0.50	0.75	0.50	0.
14	94	5536	0.	0.	0.	0.75	0.	0.	0.
15	95	553A	0.	0.	0.50	0.75	0.	2.00	0.
16	99	TRVL	0.	2.75	2.50	2.75	0.25	3.00	0.

17 438700403

			1010	1011	1012	1013	1014	1015	1016
	4	45M	0.	0.	0.50	1.00	1.00	0.	0.75
	5	45R	0.	4.50	1.75	0.	0.	2.25	0.
	9	548C	0.	0.	0.	2.00	2.25	0.	0.
	10	548M	0.	1.00	1.25	0.50	0.	0.	0.
	11	548R	0.	0.75	1.50	1.50	0.	1.00	1.50
	29	257C	0.	0.	0.	0.50	0.	0.	0.
	50	97BI	0.	0.	0.	0.	1.75	0.	0.
	52	97BP	0.	0.	1.25	0.	0.	1.50	2.25
	53	97BR	0.	0.	0.	0.	0.	0.	0.75
	90	5532	0.	0.	0.	1.00	0.	1.50	0.
	94	5536	0.	0.	0.	0.	0.	0.75	0.
	95	553A	0.	0.	0.	0.	1.50	0.	0.
	99	TRVL	0.	1.75	1.75	1.50	1.50	1.00	2.75

7 183

1 OCT4100 FLORIDA

2 175388804

3			1010	1011	1012	1013	1014	1015	1016
4	3	22R	0.	1.00	1.00	0.	0.	0.	0.
5	5	45R	0.	2.00	3.50	6.00	0.	0.	0.
6	18	68R	0.	0.	0.25	0.	0.	0.	0.
7	52	97BP	0.	2.50	2.25	0.	5.25	1.50	0.
8	90	5532	0.	0.	0.	0.	1.50	1.50	0.
9	95	553A	0.	0.	0.	0.75	0.	0.	0.
10	99	TRVL	0.	2.50	1.00	1.25	1.25	1.00	0.

11 211460685

			1010	1011	1012	1013	1014	1015	1016
4	45M		0.	0.25	0.	0.50	0.	0.50	0.
5	45R		3.75	0.	1.75	0.50	2.25	2.25	0.50
8	248R		0.50	0.	0.	0.	0.	0.	0.
10	548M		0.	0.25	0.	0.50	0.	0.	0.
11	548R		0.	2.50	0.	0.50	0.	0.	1.25
17	68M		0.	0.	0.	0.	0.	1.75	0.
18	68R		0.25	0.	0.	1.25	0.	0.	0.
50	97BI		0.	0.25	0.50	0.25	0.	0.	0.
52	97BP		0.75	0.75	2.00	0.25	0.	0.50	2.00
53	97BR		0.	0.	0.	0.	1.00	0.	0.
90	5532		0.	1.50	0.	0.	1.00	0.	0.
94	5536		0.	0.	0.	0.	1.00	0.	0.
95	553A		0.	0.	0.75	1.00	0.	0.	0.75
99	TRVL		2.75	2.50	3.00	3.25	2.75	3.00	3.50

1 OCT4100 FLORIDA

2 261709853

3		1010	1011	1012	1013	1014	1015	1016
4	3 22R	0.	0.	0.	0.	0.	0.	1.50
5	4 45M	0.	0.	0.	0.50	1.00	0.75	0.
6	5 45R	0.	1.00	1.75	0.	0.50	2.50	0.
7	8 248R	0.	2.00	0.50	1.50	2.50	0.	2.50
8	9 548C	0.	0.	0.	1.50	0.	0.	0.
9	11 548R	0.	1.25	0.	0.	0.	1.00	0.
10	12 12M	0.	0.	0.50	0.	0.	0.	0.
11	14 52M	0.	0.	0.75	0.	0.	0.	0.
12	50 97BI	0.	0.	0.	1.50	0.	0.	0.
13	52 97BP	0.	1.25	2.25	1.75	1.50	1.50	0.50
14	53 97BR	0.	0.	0.	0.	0.	0.	1.50
15	90 5532	0.	0.50	0.25	0.	0.	0.	0.
16	94 5536	0.	0.	0.	0.	1.25	0.	0.
17	95 553A	0.	0.75	0.75	0.	0.	0.75	0.75
18	99 TRVL	0.	1.25	1.25	1.25	1.25	1.50	1.25

19 038382949

		1010	1011	1012	1013	1014	1015	1016
4	45M	0.	0.75	2.25	0.	1.00	4.75	0.
5	45R	0.	1.50	0.	2.75	0.	0.	1.00
6	248C	0.	0.	2.00	0.	0.	0.	0.
7	248M	0.	0.50	0.	0.	0.	0.	0.
8	248R	0.	0.	0.75	1.00	3.00	0.	0.
9	548C	0.	0.	0.	0.	0.	1.50	0.
11	548R	0.	0.	0.	0.	0.	0.	3.25
14	52M	0.	0.75	0.	0.	0.	0.	0.
16	68E	0.	0.75	0.50	0.	0.	0.	0.
18	68R	0.	0.50	0.	2.00	0.	0.	0.
50	97BI	0.	0.50	1.50	0.	0.	1.00	0.
52	97BP	0.	1.00	0.	0.50	4.00	0.	1.00
53	97BR	0.	0.	0.	0.	0.	0.	1.00
90	5532	0.	0.25	0.50	0.	0.	0.	0.
94	5536	0.	1.00	0.75	0.	0.	0.75	0.50
95	553A	0.	0.	0.	1.00	0.	0.	0.
99	TRVL	0.	2.00	1.75	2.75	1.50	1.50	1.25

✓

1 OCT4100 FLORIDA

2 291504628

3			1010	1011	1012	1013	1014	1015	1016
4	3	22R	0.	0.	0.50	0.	0.	0.	0.
5	4	45M	0.	2.00	1.50	0.	0.	0.	0.
6	5	45R	2.75	0.	0.	0.	0.	0.	0.
7	7	248M	0.	0.	2.50	0.	0.	0.	0.
8	10	548M	0.	1.50	0.	0.	0.	0.	0.
9	11	548R	1.00	0.	0.	0.	0.	0.	0.
10	12	12M	0.	0.	0.	7.00	0.	0.	0.
11	50	97BI	0.	1.00	0.	0.	0.	0.	0.
12	52	97BP	0.75	0.	1.50	0.75	0.	0.	0.
13	90	5532	0.	2.00	0.	0.	0.	0.	0.
14	94	5536	0.50	0.50	0.	0.	0.	0.	0.
15	99	TRVL	3.00	1.00	2.50	2.25	0.	0.	0.

16 266271138

			1010	1011	1012	1013	1014	1015	1016
	3	22R	0.	0.75	0.	1.00	0.75	0.	0.
	4	45M	0.	0.	0.	1.50	0.25	0.	1.50
	5	45R	0.	3.50	1.25	0.	0.	0.	0.
	7	248M	0.	0.50	0.	0.	0.	0.	0.
	8	248R	0.	1.75	0.	0.	0.	0.	0.
	10	548M	0.	0.	0.	0.	0.	0.	2.00
	12	12M	0.	0.	0.25	0.50	0.25	1.50	0.50
	13	12R	0.	0.	0.	0.50	0.	1.00	0.
	18	68R	0.	0.	0.	0.	1.75	1.50	0.
	50	97BI	0.	0.75	0.	0.	2.25	0.75	0.
	52	97BP	0.	0.	3.00	2.75	1.25	0.	0.
	53	97BR	0.	0.	0.	0.	0.	0.	0.25
	90	5532	0.	0.	0.	0.	0.	1.00	0.
	94	5536	0.	0.	2.25	0.	0.25	0.75	1.25
	95	553A	0.	0.	0.	0.75	0.	1.00	0.
	99	TRVL	0.	0.75	1.25	1.00	1.25	1.00	2.50

2 266218243

			1017	1018	1019	1020	1021	1022	1023
4	4	45M	0.	0.	0.25	0.	1.50	0.50	0.
5	5	45R	0.	0.	0.	0.	0.	0.	1.25
6	7	248M	0.	0.	1.25	0.	0.	0.	0.
7	8	248R	0.	0.	1.25	0.	0.	1.25	0.
8	9	548C	0.	0.	0.	0.	3.50	0.	0.
9	11	548R	0.	0.	0.	0.	0.	0.	2.50
10	12	12M	0.	0.	0.	0.	0.50	0.	0.
11	17	68M	0.	0.	0.50	0.	0.	0.25	0.
12	50	97BI	0.	0.75	0.	0.	0.	0.	0.
13	52	97BP	0.	3.00	0.50	0.	0.	3.75	1.25
14	90	5532	0.	0.	0.	0.	0.75	0.	0.
15	94	5536	0.	0.75	0.	0.	0.	0.	0.
16	95	553A	0.	0.75	1.00	0.	0.	0.	0.
17	99	TRVL	0.	2.75	3.25	0.	1.75	2.25	3.00

18 457707568

			1017	1018	1019	1020	1021	1022	1023
	4	45M	0.	1.00	1.25	2.00	1.00	1.00	0.
	5	45R	0.	0.	2.75	0.	0.	1.00	0.
	8	248R	0.	4.50	0.	0.75	0.	0.	0.
	9	548C	0.	0.75	2.50	0.	4.00	1.00	0.
	10	548M	0.	0.75	0.	0.	0.	0.	0.
	16	68E	0.	0.	0.	2.50	0.	0.	0.
	18	68R	0.	0.	0.	0.50	2.00	0.	0.
	39	F257C	0.	0.	0.	0.	0.50	0.75	0.
	50	97BI	0.	0.	0.50	0.25	0.75	1.50	0.
	52	97BP	0.	0.	0.	0.	0.	1.25	0.
	95	553A	0.	0.50	0.	0.	0.	0.	0.
	99	TRVL	0.	1.00	1.00	2.25	0.75	1.50	0.

187

1 OCT4100 FLORIDA

2 261861671

3 1017 0000 0000 0000 0000 0000 0000

4 261803461

	1017	1018	1019	1020	1021	1022	1023
4 45M	0.	0.50	0.	0.25	0.50	0.	0.
5 45R	0.	0.	2.25	0.	0.	0.75	0.
9 548C	0.	0.	0.	0.	0.	0.25	0.
10 548M	0.	0.	0.	0.25	0.	0.	0.
11 548R	0.	1.75	1.50	0.	0.	2.00	0.
16 68E	0.	1.00	0.	0.50	0.	0.	0.
34 F257M	0.	0.	0.	0.50	0.	0.	0.
50 97BI	0.	0.25	0.	0.75	0.	0.25	0.
51 97BW	0.	0.	1.25	0.	0.	0.	0.
52 97BP	0.	2.00	0.50	0.	3.25	2.50	0.
53 97BR	0.	0.	0.75	0.50	0.	0.	0.
90 5532	0.	0.	0.75	0.50	0.	0.	0.
94 5536	0.	0.50	0.	0.	0.50	0.	0.
95 553A	0.	0.	0.25	1.75	0.75	0.	0.
99 TRVL	0.	2.00	1.75	3.00	3.00	2.25	0.

10 128

1 OCT4100 FLORIDA

2 265256769

3			1017	1018	1019	1020	1021	1022	1023
4	3	22R	0.	0.75	0.	0.	0.	0.	0.
5	4	45M	0.	0.50	1.50	0.	0.	1.75	0.50
6	5	45R	0.	0.75	0.50	1.75	2.50	0.50	0.75
7	8	248R	0.	0.	0.	0.	2.25	0.	0.
8	9	548C	0.	0.	1.00	1.00	0.	0.	0.
9	10	548M	0.	1.00	0.	0.	0.	0.	0.
10	11	548R	0.	0.	0.	1.00	1.50	0.	1.25
11	16	68E	0.	0.50	0.	0.	0.	2.25	0.
12	17	68M	0.	0.50	0.	0.	0.	0.	0.
13	18	68R	0.	0.	0.50	0.25	0.	0.	0.50
14	35	F257R	0.	0.	0.	0.	0.	0.	0.75
15	39	F257C	0.	0.25	0.	0.	0.	1.00	0.
16	50	97BI	0.	0.25	0.	0.75	0.	0.	0.25
17	52	97BP	0.	0.	2.25	1.00	0.50	1.00	1.75
18	53	97BR	0.	0.	0.25	0.	0.50	0.	0.
19	56	98ER	0.	0.75	0.	0.	0.	0.	0.
20	90	5532	0.	0.	0.	0.50	0.	0.	0.
21	94	5536	0.	0.	0.	0.	0.	0.	0.25
22	95	553A	0.	1.25	0.50	1.00	0.75	1.50	0.50
23	99	TRVL	0.	2.00	2.50	2.25	1.50	1.50	2.50

24 265139991

			1017	1018	1019	1020	1021	1022	1023
4	45M	0.	2.00	2.25	0.50	0.50	0.	0.	0.
9	548C	0.	1.50	0.	0.	1.00	0.	0.	0.
12	12M	0.	0.	0.	0.50	0.	0.	0.	0.
18	68R	0.	0.	0.	2.00	0.	0.	0.	0.
50	97BI	0.	2.00	2.00	1.50	1.50	0.	0.	0.
52	97BP	0.	0.	0.	1.00	0.	0.	0.	0.
53	97BR	0.	0.	0.	0.50	0.	0.	0.	0.
95	553A	0.	1.50	1.00	0.	0.	0.	0.	0.
99	TRVL	0.	2.00	2.75	2.00	1.00	0.	0.	0.

189
FOIA93W 0000126

13

1 OCT4100 FLORIDA

2 266196467

		1017	1018	1019	1020	1021	1022	1023
3	22R	0.	1.25	0.	0.50	0.	0.	1.75
4	45M	0.	1.50	1.00.	1.50	2.50	1.00	0.50
5	45R	0.	0.	0.50	0.	0.	0.50	0.75
9	548C	0.	1.50	3.00	0.	0.	0.50	0.
10	548M	0.	0.50	0.	0.	0.	0.	0.
11	548R	0.	0.	0.	1.00	3.00	1.50	0.
16	68E	0.	0.	0.50	0.50	0.25	0.	0.
17	68M	0.	0.	0.	1.00	0.	0.50	2.25
50	97BI	0.	0.	1.75	0.	1.25	0.50	1.25
52	97BP	0.	0.50	1.50	2.25	0.75	1.00	0.
53	97BR	0.	0.	0.	0.50	0.	0.	0.
90	5532	0.	2.25	0.	0.	0.	0.50	0.
94	5536	0.	0.	0.	0.	0.	1.00	0.
95	553A	0.	0.	0.	0.	0.	0.	0.50
99	TRVL	0.	1.50	0.75	1.75	1.25	2.00	1.50

190
FOIA93W 0000125
143

1 =1024

2 OCT4100 FLORIDA

3 546687892

4			1024	1025	1026	1027	1028	1029	1030
5	3	22R	0.	1.75	1.75	0.	0.	1.25	0.
6	4	45M	0.	0.75	0.50	0.	0.50	0.	0.
7	5	45R	0.	1.75	0.	0.	1.00	0.	0.
8	6	248C	0.	0.	0.	0.	1.00	0.	0.
9	7	248M	0.	0.25	0.75	1.25	2.50	0.	0.
10	8	248R	0.	0.	0.	0.	1.00	1.00	0.
11	9	548C	0.	1.00	1.50	1.00	0.	0.	0.
12	11	548R	0.	0.	0.	0.	0.	2.50	0.
13	17	68M	0.	0.	1.75	0.	0.	0.	0.
14	18	68R	0.	0.	0.50	0.	0.	0.	0.
15	30	257M	0.	0.	0.	1.00	0.	0.	0.
16	50	97BI	0.	1.00	1.25	0.	0.50	0.	0.
17	52	97BP	0.	1.00	0.50	3.00	0.50	1.25	0.
18	53	97BR	1.50	0.	0.	0.	0.	0.75	0.
19	90	5532	0.	0.	0.	0.	0.50	0.	0.
20	94	5536	0.	0.	0.	0.	0.	0.25	0.
21	99	TRVL	0.	0.50	0.50	1.75	1.50	1.00	0.

22 266179233

1024	0000	0000	0000	0000	0000	0000	0000
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191
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15

1 OCT4100 FLORIDA

2 267771491

3			1024	1025	1026	1027	1028	1029	1030
4	2	22M	0.	2.25	0.	0.	0.	0.	0.
5	3	22R	0.	1.25	0.	1.25	0.	2.00	0.25
6	5	45R	0.	0.	0.50	0.	0.	0.	0.50
7	8	248R	0.	1.25	0.	0.	2.75	1.75	2.25
8	9	548C	0.	0.	0.	2.00	0.	0.	0.
9	16	68E	0.	0.50	0.	0.	0.	0.	0.
10	17	68M	0.	0.	0.75	0.	0.	1.25	0.
11	18	68R	0.	0.	0.	0.	0.75	0.	0.
12	50	97BI	0.	2.75	1.50	1.50	0.75	3.00	0.
13	52	97BP	0.	0.	1.25	2.75	1.00	0.	1.00
14	53	97BR	0.	0.	1.00	0.	0.	0.	0.
15	90	5532	0.	0.	0.50	1.00	0.	0.	0.
16	94	5536	0.	0.	0.	0.	0.	0.	2.25
17	95	553A	0.	0.	1.25	0.	0.75	0.	0.
18	99	TRVL	0.	1.00	2.25	1.75	3.00	1.00	1.75

17 266049786

			1024	1025	1026	1027	1028	1029	1030
	3	22R	0.	0.	1.50	4.50	0.	0.	0.
	5	45R	0.	5.50	5.00	2.50	6.50	7.00	0.
	90	5532	0.	1.50	0.	0.	0.	0.	0.
	99	TRVL	0.	1.00	1.50	1.00	1.50	1.00	0.

FOIA93W 000012'

192

15 16

1 OCT4100 FLORIDA

2 266718142

			1024	1025	1026	1027	1028	1029	1030
3									
4	4	45M	0.	0.75	0.	0.	0.	0.	0.
5	5	45R	0.	3.50	1.50	1.00	0.	0.	0.
6	6	248C	0.	0.	0.	2.00	0.	0.	0.
7	7	248M	0.	0.	0.25	0.	0.	0.	0.
8	8	248R	0.	0.75	1.50	0.	0.50	0.	0.
9	10	548M	0.	0.	0.25	0.25	0.	0.	0.
10	11	548R	0.	0.	0.	2.75	6.25	0.	0.
11	16	68E	0.	0.50	0.	0.75	0.	0.	0.
12	17	68M	0.	0.50	0.	0.	0.	0.	0.
13	18	68R	0.	0.	0.75	0.	0.	0.	0.
14	31	257R	0.	0.	1.00	0.	0.	0.	0.
15	50	97BI	0.	2.25	0.75	0.	0.	0.	0.
16	52	97BP	0.	0.25	0.75	0.75	2.00	0.	0.
17	53	97BR	0.	0.	0.	0.50	0.	0.	0.
18	56	98ER	0.	0.	1.50	0.	0.	0.	0.
19	90	5532	0.	0.	0.	0.50	0.	0.	0.
20	99	TRVL	0.	1.50	1.75	1.50	1.00	0.	0.

21 265921262

			1024	1025	1026	1027	1028	1029	1030
3	22R		1.75	2.25	1.25	4.00	2.25	1.25	0.
4	45M		0.	1.50	0.	0.	0.	0.	1.00
5	45R		0.	0.	0.75	0.	2.50	1.50	1.75

193
FOIA93W 000012

17

6	248C	0.	0.	0.	0.	0.	0.	1.00
7	248M	0.75	0.25	0.25	0.75	0.75	0.	0.
8	248R	0.	0.	0.75	0.	0.	0.	0.
10	548M	0.50	0.25	1.00	0.	0.50	1.50	0.
11	548R	1.00	0.	0.	0.	0.	0.	0.
12	12M	0.	0.75	0.	0.	0.	0.	0.
13	12R	0.	0.75	0.	0.	0.	0.	0.
16	68E	0.	0.	0.	0.	0.	0.	0.75
17	68M	0.	0.75	0.	0.	0.	0.	0.
18	68R	0.75	0.	0.	0.	0.	1.00	0.
50	97BI	0.	0.	0.	0.	0.	0.	1.25
52	97BP	0.50	1.25	0.	1.50	0.75	1.75	0.
56	98ER	0.	0.	1.75	0.	0.	0.	0.
90	5532	0.	0.	0.	0.	0.75	0.	0.
94	5536	0.75	0.	0.50	0.50	0.	0.50	0.50
95	553A	0.	0.	1.50	1.00	0.	0.	0.
99	TRVL	2.00	2.25	2.25	2.25	2.50	2.50	1.75

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5 457707568 261861671 261803461 265256769 265139991 266196467
6 546687892 266179233 267771491 266049786 +266718142 265921262

ENTER SSN
ENTER -1 TO DO ALL SSN'S IN THIS FILE
ENTER 1 TO LIST SSN'S IN THIS FILE
ENTER 0 (OR 'ENTER') TO TERMINATE PROGRAM RUN

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196

BellSouth

Computer Asset Protection Quick Reference Guide

This document highlights major areas of importance in BellSouth's Computer Asset Protection (CAP) Policies, Executive Instructions and Standards.

Further details, clarification and other CAP rules are included in Executive Directive 001, Executive Instructions Number 15 and BSP006-140-XXSV.

Questions or variance requests should be referred to a CAP Team representative or the CAP organization at 805 966-1370.



NOTICE

Not for use or disclosure outside BellSouth or any of its subsidiaries except under written agreement.

Executive Directive Highlights

- * Employees shall access only authorized systems, applications, networks and data. Employees shall not access public or private computer bulletin boards from BellSouth facilities or assets.
- * Employees shall not access vendor computer services without written authorization.
- * Employees shall not import, use or distribute public domain software in BellSouth.

Executive Instruction Highlights

- * All computer systems, applications, and computer communications networks will be designed, implemented and operated by or for the Company in accordance with CAP standards.
- * Employees and contracted agents are to comply with CAP instructions, standards, practices and guidelines.
- * A device or software will not be configured to avoid manually entering an ID and password.
- * Files, software or data will not be uploaded or downloaded between a BellSouth and a non-BellSouth computer, system, or network unless specifically approved by CAP. However, employees may use personally owned computers to perform Company business if they ensure no jeopardy to BellSouth.
- * Workstations, terminals, PCs, etc. will be logged off when unattended.
- * Output media, printed material and magnetic media will be marked with the appropriate proprietary information warning and will be disposed of properly.

Helpful CAP Tips

- * Be extremely careful about giving information over the phone or sending something outside the Company to someone you do not know. Identify recipients of information.
- * Shred anything that could help an intruder.
- * Protect the confidentiality of data. Treat copies like originals.
- * Do not create unauthorized in-dial access paths to Company computers.
- * If you use a company PC:
 - Use company supplied software.
 - Do not use or make unauthorized copies of software.
 - Make and keep good backup files in another area away from your PC.
 - Protect diskettes with software or important files from theft.
 - Ensure that diskettes are disposed of properly.
 - Write protect software to avoid virus contamination.

CAP Variances

A request for a variance from a CAP standard should be discussed first among CAP team members. Official requests must have concurrence from the originating department AVP and will be submitted to the AVP for Information Systems-Technical Planning/Corporate Communications.

tbl

Over

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1. USER IDENTIFICATION

- Each system user will be uniquely identified. IDs will not be shared.
- ID mechanisms will not be bypassed.
- BellSouth common user ID format will be used.
- System users and administrators will be reidentified at least annually.
- IDs inactive for 90 days will be disabled.

2. USER AUTHENTICATION

- User IDs must be authenticated (proven) by passwords or other approved means.
- Authentication mechanisms will not be bypassed by anyone.
- Passwords will not be shared.
- Passwords will be user assignable, known only to the user and be able to be changed at least daily.
- User passwords must be at least 8 characters. Privileged user, administrative or critical system passwords should be 8 characters.
- Passwords must contain at least 2 alpha and 2 numeric characters, and should contain at least one special character.
- Passwords will be aged every 90 days: 30 days on critical systems or for privileged users.
- Users will only be allowed to self-restore expired passwords for 15 days. Privileged users or users of critical systems should not be allowed to restore their own expired passwords.
- Systems will encrypt and further protect stored passwords.

3. ACCESS CONTROL OR AUTHORIZATION

- System access will be allowed, denied and otherwise controlled by authorization mechanisms.

- Access control/authorization will be based on authenticated user ID.
- Users and administrators will be allowed access to only necessary commands and data.

- Access control mechanisms, data files and tables will be protected.

- Users and administrators will be disconnected or reauthenticated after 30 minutes or less of non-use.

- In-dial access will be protected with an additional level of authentication outside the system.

- Dial back is not an acceptable primary means of in-dial protection.

- In-dial access to a Network Element or OAM&P (Operations, Administrations, Maintenance and Provisioning) support systems will be through a protected network.

- Remote diagnostic access will be controlled and made available only by specific authorization at the time of access.

- Access to a data network or systems via in-dial will not be allowed unless the user has at some point been individually identified and authenticated, and an audit trail has been established.

- Systems and networks will recognise a hang up or other communications interruption and terminate the user session.

- Interrupted in-dial access sessions will not be reestablished without the use of identification and authentication procedures.

- A system or network's login process will abort if incorrectly attempted 3 times.

- Access to Company systems by non-employees will be in accordance with the BSP.

4. CONFIDENTIALITY

- Access control and/or authorization mechanisms must be used to help keep transmitted and stored data confidential.

- Encryption should be used to protect private, sensitive or other critical stored data.
- Encryption should be used to protect private, sensitive or other critical data transmitted by other than point-to-point communications or other trusted means.

- Keys used to decrypt data will be transmitted directly from person to person or via private paper mail.

5. DATA INTEGRITY

- Ensure that stored data cannot be modified by unauthorized entities.
- After-the-fact integrity checks should be accomplished through audit activity.
- Error detection protocols, edits, check sum programs, etc., will be used.
- File system and disk integrity checks will be run on a regular basis.
- Systems will be able to identify the origin of received/maintained data.

6. SERVICE AVAILABILITY

- Systems will be designed and maintained to ensure that scheduled services are available.
- Approved disaster recovery and contingency processing plans, and off-site storage programs for data and software must ensure the continuation of critical functions.

7. ACCOUNTABILITY

- Personal accountability will be accomplished by tracing activity back to the responsible party via audit mechanisms.
- An after-the-fact audit process must include the creation and use of both audit records for appropriate activities and procedures for the timely analysis of such activities.
- Key questions for audit trails are who did (or accessed) what, when and (from) where.
- Intrusion and improper activity detection in real-time will be strongly considered.
- Audit log access will be "read only" by authorized persons and the log will be protected from both modification and destruction.



Post-It™ brand fax transmittal memo 7671 # of pages 4

To	STEVE SHAW	From	K. JOHNSON
Co.		Co.	
Dept.		Phone #	205-977-2818
Fax #	305-261-2318	Fax #	

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U
V,0  /WGDQUDQ
      (GOTO)INFO-
      /RIINFO-
      (NS)
      (DATA)
      (PS)
      (FOR CATX,1,5,1,RUN)
      /WGDQUEQWEY

RUN  (HOME)(GOTO)A-
      /RE (R)(END)(D)(L)(END)(U)-
      6 (FOR KK,1,S,1,DPG)
      (GOTO)SAMP-
      2 (FOR IP,1,CATX,1,DOWN)
      /C-S-
      (IF S<2)(BRANCH END)
      /RENET-/RVNAME-NET-
      (GOTO)A-C
      NET2
      ---
      (IF @VALUE(U)<S)(BRANCH EXIT)
      (GOTO)AA-X-
      /RE (L)(END)(D)(R)(END)(U)(R 24)-
      /CFORM-
      (L 18)(END)(D)(R 18)-
      (GOTO)AA-
      (CALC)-
      /RV (R 24)(END)(D)-
      /DSRD (R 24)(END)(D)-PAP8-A-G
      36 (FOR I,1,S,1,DOWN)
      /RE (R 24)(END)(D)-
      (GOTO)AA-
      /DSRD (R 22)(END)(U)-PW1-A-SS1-A-E-T1-A-G
      36 (FOR K,2,S,1,SPACE)
      (GOTO)HEAD-
      (GOTO)WK-
      36 (FOR J,2,S,1,TEST)
      (GOTO)AA-
      /RLCAB88.A888-
      /PRCR8 (L)(END)(D)(R)(END)(U)(R 22)-G
      (SAVE)
      (GOTO)HEAD-

END

DOWN (D)
SPACE (D)WIR-
      /CFORM2-
      (D)
PAGE  :WPRQ
TEST  /C-TEMPWK-
      (D 2)(CALC)-
      (IF @CELLPOINTER("CONTENTS")=>TEMPWK)(PAGE)
DPG   (D 2)
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CATX      1
NAME      NET2
          1 NET2
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          3 NET3
          4 NET4
          5 NET5
    
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SAVE      (GOTO)HEAD-
          /FXV(CE)C:WASSPI
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Confidential

200



DAYS

10 ALABAMA	0	*	*	*		
20 KENTUCKY	3	*	*		*	
30 LOUISIANA	6	*	*			*
40 MISSISSIPPI	9	*		*	*	
50 TENNESSEE	12	*		*		*
60 GEORGIA	15	*			*	*
71 FLORIDA	18		*	*	*	
72 FLORIDA	21		*	*		*
73 FLORIDA	24		*		*	*
80 NORTH CAROL	27			*	*	*
90 SOUTH CAROL	30				*	*

INFO

FILL IN THE FOLLOWING INFORMATION REGARDING THIS SAMPLE
(USE RIGHT ARROW TO PROCEED TO NEXT ITEM)

SAMPLE MONTH & YEAR (E.G., JANUARY 1993) ?

BEGINNING DATES (SUN) FOR SAMPLE WEEKS (E.G., APR 03) - INCL WEEK IN THIS
MONTH'S SAMPLE IF AND ONLY IF WED OF THIS WEEK IS IN THE SPECIFIED MONTH

1	2	3	4	5
?	?	?	?	

SAMPLE SIZES FOR

-I&M POTS (4100)	?
-I&M SPEC SVCS (4110)	?
-I&M CORP COMM (4120)	?
-I&M PUBLIC COMM (4180)	?
-CABLE/FAC MTCE (4250)	?

STATE (AL, KY, LA, MS, TN, FL, GA, NC, SC) ?

WASSP SUBDIRECTORY FOR OUTPUT STORAGE
(E.G., FOR PATH C:\WASSP\JAN93 ENTER JAN93) ?

SAMP		5				
START	?	1	2	3	4	5
		?	?	?		0

FORM

A:S79: [W11] @MID(A79,81,8)
A:T79: [W19] @MID(A79,12,19)
A:V79: [W10] @LEFT(A79,10)
A:W79: (F0) [W3] @ROUND(@RAND*\$SNWK+0.5,0)
A:Y79: [W10] @HLOOKUP(W79,\$START,1)
A:AA79: [W1] '|
A:AC79: [W1] '|
A:AD79: [W5] @VLOOKUP(\$AQ79,\$DAYS,1)
A:AE79: [W1] '|
A:AF79: [W5] @VLOOKUP(\$AQ79,\$DAYS,2)
A:AG79: [W1] '|
A:AH79: [W5] @VLOOKUP(\$AQ79,\$DAYS,3)
A:AI79: [W1] '|
A:AJ79: [W5] @VLOOKUP(\$AQ79,\$DAYS,4)
A:AK79: [W1] '|
A:AL79: [W5] @VLOOKUP(\$AQ79,\$DAYS,5)
A:AM79: [W1] '|
A:AO79: [W1] '|
A:AP79: @RAND
A:AQ79: @RAND*100

202

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12-13-93 11:20AM

FROM HR SUPPORT FIN MGT

TO 913052612318

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FORM2

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203

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INTERVIEWS

UNVERSE SIZE = 0
SAMPLE SIZE = 2
OF WKS IN MONTH 4

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HEAD

Post-It[®] brand fax transmittal memo 7871 # of pages > 1

To	STEVE SHAW	From	K JOHNSON
Co. #		Co.	
Dept.		Phone #	205-977-2818
Fax #	305-261-2318	Fax #	

(J)

204

BSP
Program for Sample Selection

B 12/13/93
W 12/14/93

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47-5

205

COMPANY: BST
TITLE: DATA COLLECTION
TECHNICAL ANALYST PROCEDURES
PERIOD: TVE 12/31/93
DATE: DEC 9, 1993
AUDITOR: RKY

KW 12/14/93

WP NO.

IV. A. DATA COLLECTION
B. TECHNICAL ANALYST PROCEDURES

Per Rick King, the program generates a sample every month as explained in wp 45. He inputs the data that generate the sample.

*74-1
44-2*

Per D&T the technical analyst sends prior to the week samples 1) a list of technicians selected 2) the appropriate logs, and 3) instructions to the Technicians Manager. The Tech Manager gives to tech supervisor. According to my conversations with Rick King, Steve Vanderberg and Steve Shaw, the technical analyst does not send the samples out, Rick King and Steve Venderberg send the samples out. Also, in my conversations with Rick King, Steve Venderberg and Steve Shaw, the whole month of sample selection is sent to the tech manager at one time and sent to the tech supervisor at one time. Also, the tech supervisor notifies the tech to be sampled the Friday before his week.

*44-1
44-2*

Per D&T the tech's report time in 15 minute intervals on the logs. Staff observed this also. When completed the techs give logs to supervisor and any discrepancies resolved. The supervisor sends to the technical analyst for additional review.

48-1
See ~~next page~~ for PSC staff observations regarding data collection and controls and observations regarding technical analysts interviews and controls.

CONCLUSIONS:

I. Procedures are instituted so that:

All WALS received are checked against the names of the ones that are supposed to be received.

All WALS received are agreed to all appropriate documentation by the technical analyst.

All WALS are received at Wassp center next business day.

Approximately 30% of the sample selected are interviewed for three days of sample week.

The Service Tech himself is interviewed as required by the FCC rather than the service tech supervisor.

The interview^{er} observed (technical analyst) follows the interview technique training.

206

copy

(1)

All the above were also observed by the PSC staff on a haphazard basis.

COMPANY: BST
TITLE: DATA COLLECTION
TECHNICAL ANALYST PROCEDURES
PERIOD: TYE 12/31/93
DATE: DEC 9, 1993
AUDITOR: RKY

WP NO.

There ~~are~~ ^{yes} no documented procedures for correcting the WAL sample or the DCWS's of the sample. There ~~are~~ ^{no} documented procedures for this for the positive time reporting.

RECOMMENDATION:

Document procedures for ~~Wassp~~ corrections.

48-1
p.
II. The controls to determine that the TA does his job correctly are not documented. As explained by Steve Vanderberg, he is the Technical Analyst Supervisor and he reviews the technical Analysts work in terms of consistency and he provides interpretation to the analyst based on his knowledge of the FCC and PSC.

Steve does periodic reviews, nothing specific at this point, informal. he sits in on interviews and looks at TA completed work; compares WALs to source documentation. Steve said that because of all the audits he has been doing this almost 100%.

He stated that as part of performance reviews for next year, they are going to set up a specific number of interviews that he will observe and do periodic spot checks on the accuracy of the WAL and interpretation of analyst. A number will be set.

RECOMMENDATION:

Document how the supervisor will review the technical analyst's work.

48-1
p.
III. The ST knows he is being sampled usually the Friday before the week sampled. Based on all the conclusions drawn in 45, 46, 47 and 48, it does not appear that this will bias the sample.

These are documented procedures for correcting WAL's also - See WP. No. 48-2, 48-3, 48-4, 48-5, 48-6, 48-7, 48-8, 48-9, 48-10, 48-11, 48-12, 48-13, 48-14, 48-15, 48-16, 48-17, 48-18, 48-19, 48-20, 48-21, 48-22, 48-23, 48-24, 48-25, 48-26, 48-27, 48-28, 48-29, 48-30, 48-31, 48-32, 48-33, 48-34, 48-35, 48-36, 48-37, 48-38, 48-39, 48-40, 48-41, 48-42, 48-43, 48-44, 48-45, 48-46, 48-47, 48-48, 48-49, 48-50, 48-51, 48-52, 48-53, 48-54, 48-55, 48-56, 48-57, 48-58, 48-59, 48-60, 48-61, 48-62, 48-63, 48-64, 48-65, 48-66, 48-67, 48-68, 48-69, 48-70, 48-71, 48-72, 48-73, 48-74, 48-75, 48-76, 48-77, 48-78, 48-79, 48-80, 48-81, 48-82, 48-83, 48-84, 48-85, 48-86, 48-87, 48-88, 48-89, 48-90, 48-91, 48-92, 48-93, 48-94, 48-95, 48-96, 48-97, 48-98, 48-99, 48-100.

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208

4/8

COMPANY: BST
TITLE: OBSERVATION OF TECHNICAL ANALYST
PERIOD: TYE 12/31/93
DATE: DEC 8, 1993
AUDITOR: RKY

KW
12/14/93

WP NO. *48-1*

PSC staff sat and observed the job routine of Ronnie McFarland, the technical analyst for Florida.

I listened in on three interviews and observed Mr. McFarland side of the interview on three others.

According to the WASSP procedures 30% of all ST sampled have to be interviewed.

PSC Staff Observations

The ST faxes in their WAL's when completed.
If ticket involved, faxes that too. The TA pulls up the ST DCWS for each WAL. Pulls up by Employee code and prints out.

48-2

Per FCC each WAL should be checked (everyone is checked 100%) by TA to source documents (DCWS, tickets) to see if they agree. The technical analyst said if there is an error or questions in those that are checked to agree, the TA calls the supervisor, not the tech. The supervisor talks to the tech and tries to straighten this out. The supervisor will call the TA back. If there is an error on the DCWS, a DATH will be produced by the supervisor. The DATH is a corrected DCWS. The TA pulls this up and adds to documentation.

*Partly
TA*

If there is an error on the WAL, the TA can change this, but sometimes the ST after speaking to his supervisor sends in a corrected WAL.

48-2

According to the Wassp procedures, the supervisors are to be interviewed for 30% of the WAL's. FCC required that the TA interview the ST rather than the supervisor, that is what is happening per RY observation. Per new procedures wp no 48-2/1 and 48-2/2.

RY observation of the interview process by the TA.

On the interview, the tech analyst answers the call ins (the ST call in). The tech analyst states the phone number from the WAL he is looking at and then asks the ST what he did. The TA sees if what the ST says agrees with the WAL and source doc'm. If there is an error, the TA talks directly to the ST and asks the ST to have his supervisor call the TA. If the error is on the DCWS (incomplete narrative, fiber or copper is missing, wrong) then the supervisor puts in a corrected DATH and this becomes part of the documentation. Supervisor has to talk to the ST and find out exactly what he did. If there is an error on the WAL, the ST may send a corrected one, but the TA can change the WAL after interview if put on wrong line; as long as it agrees with the source documentation. But the TA cannot change the DCWS. Needs to be changed by the supervisor.

WP 48-3 has examples of WAL and source documentation and verification output.

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48-1 p 1

COMPANY: BST
TITLE: OBSERVATION OF TECHNICAL ANALYST
PERIOD: TYE 12/31/93
DATE: DEC 8, 1993
AUDITOR: RKY

WP NO.

TA can pull up the DCWS by the ST employee number. To see if there is a corrected DCWS (DATH) pulls up by telephone number.

The DATH is the Display Abbreviated Trouble History vs the DLETH (Display Long extended trouble history.)

The last thing the TA does is ask the ST how many hours he worked that day.

It appears to me that the questions asked by the TA are open ended and asked in a way that the ST will do the talking -- not the TA. It appears that the analyst follows the interview technique training as recommended by the FCC 48-2/3.

I asked how far in advance the supervisor knows who will be sampled and how far in advance the ST is notified that he has to fill out the logs.

Steve Shaw says he sends the sample to the supervisors about 10 days before the month. The supervisors notify the ST around Friday of the week before.

For what the tech supervisors are supposed to do, see wp no. 48-2/1, pg 4 of 8. Staff did not observe this.

48-3
5

The technical analyst has a procedure for checking off the WAL's as he checks them 100% to the source documentation. (See wp 48-3/5 for sample list off what the TA checks off). He also has a procedure for checking off the interviews he does. Supposedly each technical analyst does the same so one can pick up for another. This is documented in the Technical Analyst Handbook.

Also, Per Rick King, the TA are switched every so often from state to state. Check this with Rick.

The TA brings his weeks work to the input area and logs in what he brings in. The input clerks put into system and log in what they put in. In my observation they made sure the hours added up each day to the total on the WAL.

Then a verification sheet is printed of the data that is input. Someone else checks this. Talk to Rick about this.

Conf

48-1p 2

210

COMPANY: BST
TITLE: OBSERVATION OF TECHNICAL ANALYST
PERIOD: TYE 12/31/93
DATE: DEC 8, 1993
AUDITOR: RKY

WP NO.

I also spoke with the supervisor of the Technical Analyst, Steve Vanderberg in Birmingham.

I asked him what controls were in place so that the TA does his job correctly.

He said the the TA is hired for his network tech experience as well as his accounting experience.

Once they are hired there are sessions of training in the WASSP process and in FASC (Functional Accounting System Code). After that the Tech Analyst is assigned a state.

Steve Vanderberg said that ^{he} ~~is~~ reviews the TA work in terms of consistency, he provides interpretation to the analyst based on his knowledge of the FCC and PSC.

He does periodic reviews, nothing specific at this point. Kind of informal. He goes in and sits in on interviews. He also looks at the completed WAL and compared with the source documentation to make sure the TA did the right thing.

Doesn't have a specific number because of all audits going on is doing almost 100% checking on the TA's and he doesn't think that is warranted.

As part of performance reviews for next year, they are going to set up specific number of interviews that Steve will sit in on and go in and do periodic spot checks on the accuracy of the WAL and interpretation of analyst, set a number.

Steve Venderberg also goes in and check the verifications sheets after input. Goes in and looks at what has been verified. Look at what individuals are doing in terms of input.

Steve also sent out the sample.

48-2 The FCC is requiring the WAL to be at the WASSP center no later than the next business day. Interview no later than 2 business days. Then they go to Steve U. Part of the TA responsibilities is to close out within the specified time. This is auditable.

Comp

48/p3²¹¹

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212

48-1



BELLSOUTH

Memorie P. Tarbot, Jr.
Director-Federal Regulatory

Suite 900
1133-21st Street, N.W.
Washington, D.C. 20038
202 483-4113

October 25, 1993

Ken Moran, Chief
Accounting & Audits Division
Federal Communications Commission
2000 L Street, NW, Room 812
Washington, D.C. 20554

RE: Enhancements to BellSouth's Work
Activity Statistical Sampling
Process (WASSP)

Dear Mr. Moran:

As a result of the meeting on September 16, 1993, between representatives of BellSouth and Commission staff members, BellSouth agreed to make certain enhancements to its WASSP process. BellSouth also agreed to inform the staff as to the status and the completion of the implementation of these enhancements. The purpose of this letter is to notify you that BellSouth has completed the implementation of the enhancements and recommendations made by the FCC staff.

Following are the five FCC staff requested enhancements to the WASSP process and the corresponding action taken by BellSouth to implement each requirement.

1. The field supervisor must review the WASSP Work Activity Log (WAL) for accuracy and completeness and transmit to the WASSP center no later than the business day following the completion of the work.

48-2
1

BellSouth has implemented the procedure described in Item 1. See Attachment 1 (BellSouth Practice -WASSP Time Reporting Procedures For Technicians) paragraphs 5.5 and 5.6. *pg 4818*

NO observation of the by PSC staff

2. Analysts must perform a 100% review of submitted WALs each day. Also, the analysts will conduct technician telephone interviews on a sub-selection of the technicians in the overall sample.

BellSouth has implemented the procedure described in Item 2. See attachment 1 (BellSouth Practice

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48-2 / 1 ppg. 3 of 18
4 of 18

- WASSP Time Reporting Procedures For Technicians) paragraphs 4.2 and 5.7. Also see Attachment 2 (WASSP Policies and Procedures Manual) paragraph 6.04.

48-2 / 2 p. 2

3. The WASSP analyst (instead of supervisor) must interview field technicians within two business days of work completion. Toll-free numbers have been established to facilitate this process.

48-2 / 1 p 3 of 18
4 of 18

BellSouth has implemented the procedure described in Item 3. See Attachment 1 (BellSouth Practice WASSP Time Reporting Procedures For Technicians) paragraphs 4.2 and 5.7. BellSouth has also installed an automated call distribution device to allow technicians to contact the appropriate analyst for an interview.

4. Analysts must receive interview technique training.

All analysts and the analysts' supervisor have completed an "Interviewing Skills Workshop" training course. This course was designed specifically for the WASSP technical analysts by a senior instructor with the BellSouth Leadership Institute.

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The course focused on the interview skills required for successful data gathering, centering mainly around the use of "open-ended" questioning techniques. The course also utilized role-playing as a training method to insure each analyst could become familiar with ways in which to probe for information through the interview process, and be critiqued on his/her performance.

Included as Attachment 3 is training material from the workshop.

5. A technician / supervisor training package must be documented. This training package will be in the form of the updated BellSouth Practice.

A conference was held involving all the State WASSP coordinators to cover each of the required enhancements resulting from the meeting with the FCC staff. This conference produced the required revisions to the pre-existing Time Reporting Procedures.

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Attachment 1 is the updated BellSouth Practice for Time Reporting Procedures for field forces involved in the WASSP process, this includes the technicians as well as supervisors and other managers. This

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(2)

updated practice has been covered in each network district in each of BellSouth's states.

Also provided herein is the following information requested by the FCC staff at our meeting of September 16, 1993.

- 45-5 6. Write-up on how work is dispatched

See Attachment 4.

- 48-2
3 7. Analyst / Technician interview. (Illustrative questions).

See Attachment 3, page 14.

8. Notification that states have been informed of process enhancements.

All states have been notified in writing of the WASSP process changes.

BellSouth has implemented all enhancements and recommendations proposed by the FCC staff and is prepared to proceed solely with the WASSP process. BellSouth respectfully seeks your expeditious approval prior to November 29, 1993, so that we may discontinue the dual time reporting and proceed with WASSP.

Sincerely,

Maurice P. Talbot, Jr.

Maurice P. Talbot, Jr.
Director - Federal Regulatory

cc: Ken Ackerman

Attachments

3

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BST to FCC title

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WORK ACTIVITY STATISTICAL SAMPLING PROCESS TIME REPORTING PROCEDURES FOR TECHNICIANS

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WORK ACTIVITY STATISTICAL SAMPLING PROCESS TIME REPORTING PROCEDURES FOR TECHNICIANS

1. GENERAL

- 1.1 This Section describes technician time reporting procedures necessary to ensure regulatory compliance with the *Joint Cost Order (JCO)*.
- 1.2 When this Section is reissued, the reason(s) for reissue will be listed in this paragraph.
- 1.3 On February 6, 1987, the Federal Communications Commission (FCC) released its Joint Cost Order in CC Docket No. 86-111, commonly referred to as Part X. The Order established the requirements that a regulated carrier must meet if it intends to use its resources (assets and employees) to provide deregulated products and services.
- 1.4 The FCC, State Regulatory Commissions and the Company require an audit trail of all time charged for every work assignment performed by the technician. To comply with regulatory requirements and an auditable record of employee time reported must be maintained.

2. OVERVIEW

- 2.1 The Work Activity Statistical Sampling Process (WASSP) represents a change from positive plant time reporting procedures that utilized complex financial guidelines, to a functional process that simplifies the process from a field perspective and places the responsibility of recording financial information at a more appropriate point in the flow of data.
- 2.2 The WASSP process requires the involved technicians to report the time associated with various work functions being performed in "English language" format versus a financial format, i.e., Field Reporting Codes (FRCs). This "English language" information is translated "down stream" in the flow of data into the appropriate financial information.
- 2.3 Translation of technician reported data into appropriate financial information is performed by a centralized group of Technical Analysts. These analysts have technical expertise in both network and accounting.
- 2.4 The functional reporting by the technician greatly simplifies the process for field forces and provides enhanced information to management.
- 2.5 The WASSP process utilizes statistical sampling to gather the needed functional information to develop financial profiles for the involved technicians. These profiles are converted into accounting codes for recording dollars to the proper level of detail within specified regulated and deregulated accounts.
- 2.6 WASSP is designed specifically for non-management, work reporting technicians whose normal time reporting distributions are consistently reported to the same accounting classifications and whose activities are predominantly classified to expense accounts.
- 2.7 Technicians assigned to be sampled under the WASSP process are selected by the Company's Statistics and Econometrics organization to ensure the appropriate precision levels based on the variability of the data.

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- 2.8 Sampled technicians complete a Work Activity Log (WAL) of the functions he/she performs for the sampled work day. This log includes time spent by work function as well as associated items that give rise to the work, i.e., service order, trouble report, etc. Functions are not converted to Field Reporting Codes (FRCs) by the sampled technician.
- 2.9 Completed Work Activity Logs are forwarded daily to the Technical Analysts centralized location for review and conversion to appropriate Field Reporting Codes (FRCs) for financial purposes.
- 2.10 An integral part of the Technical Analysts review of the Work Activity Log consists of a detailed review of selected technician logs. This review compares data reported by the technician on the Work Activity Log with the Source Documentation prepared by the sampled technician.
- 2.11 Technical Analysts accumulate and summarize all sampled data for input into the Mechanized Time Reporting (MTR) System via a unique data base.

3. TECHNICIAN SAMPLE SELECTION

- 3.1 The technician sample selection uses a data extract from the Payroll Masterfile Data Base (PMDB) and an Employee Selection Program to extract a random sample of technicians. PMDB is a BellSouth employee master database that is used to maintain information about an employee, i.e., Responsibility Code, Job Function Code, Social Security Number, etc.
- 3.2 Each state represents a unique sampling universe with each work group (job function) being a unique sub-universe within a particular state.
- 3.3 By the 20th of each month, the lists of technicians to be sampled in the following month are distributed via E-mail, CAT Terminal and/or paper copy to the appropriate state contacts and field management. Field management should then distribute the Work Activity Logs to the selected technician's supervisor for coverage with the technician.
- 3.4 Sample periods will cover a period of seven (7) calendar days, Sunday through Saturday.
- 3.5 Field management will not have the latitude to make any substitutions for selected technicians nor change any dates of the period being sampled.

4. TECHNICAL ANALYST GROUP RESPONSIBILITIES

4.1 The WASSP process is managed primarily through a centralized group of Technical Analysts with supervisory and technical Network expertise and knowledge of accounting classifications.

4.2 The primary functions of the Technical Analyst Group are as follows:

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- Receive the daily Work Activity Log sheets from field forces selected to be sampled for the week.
- Track the return of all Work Activity Log sheets for each sampled technician by use of the Sample Selection/WAL Review Document.
- Review the Work Activity Log sheets for completeness.

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- Review the Work Activity Log sheets for reasonableness of data reported and the accuracy of Total Hours reported versus hours shown in the individual work categories.
- Conduct telephone interviews with the sampled technicians as required.
- Ensure accuracy of technician time reported on Work Activity Log sheets by comparing each original source document against the activity recorded on the Work Activity Log.
- Correct any errors found on the Work Activity Log sheets and tally the errors and other results of the interview process.

5. FIELD RESPONSIBILITIES

- 5.1 Field Management should ensure distribution of the Work Activity Logs to the Supervisors of those technicians selected for the sample.
- 5.2 Field Supervisors or equivalent have the responsibility of distributing the Work Activity Logs to those technicians under their responsibility who have been selected to be sampled as well as notifying those technicians sub-selected for telephone interviews.
- 5.3 Field Supervisors and sampled Technicians must fully understand and accurately follow the guidelines for completing the Work Activity Logs and the requirements for completing the telephone interview process.
- 5.4 Field Supervisors or their equivalent must ensure that sampled Technicians complete the Work Activity Logs after each work assignment.
- 5.5 Field Supervisors or their equivalent must review each completed Work Activity Log against the appropriate source documentation for completeness and accuracy. All mechanized source documentation narrative errors identified through this review process must be corrected to include LMOS DATH/WATH or WFA/DO Work Request Event Log (DOLOG) transactions as required. All non-mechanized source documentation (i.e., work tickets) narrative errors must be corrected manually as appropriate.
- 5.6 All completed Work Activity Logs and non-mechanized source documentation (i.e., work tickets) must be returned to the Technical Analysts in the WASSP Center by the next business day. Normal business days for the WASSP Center are Monday through Friday.
- 5.7 Technicians in the sub-selection sample must call the WASSP Center within two (2) business days for interview purposes.
- 5.8 In the absence of a technician who has been selected for sampling, i.e., vacation, illness, leave of absence, school, etc., the Supervisor or equivalent has the responsibility of completing the Work Activity Logs for that employee for the duration of the sample period.

NOTE: Refer to the Exception Reporting Section of this practice for details in reporting employee absence from normal duties.

- 5.9 Supervisors or equivalent must ensure that accurate Source Documentation is generated by all technicians being sampled and that this Source Documentation is retained in accordance with Company retention guidelines.

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NOTE: Refer to the Source Documentation Section of this practice for detailed source document requirements.

- 5.10 Field Supervisors should maintain locally a copy of completed Work Activity Logs for thirty (30) days following the completion date of the Log itself.
- 5.11 Sampled technicians and their immediate Supervisors must respond in a timely manner to the Technical Analyst requests for information needed to ensure the accuracy of Work Activity Logs. Toll free numbers are available for field use in responding to Technical Analyst requests for this information.

6. WORK ACTIVITY LOG

- 6.1 The Work Activity Log (WAL) is a form utilized by the technician to report all time associated with various work functions performed.
- 6.2 Work Activity Logs are both state specific and Job Function Code (JFC) specific. Each Job Function Code Work Activity Log lists the predominant work activities for that specific work group. However, the WALs are not all inclusive. Technicians will have the capability/responsibility to "write in" a detailed work description work activity performed that is not preprinted on the WAL itself.
- 6.3 As the Work Activity Logs are revised, the new forms will be distributed to field management by the appropriate group within the WASSP Center.

7. PREPARATION OF THE WORK ACTIVITY LOG

- 7.1 The Work Activity Log contains three (3) sections. These sections are **GENERAL**, **DISTRIBUTED HOURS BY ACTIVITY** and **TOTAL HOURS WORKED**.

- 7.2 The **GENERAL** section should be completed as follows:

- | | | |
|--------------------------|---|---|
| <u>Name</u> | - | Enter the employee's first and last name on all three pages of the WAL. |
| <u>Date</u> | - | Enter the date under report on all three pages. |
| <u>Emp. ID#</u> | - | Enter the employee's LMOS/WFA identification number. |
| <u>SSN</u> | - | Enter the employee's Social Security number, the check digit is not required. |
| <u>Resp. Code</u> | - | Enter the employee's Responsibility Code. |
| <u>Supv. Name</u> | - | Enter the employee's Supervisor's name. |
| <u>Supv. Tel/Pager #</u> | - | Enter the Supervisor's telephone and/or pager number including area code. |

- 7.3 The **DISTRIBUTED HOURS BY ACTIVITY** section should be completed as follows upon completion of each job/activity:

- Select the appropriate line/work function and enter the the appropriate amount of time in quarter hour increments, i.e., .25, .50, .75, 1.00. The selected activity must correspond to the narrative entry documented by the technician on the source documentation.

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- Document the telephone number, circuit number or miscellaneous activity associated with the work.
- Total the hours for each line/activity in the TOT HRS column.

NOTE: ALL TECHNICIANS ARE ASSIGNED OR ALLOWED TWO 15 MINUTE RELIEF PERIODS EACH DAY. ALSO, THE MAJORITY, IF NOT ALL, JOBS HAVE TRAVEL TIME ASSOCIATED WITH THEM. THEREFORE, IF THERE IS NOT AN ENTRY FOR TRAVEL AND BREAKS ON THE WAL A WRITTEN EXPLANATION IS REQUIRED ON THE LOG.

7.4 Completion of the TOTAL HOURS WORKED is accomplished by:

- Enter the total hours for the day which must be equal to the total of all time entries for the day.

7.5 Completed Work Activity Logs should be returned to the Technical Analyst in the WASSP Center by the next business day.

8. SOURCE DOCUMENTATION

8.1 Source Documentation may consist of mechanical or paper records depending upon the origination of the particular work assignment. The type(s) of work assignments and the system(s) out of which these are dispatched to the technician determine what Source Documentation is required to provide an audit trail.

NOTE: ONLY ONE (1) SOURCE DOCUMENT SHOULD BE CREATED AND RETAINED IN FILE AS AN AUDIT TRAIL FOR WORK ACTIVITY LOGS. DUPLICATE SOURCE DOCUMENTATION MUST NOT BE PREPARED.

POTS, NON-DESIGNED SPECIALS AND PUBLIC COMMUNICATIONS

8.2 Service order related services which are classified as Plain Old Telephone Service (POTS), Non-Designed Specials and Public Communications are input into the Service Order Communications System (SOCS). POTS trouble reports are provided out of the Loop Maintenance Operations System (LMOS).

8.3 Service orders and trouble reports which are dispatched out of MAPPER/TRACKER are provided to and completed by the technician via the Computer Access Terminal. When this occurs, Source Documentation in the form of a Display Craft Work Summary/Display Job Information (DCWS/DJI) FULL CLOCK NARRATIVE is created and retained in accordance with Company retention guidelines.

8.4 The DCWS/DJI FULL CLOCK NARRATIVE report displays the complete job information associated with each work assignment performed in a given day by each technician. A complete DCWS/DJI must provide a sufficiently detailed NARRATIVE that describes the actual work performed.

8.5 The NARRATIVE entry must support each work function reported by the technician on the Work Activity Log.

NOTE: The Regional narrative requirements to support all work functions documented on the Work Activity Log shall take precedence over all State and/or Local narrative requirements when populating narrative fields on the DCWS/DJI masks.

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8.6 The DCWS/DJI reports must be requested for all technicians being sampled and printed following the completion of that day's work assignments. These reports must be filed and retained for a period of not less than one (1) year after the closing of the fiscal year.

NOTE: Where Company policy, Federal, State or Local Regulatory Agencies require retention of this documentation for a period longer than that specified above, those directives will prevail.

8.7 Service orders, trouble reports and any other work assignments (e.g., message reports, routines) which are not dispatched out of MAPPER/TRACKER must continue to be documented, i.e., Work Tickets (Form 6025-1-SC, Form 6571-C) or other documents that detail the work activity performed, and retained as Source Documentation for all Work Activity Log entries. Retention of this Source Documentation is for a period of not less than one (1) year after the close of the fiscal year.

NOTE: Where Company policy, Federal, State or Local Regulatory Agencies require retention of this documentation for a period longer than that specified above, those directives will prevail.

8.8 Sampled technicians must provide sufficiently detailed NARRATIVE statements on the Work Tickets to support each work function documented on the Work Activity Log.

8.9 Source Documentation is not required to support Work Activity Log entries for other unclassified productive time, e.g., meetings, school, etc. However, a detailed description of the time spent on such activities must be properly documented on the Work Activity Log.

DESIGNED SPECIALS

8.10 Service order requests for Designed services and trouble reports on Designed circuits are originated and dispatched out of the Work Force Administration/Dispatched Out (WFA/DO) System. WFA/DO has the capability of storing mechanized records of work assignments performed by an individual employee for an indefinite period of time. Therefore, work assignments dispatched out of WFA/DO and performed by a technician do not have to be printed daily. By utilizing the WFA/DO Tech Log, complete work assignment information may be requested out of WFA/DO by Trouble Ticket Number or by Circuit Layout Order (CLO) number for any given day.

8.11 WFA/DO provides for the display of the complete job information associated with each work assignment performed in a given day by each technician. The technician must provide a sufficiently detailed narrative on the WFA/DO Completions Screen that describes the actual work performed.

8.12 The NARRATIVE entry must support each work function reported by the technician on the Work Activity Log.

NOTE: The Regional narrative requirements to support all work functions documented on the Work Activity Log shall take precedence over all State and/or Local narrative requirements when populating narrative fields on the WFA/DO masks.

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- 8.13 Service orders, trouble reports and any other work assignments, message reports, routines, etc., which are not dispatched out of WFA/DO must continue to be documented, i.e., Work Ticket (Form 6025-1-SC, Form 6571-C) or other documents that detail the work activity performed, and retained as Source Documentation for all Work Activity Log entries. Retention of this Source Documentation is for a period of not less than one (1) year after the close of the fiscal year.

NOTE: Where Company policy, Federal, State or Local Regulatory Agencies require retention of this documentation for a period longer than that specified above, those directives will prevail.

- 8.14 Sampled technicians must provide sufficiently detailed **NARRATIVE** statements on the Work Tickets to support each work function documented on the Work Activity Log.
- 8.15 Source Documentation is not required to support Work Activity Log entries for other unclassified productive time, e.g., meetings, school, etc. However, a detailed description of the time spent on such activities must be properly documented on the Work Activity Log.

9. EXCEPTION REPORTING

- 9.1 The proper assignment of Job Function Codes (JFCs) is critical to financial applications of the Company. The proper assignment and reporting of JFCs is equally critical to the WASSP process and sampling as a whole.
- 9.2 In this regard, the JFC assignments pertinent to the sampling process should be reviewed to assure proper distinction between sampled groups. This review should include an analysis of dominant work done by technicians and a comparison of the results of the analysis to data contained on the Payroll Masterfile and corrections made via Payroll Change Reports as appropriate.
- 9.3 As a rule, the technician must be assigned a JFC which represents the predominant work functions (more than 50%) performed by the technician.
- 9.4 A technician may occasionally perform work functions which are different from those the technician normally performs. When a technician performs work outside his/her "normal" or preassigned job function code group, exception reporting to the job function describing the work performed is required. Work performed "on behalf of" or on a "loaned" basis which is outside the technician's "normal" job function code group must be exception reported.
- 9.5 It is recognized that in certain areas technicians can do work as a normal course of business between technician groups. For example, in certain areas where POTS technicians do certain cable repair functions as a normal course of their job or in other cases where Special Services technicians routinely handle POTS type work, no exception reporting is required. If, however, these same technicians do work "on behalf of" or on a "loaned to" basis, exception reporting is required.

LOANED TO CONSTRUCTION

- 9.6 Any technician eligible to participate in WASSP, as defined by his/her preassigned JFC, must exception report to the appropriate Construction JFC if they are loaned to Construction.

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AFFILIATE COMPANY BILLING

- 9.7 The primary function of the WASSP process is to replace technician labor hours reporting via Section L (Labor Classification) of Form RF-152-I, Mechanized Time Reporting Time-Labor Report.

NOTE: ONE LABOR SECTION EXCEPTION REMAINS. BST AFFILIATE BILLING VIA REGIONAL BILLING NUMBERS (RB#) WILL CONTINUE TO BE REPORTED UTILIZING SECTION L, LABOR CLASSIFICATION, OF FORM RF-152-I. ALL TECHNICIANS, BOTH SAMPLED AND NON-SAMPLED, WILL BE REQUIRED TO POSITIVELY REPORT AFFILIATE BILLING UTILIZING SECTION L OF FORM RF-152-I. LABOR HOURS, FIELD REPORTING CODES (FRCs), APPROPRIATE RB# AND SOURCE DOCUMENTATION REQUIREMENTS REMAIN UNCHANGED FROM PREVIOUS POSITIVE TIME REPORTING REQUIREMENTS FOR ALL TECHNICIANS.

REGIONAL BILLING NUMBERS CURRENTLY IN EFFECT ARE AS FOLLOWS:

**RBM001803 Bills BellSouth Communications Systems (BCS) for work performed by a BST technician on BellSouth Customer Provided Equipment (CPE) and non-basic inside wire.
(See RL: 91-12-031SV)**

FRCs applicable include 108BP, 108BR, 108BW, 208BP, 208BR, 208BW, 308BP, 308BR, 308BW, 408BP, 408BR, and 408BW.

- 9.8 The WASSP process does not perform the exception reporting functions of the remaining sections of Form RF-152-I, Mechanized Time Reporting Time-Labor Report. These sections are as follows:

- Schedule Information (S)
- Benefits (B)
- Payroll, FASC And Tax Exceptions (P)
- Differentials And Allowances (D)

- 9.9 All technicians must continue to utilize Form RF-152-I Sections S, B, P and D, for exception reporting regardless of their involvement in the WASSP sampling process.

- 9.10 Payroll and other technician time reporting exceptions which need to be reported via the RF-152-I may include but are not limited to the following:

EXCEPTIONS TO PAYROLL, FASC AND TAXES

- Loaned to another state
- Loaned to or work performed (RB#) for another BellSouth company

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- Loaned to another Job Description
- First day benefits or military leave
- Return from benefits or military leave

DIFFERENTIALS AND ALLOWANCES

- Central City
- Evening/Night
- Higher Rated Job
- Training
- Relieving Supervisor

EXCEPTIONS TO SCHEDULED HOURS ON FILE IN MTR

- Overtime
- Call Out
- Absences

CASUALTY ESTIMATE REPORTING

NOTE: REFER TO THE MECHANIZED TIME REPORTING (MTR) PROCEDURES MANUAL FOR DETAILED INSTRUCTIONS ON EXCEPTION REPORTING

9.11 Forms RF-152-I, Mechanized Time Reporting Time-Labor Reports, initiated for payroll and other time reporting exceptions must continue to be processed as currently required.

NOTE: Where Company policy, Federal, State or Local Regulatory Agencies require retention of this documentation for a period longer than that specified above, those directives will prevail.

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Mechanized Time Reporting

Time-Labor Report

I & M Forces

<input type="checkbox"/> Corrected Report		Schedule Information (S) <small>*Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR</small>				Benefits (B) <small>*Use This Section To Report The First Full Day On Benefits Or Military Leave, Or To Return From Benefits Or Military Leave</small>																													
General Information		Revising Supervisor's Signature		<table border="1" style="width:100%; text-align: center;"> <tr> <th colspan="2">Session One</th> <th colspan="2">Session Two</th> </tr> <tr> <td>Start Time</td> <td>End Time</td> <td>Start Time</td> <td>End Time</td> </tr> </table>		Session One		Session Two		Start Time	End Time	Start Time	End Time	<input type="checkbox"/> Begin Benefits (B) <input type="checkbox"/> Begin Benefits Due To An On-The-Job Accident (AC) <input type="checkbox"/> Begin Military Leave (ML) <input type="checkbox"/> Return From Benefits Or Military Leave (RM) <small>*No Additional MTR Reporting Is Required While You Are On Benefits Or Military Leave</small>																					
Session One		Session Two																																	
Start Time	End Time	Start Time	End Time																																
Date Of Report (MM-DD-YY)		Responsibility Code		Name		Title (Immediate Supervisor Or Highest)		Prepared By		Telephone Number																									
Employee Name		Social Security Number/CI Digit		Payroll Type		Name		Title		Telephone Number																									
Payroll, FASC And Tax Exceptions (P)																																			
Time Report Code	(S) Start Time	(E) End Time	(R) Responsibility Code Changed	(J) JFC/EC	(A) Authorization	(M) MTR Info.	(C) City, Tax Code	Special Reporting Codes (See MTR Book)																											
OT	5:00	7:00																																	
Differentials And Allowances (D)																																			
<input type="checkbox"/> Carfare (CF)		<input type="checkbox"/> Working Leader (WL)		<input type="checkbox"/> Motor Vehicle Allowance (MVA) (Greater Than 50 Miles)		<input type="checkbox"/> Other (See MTR Book)																													
<input type="checkbox"/> Daily Allowance (DA)		Number Of Employees (E)		Number (N)		Number Of Hours (H)																													
<input type="checkbox"/> Commuting Allowance (CA)		Number (N)		Number Of Hours (H)		<input type="checkbox"/> Motor Vehicle Allowance (MVA) (Within 50 Miles)																													
<input type="checkbox"/> Retiring Supervisor (RS)		Number Of Hours (H)		Job Title Code (J)		Tax (T) Applicable (T)																													
Additional Narrative Information																																			
Labor Classification (L) <small>*The Hours And Field Code/Function Code Are Reported On All Entries. Other Items Should Be Entered As Appropriate.</small>																																			
<table border="1" style="width:100%; text-align: center;"> <tr> <th>Hours</th> <th>Field Code & Function Code</th> <th>(1)</th> <th>(2)</th> <th>(3)</th> <th>(4)</th> <th>(5)</th> <th>(6)</th> <th>(7)</th> <th>(8)</th> <th>(9)</th> <th>(10)</th> </tr> <tr> <td>TRVL</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>												Hours	Field Code & Function Code	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	TRVL											
Hours	Field Code & Function Code	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)																								
TRVL																																			
Vehicle Information																																			
Vehicle No.		Mileage Out		Mileage In		Lunch Period		Start Time		End Time																									
Miscellaneous Information																																			

A technician is scheduled to work Monday through Friday from 8:00 a.m. - 12:00 noon and 1:00 p.m. - 5:00 p.m. On Tuesday, the technician works his regular schedule and two (2) hours authorized overtime (5:00 p.m. - 7:00 p.m.).

Exhibit 1 - Overtime

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Mechanized Time Reporting

Time-Labor Report

I & M Forces

Sheet ... Of ...

General Information										Schedule Information (S)		Benefits (B)																																						
Employee Name		Responsibility Code		Routing Supervisor's Signature						<input type="checkbox"/> Corrected Report *Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR		*Use This Section To Report The First Full Day On Benefits Or Military Leave, Or To Return From Benefits Or Military Leave																																						
Name		Title (Immediate Supervisor Or Higher)		Prepared By		Telephone Number		Season One Start Time: _____ End Time: _____ Season Two Start Time: _____ End Time: _____		<input type="checkbox"/> Begin Benefits (B) <input type="checkbox"/> Begin Benefits Due To An On-The-Job Accident (AC) <input type="checkbox"/> Begin Military Leave (ML) <input type="checkbox"/> Return From Benefits Or Military Leave (RBL)																																								
Social Security Number (OK Blg)		Payroll Type		Special Reporting Codes (See MTR Book)		*If Your Schedule Was Changed Without 48 Hours Notice, Refer To The Instructions For Reporting Code RS In The MTR Book.		*No Additional MTR Reporting Is Required While You Are On Benefits Or Military Leave																																										
Payroll, FASG And Tax Exemptions (P)										Differentials And Allowances (D)																																								
Time Report Code	Start Time	End Time	Responsibility Code Charged	LA / CREC	(A) Authorization	(B) Job Info.	(C) City, Tax Code	<input type="checkbox"/> Carfare (CF) <input type="checkbox"/> Working Leader (WL) <input type="checkbox"/> Daily Allowance (DA) Number Of Employees (PE) <input type="checkbox"/> Contributing Allowance (CA) Number Of Hours (PH) <input type="checkbox"/> Retaining Supervisor (RS) Number Of Hours (PH)		<input type="checkbox"/> Major Vehicle Allowance (MVA) (Within 50 Miles) Number (PE) <input type="checkbox"/> Other (See MTR Book) Cells																																								
SC	8:00	12:00	N7654321	4100-c	ESK4321	FL		<input type="checkbox"/> Higher Rate Job (JR) Number Of Hours (PH) <input type="checkbox"/> Job Time Code (LJ) Number Of Hours (PH)		<input type="checkbox"/> Tax (If Applicable) (T) Tax (If Applicable) (T)																																								
SC	1:00	5:00	"	"	"	"																																												
OT	5:00	7:00	"	"	"	"																																												
Labor Classification (L)										Additional Narrative Information																																								
*The Name And Paid Classification Code Are Required On All Entries. Other Items Should Be Entered As Appropriate.										Distributed Hours By Codes Reported Telephone Number, Circuit ID Or Miscellaneous Activity Number																																								
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Hours	Field Code Or Function Code	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11) Geographic Location	(12) Authorization	(13) Adm. Auth.	(14) Responsibility Code Charged	(15) Supplemental Authorization	(16) Job Info.	(17) Special Use (See MTR Book)	(18)																															
	TRVL																																																	
← Total Hours Start Time → End Time →										Vehicle Information: Vehicle No _____ Mileage Out _____ Mileage In _____ Lunch Period: Start Time _____ End Time _____ Miscellaneous Information																																								

A technician is scheduled to work Monday through Friday from 8:00 a.m. - 12:00 noon and 1:00 p.m. - 5:00 p.m. On Thursday, the technician works his regular schedule and two (2) hours authorized overtime (5:00 p.m. - 7:00 p.m.).

This technician has been formally loaned to Florida from Alabama to restore service affected by Hurricane WAASSP. The Billing Indicator to be reported is 'FL' and the Florida Responsibility Code to be charged is 'N7654321'. The Casualty Estimate Authorization for Hurricane WAASSP is 'ESK4321'. In addition, this technician normally performs Corporate Communications work activities (JFC 4120) in Alabama, but in Florida the technician is performing POTS - I&M functions (JFC 4100).

Exhibit 2 - Loaned To Another State

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RF 1521
(2/82)
Sheet _____ Of _____

Mechanized Time Reporting

Time-Labor Report

I & M Forces

General Information										Schedule Information (S)				Benefits (B)						
<input type="checkbox"/> Corrected Report										*Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR				*Use This Section To Report The First Full Day On Benefits Or Military Leave. Or To Return From Benefits Or Military Leave						
Date Of Report (MM-DD-YY)		Responsibility Code		Reviewing Supervisor's Signature						Section One		Section Two		<input type="checkbox"/> Begin Benefits (B)		<input type="checkbox"/> Begin Benefits Due To An On-The-Job Accident (AC)				
Employee Name		Name		Title (Immediate Supervisor Or Higher)						Start Time	End Time	Start Time	End Time	<input type="checkbox"/> Begin Military Leave (ML)		<input type="checkbox"/> Return From Benefits Or Military Leave (RB)				
Social Security Number/CI Digit		Payroll Type		Prepared By				Telephone Number		*If Your Schedule Was Changed Without 48 Hours Notice, Refer To The Instructions For Reporting Code RE In The MTR Book				*No Additional MTR Reporting Is Required While You Are On Benefits Or Military Leave						
Payroll, FASC And Tax Exceptions (P)										Differentials And Allowances (D)										
Time Report Code	Start Time	End Time	Responsibility Code Charged	(A) AFCEC	(A) Authorization	(B) Bill Info.	(C) City, Tax Code	Special Reporting Codes (See MTR Book)		<input type="checkbox"/> Carfare (C)	<input type="checkbox"/> Working Leader (WL)	<input type="checkbox"/> Major Vehicle Allowance (MVA) (Greater Than 50 Miles)	<input type="checkbox"/> Other (See MTR Book)							
UAP	3:00	5:00								<input type="checkbox"/> Daily Attendance (DA)	Number Of Employees (PE)	Number (PA)	Code							
										<input type="checkbox"/> Commuting Allowance (CA)	Number Of Hours (PH)	Number (PA)	Code							
										<input type="checkbox"/> Higher Rated Job (HJ)	Number Of Hours (PH)	Number (PA)	Code							
										<input type="checkbox"/> Following Supervisor (FS)	Number Of Hours (PH)	Number (PA)	Code							
										<input type="checkbox"/> Major Vehicle Allowance (MVA) (Within 50 Miles)	Number Of Hours (PH)	Number (PA)	Code							
										<input type="checkbox"/> Job Title Code (JT)	Job Title Code (JT)	Number Of Hours (PH)	Number (PA)	Code						
										<input type="checkbox"/> Tax (T) Applicable (T)	Tax (T) Applicable (T)	Number Of Hours (PH)	Number (PA)	Code						
Labor Classification (L)										Additional Narrative Information										
*No Hours And Paid Codes/Function Codes Are Reported On All Entries. Other Items Should Be Entered As Appropriate																				
Distributed Hours By Codes Reported																				
Telephone Number, Circuit ID Or Miscellaneous Activity Number																				
Hours	Paid Code Or Function Code	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11) Geographic Location	(12) Authorization	(13) Admin. Auth.	(14) Responsibility Code Charged	(15) Supplemental Authorization	(16) Bill Info.	(17) Special Use (See MTR Book)		
	TRVL																			
← Total Hours										Vehicle Information		Vehicle No	Mileage Out	Mileage In						
Start Time →										Lunch Period	Start Time	End Time								
End Time →										Miscellaneous Information										

A technician is scheduled to work Monday through Friday from 8:00 a.m. - 11:30 a.m. and 12:30 p.m. - 5:00 p.m. On Monday, the technician participates in union activities paid by the Company from 3:00 p.m. until 5:00 p.m. Remember, Labor Classification information is not required, so the technician should not report SFPC 5533. Also, please note that unpaid union activities should be exception reported to Time Reporting Code 'UAK'.

Exhibit 3 - Union Activities Paid

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Mechanized Time Reporting Time-Labor Report I & M Forces

Sheet 01

General Information Corrected Report

Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR

Use This Section To Report The First Full Day On Benefits Or Military Leave, Or To Return From Benefits Or Military Leave

Use This Section To Report The First Full Day On Benefits Or Military Leave, Or To Return From Benefits Or Military Leave

Use This Section To Report The First Full Day On Benefits Or Military Leave, Or To Return From Benefits Or Military Leave

Time Report Code	Start Time	End Time	Responsibility Code Changed	LI #/CRC	(A) Authorization	(B) MTR Code	(C) Job, Tax Code	Special Reporting Codes (See MTR Book)
SC	1:00	5:00		4100-9				

Differentials And Allowances (D)

Carter's (C) Working Leader (WL) Motor Vehicle Allowance (MVA) (Greater Than 30 Miles) Other (See MTR Book)

Duty Allowance (DA) Commuting Allowance (CA) Housing Allowance (HA) Motor Vehicle Allowance (MVA) (Within 30 Miles)

Relieving Supervisor (RS) Higher Paid Job (HPJ) Motor Vehicle Allowance (MVA) (Within 30 Miles)

Number Of Hours (H) Higher Paid Job (HPJ) Motor Vehicle Allowance (MVA) (Within 30 Miles)

Number Of Hours (H) Higher Paid Job (HPJ) Motor Vehicle Allowance (MVA) (Within 30 Miles)

Labor Classification (L)

The Hours And Paid Codes Reported In This Section Are Required On All Entries. Other Items Should Be Entered As Appropriate.

Classified Hours By Codes Reported

Telephone Number, Circuit ID Or Miscellaneous Activity Number

Additional Narrative Information

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Hours	Field Code Or Function Code	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11) Breaks/Exclusion	(12) Subordinate	(13) Admin. Assn.	(14) Responsibility Code Changed	(15) Supplemental Authorization	(16) MTR Code	(17) Special Use (See MTR Book)	(18)	
	TRVL																			
Total Hours												Vehicle Information		Vehicle No	Mileage Out	Mileage In				
Start Time												Lunch Period	Start Time	End Time						
End Time												Miscellaneous Information								

A technician is scheduled to work Monday through Friday from 8:00 a.m. - 12:00 noon and 1:00 p.m. - 5:00 p.m. On Thursday, the technician performs his normal work duties between 8:00 a.m. and 12:00 noon. After lunch, the technician relieves his supervisor from 1:00 p.m. - 5:00 p.m.

To report this exception, the technician should enter his preassigned Job Function Code (JFC - 4100) and an Environment Code of '9' in the Payroll, FASC, and Tax Exceptions section. Labor Classification information is not required, but the technician must report a relieving supervisor differential (Code 'RD') in the Differentials and Allowances section of the appropriate Time-Labor Report (RF-152-1) as currently reported.

Exhibit 4 - Relieving Supervisor

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FOLA93W 0000079

Page 13

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Mechanized Time Reporting Time-Labor Report I & M Forces

Corrected Report

General Information		Schedule Information (S)		Benefits (B)																																																																																		
Employee Name	Responsibility Code	*Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR		*Use This Section To Report The First Full Day On Benefits Or Military Leave, Or To Return From Benefits Or Military Leave																																																																																		
Reporting Supervisor's Signature	Name	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2">Session One</th> <th colspan="2">Session Two</th> </tr> <tr> <td>Start Time</td> <td>End Time</td> <td>Start Time</td> <td>End Time</td> </tr> </table>		Session One		Session Two		Start Time	End Time	Start Time	End Time	<input type="checkbox"/> Begin Benefits (B) <input type="checkbox"/> Begin Military Leave (ML) <input type="checkbox"/> Begin Benefits Due To An On-The-Job Accident (AO) <input type="checkbox"/> Return From Benefits Or Military Leave (RL)																																																																										
Session One		Session Two																																																																																				
Start Time	End Time	Start Time	End Time																																																																																			
State Security Number/CI Sign	Payroll Type	*If Your Schedule Was Changed Without 48 Hours Notice, Refer To The Instructions For Reporting Code (S) In The MTR Book		*No Additional MTR Reporting Is Required While You Are On Benefits Or Military Leave																																																																																		
Prepared By	Telephone Number	Differentials And Allowances (D)		Other (O) (See MTR Book)																																																																																		
Payroll, FASG And Tax Exemptions (P)		<input type="checkbox"/> Comm. (C) <input type="checkbox"/> Body Allowance (BA) <input type="checkbox"/> Commuting Allowance (CA) <input type="checkbox"/> Housing Allowance (HA)		<input type="checkbox"/> Major Vehicle Allowance (MVA) (Greater Than 50 Miles) <input type="checkbox"/> Major Vehicle Allowance (MVA) (Within 50 Miles)																																																																																		
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Code	Start Time	End Time	Responsibility Code Changed	LI / JCEC	(A) Authorization	(B) Job Invt.	(C) Job Tax Code	Special Reporting Codes (See MTR Book)																																																																														
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Hours	Field Code Or Exception Code	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11) Geographic Location	(12) Authorization	(13) Admin. Auth.	(14) Responsibility Code Changed	(15) Supplemental Authorization	(16) Job Invt.	(17) Special Note For MTR Book																																																																				
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Start Time =		Lunch Period				Start Time _____ End Time _____				End Time =																																																																												

A technician is scheduled to work Monday through Friday from 8:00 a.m. - 12:00 noon and 1:00 p.m. - 5:00 p.m. On Wednesday, the technician performs his normal work duties between 8:00 a.m. and 12:00 noon. After lunch, the technician spends four (4) hours installing Furudyne modems (FRC 30881) for BellSouth Communications Systems (BCS) between 1:00 p.m. and 5:00 p.m.

The technician MUST report the valid Authorization (Sales/Service Order Number - SS 1234567890) for the work being performed as well as the appropriate Supplemental Authorization (SAMP/001803) in the Labor Classification Section of the appropriate Time-Labor Report (TRF-152-1). Any travel and break time (TRVL) should not be reported separately, but included in the time reported to 30881.

In addition, four (4) hours must be reported to Field Code 'SAMP' in the Labor Classification section to account for the remaining hours in the technician's scheduled eight (8) hour day.

Exhibit 5 - Affiliate Billing

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Mechanized Time Reporting Time-Labor Report I & M Forces

<input type="checkbox"/> Corrected Report		Schedule Information (5) *Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR		Benefit (6) *Use This Section To Report The First Full Day On Benefits Or Military Leave. Or To Return From Benefits Or Military Leave.																																																																																													
General Information Date Of Report (MM/DD/YY) _____ Responsibility Code _____ Reviewing Supervisor's Signature _____ Employee Name _____ Name _____ Title (Immediate Supervisor Or Higher) _____ Social Security Number(OA Sign) _____ Payscale Type _____ Prepared By _____ Telephone Number _____		Session One Start Time _____ End Time _____ Session Two Start Time _____ End Time _____		<input type="checkbox"/> Begin Benefits (6B) <input type="checkbox"/> Begin Benefits Due To An On-The-Job Accident (AC) <input type="checkbox"/> Begin Military Leave (ML) <input type="checkbox"/> Return From Benefits Or Military Leave (RS)																																																																																													
Payroll, FASC And Tax Exceptions (7) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Time Report Code</th> <th>Start Time</th> <th>End Time</th> <th>Responsibility Code Change</th> <th>W/CRC</th> <th>(A) Authorization</th> <th>(B) Mile Info.</th> <th>(C) City, Tax Code</th> <th>Special Reporting Codes (See MTR Book)</th> </tr> </thead> <tbody> <tr> <td>SC</td> <td>8:00</td> <td>12:00</td> <td>WASSR321</td> <td>4100-0</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SC</td> <td>1:00</td> <td>5:00</td> <td>"</td> <td>"</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Time Report Code	Start Time	End Time	Responsibility Code Change	W/CRC	(A) Authorization	(B) Mile Info.	(C) City, Tax Code	Special Reporting Codes (See MTR Book)	SC	8:00	12:00	WASSR321	4100-0					SC	1:00	5:00	"	"					Differential And Allowances (8) <input type="checkbox"/> Carfare (CF) _____ Number Of Employees (N) _____ <input type="checkbox"/> Daily Allowance (DA) _____ Number Of Hours (H) _____ <input type="checkbox"/> Continuing Allowance (CA) _____ Number (N) _____ <input type="checkbox"/> Retaining Supervisor (RS) _____ Number Of Hours (H) _____ <input type="checkbox"/> Working Leader (WL) _____ Number Of Hours (H) _____ <input type="checkbox"/> Higher Rated Job (HJ) _____ Job Title Code (L) _____ <input type="checkbox"/> Above Vehicle Allowance (AV) (Greater Than 30 Miles) _____ Number (N) _____ <input type="checkbox"/> Major Vehicle Allowance (MV) (Within 30 Miles) _____ Number (N) _____ <input type="checkbox"/> Other (See MTR Book) _____ Code _____ <input type="checkbox"/> Tax (If Applicable) (T) _____ Tax (If Applicable) (T) _____																																																																				
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Labor Classification (9) *The Hours And Field Code/Function Code Are Required On All Entries. Other Items Should Be Entered As Appropriate.		Additional Narrative Information _____ _____ _____ _____ _____																																																																																															
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Hours	Field Code Or Function Code	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)																																																																												
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Total Hours																																																																																																	

A technician is scheduled to work Monday through Friday from 8:00 a.m. - 12:00 noon and 1:00 p.m. - 5:00 p.m. On Tuesday, the technician is loaned from Construction (e.g. JFC 4200) to a POTS - I&M work group (JFC 4100) for the entire day. Since the POTS - I&M work group performs work activities outside his normal work function the technician must exception report the entire day to JFC 4100. However, since JFC 4100 is a participative in WASSR, the technician does not have to report Labor Classification information. NOTE: Technicians loaned from WASSR JFC (e.g. 4100) to a Construction JFC (e.g. 4200, 4250) must exception report Labor Classification information as currently reported.

Exhibit 6 - Working Outside "Normal" Job Function Code

TUESDAY

I Corrected Report				Schedule Information (S)				Benefits (B)																					
General Information		Responsible Code		*Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR				*Use This Section To Report The First Full Day On Benefits Or Military Leave Or To Return From Benefits Or Military Leave																					
Reporting Supervisor's Signature		Title (printable Supervisor Or Highest)		Section One		Section Two		<input type="checkbox"/> Begin Benefits (B)		<input type="checkbox"/> Begin Benefits Due To An On The Job Accident (AC)																			
Employee Name		Prepared By		Start Date		End Date		<input type="checkbox"/> Begin Military Leave (ML)		<input type="checkbox"/> Return From Benefits Or Military Leave (R)																			
State Security Number (SSN)		Payroll Type		*If Your Schedule Was Changed Without 48 Hours Notice, Refer To The Instructions For Reporting Code (R) In The MTR Book				*No Additional MTR Reporting Is Required While You Are On Benefits Or Military Leave																					
Payroll, FARC And Tax Exemptions (P)				Differentials And Allowances (D)				Other (O) With Benefit Code																					
<table border="1"> <thead> <tr> <th>Code</th> <th>Start Date</th> <th>End Date</th> <th>Responsibility Code Changed</th> <th>US/CSC</th> <th>W/ Certification</th> <th>Job Title</th> <th>Job Code</th> <th>Special Reporting Codes (See MTR Book)</th> </tr> </thead> <tbody> <tr> <td>OFF</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Code	Start Date	End Date	Responsibility Code Changed	US/CSC	W/ Certification	Job Title	Job Code	Special Reporting Codes (See MTR Book)	OFF									<input type="checkbox"/> Career (C) <input type="checkbox"/> Working Leader (WL) <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Daily Allowance (DA) Number Of Employees (E) Number Of <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Consulting Allowance (CA) Number Of Hours (H) Number Of <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Retiring Supervisor (RS) Number Of Hours (H) Job Title Code (J) <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Retiring Supervisor (RS) Number Of Hours (H) Job Title Code (J) <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years)				<input type="checkbox"/> Other (O) With Benefit Code Number Of Amount Of Applicable Number Of Hours Of Applicable Code Number Of Amount Of Applicable Number Of Hours Of Applicable			
Code	Start Date	End Date	Responsibility Code Changed	US/CSC	W/ Certification	Job Title	Job Code	Special Reporting Codes (See MTR Book)																					
OFF																													

SATURDAY

I Corrected Report				Schedule Information (S)				Benefits (B)																					
General Information		Responsible Code		*Use This Section To Report A Change In Scheduled Hours Or To Report Scheduled Hours That Are Not On File In MTR				*Use This Section To Report The First Full Day On Benefits Or Military Leave Or To Return From Benefits Or Military Leave																					
Reporting Supervisor's Signature		Title (printable Supervisor Or Highest)		Section One		Section Two		<input type="checkbox"/> Begin Benefits (B)		<input type="checkbox"/> Begin Benefits Due To An On The Job Accident (AC)																			
Employee Name		Prepared By		Start Date		End Date		<input type="checkbox"/> Begin Military Leave (ML)		<input type="checkbox"/> Return From Benefits Or Military Leave (R)																			
State Security Number (SSN)		Payroll Type		*If Your Schedule Was Changed Without 48 Hours Notice, Refer To The Instructions For Reporting Code (R) In The MTR Book				*No Additional MTR Reporting Is Required While You Are On Benefits Or Military Leave																					
Payroll, FARC And Tax Exemptions (P)				Differentials And Allowances (D)				Other (O) With Benefit Code																					
<table border="1"> <thead> <tr> <th>Code</th> <th>Start Date</th> <th>End Date</th> <th>Responsibility Code Changed</th> <th>US/CSC</th> <th>W/ Certification</th> <th>Job Title</th> <th>Job Code</th> <th>Special Reporting Codes (See MTR Book)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Code	Start Date	End Date	Responsibility Code Changed	US/CSC	W/ Certification	Job Title	Job Code	Special Reporting Codes (See MTR Book)										<input type="checkbox"/> Career (C) <input type="checkbox"/> Working Leader (WL) <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Daily Allowance (DA) Number Of Employees (E) Number Of <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Consulting Allowance (CA) Number Of Hours (H) Number Of <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Retiring Supervisor (RS) Number Of Hours (H) Job Title Code (J) <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years) <input type="checkbox"/> Retiring Supervisor (RS) Number Of Hours (H) Job Title Code (J) <input type="checkbox"/> Senior Technical Allowance (STL) (Greater Than 30 Years)				<input type="checkbox"/> Other (O) With Benefit Code Number Of Amount Of Applicable Number Of Hours Of Applicable Code Number Of Amount Of Applicable Number Of Hours Of Applicable			
Code	Start Date	End Date	Responsibility Code Changed	US/CSC	W/ Certification	Job Title	Job Code	Special Reporting Codes (See MTR Book)																					

A technician is normally scheduled to work Monday through Friday from 8:00 a.m. - 12:00 noon and 1:00 p.m. - 5:00 p.m. This particular week the same technician is scheduled off on Tuesday so that he can provide coverage on Saturday.

If an employee is rescheduled to be off on a day that the technician's MTR schedule indicates that he normally works, the technician MUST report code OFP on the day in which he is rescheduled off (Tuesday) on Form RF-152-1. Also, the technician MUST report code SC on the day in which he is rescheduled to work (Saturday) on Form RF-152-1. Otherwise, the MTR system will pay the technician based on his schedule on file in MTR and pay the technician eight (8) hours of unauthorized overtime on the Saturday in which he has been rescheduled to work.

NOTE: If this technician had a Schedule Change Report (Form RF-152) submitted to MTR to reflect this change in his normal schedule, preparations of Form RF-152-1 on Tuesday and Saturday is not required. Completed Schedule Change Reports must be received and keyed at the appropriate MTR input location during the pay period in which they become effective. Ideally, all Schedule Change Reports should be received at the MTR input location on their effective date.

Exhibit 7 - Schedule Change Reporting

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WASSP WORK ACTIVITY LOG
I&M - POTS JFC 4100

Attachment 1
Page 18 of 18

Revised: 09/01/93
Page 1 of 3

ALABAMA

GENERAL INFORMATION				DISTRIBUTED HOURS BY ACTIVITY									TOTAL HOURS WORKED:	
Name		LMOS ID #		Tel No., CKID, or Misc. Activity										
Date	SSN			1	2	3	4	5	6	7	8	9	TOT HRS	FRC
Resp. Code	Supv. Name													
Supv. Tel/Pager # ()														
MISCELLANEOUS MEETINGS (Describe) e.g., Bond Drive, APP. Meeting w/Supv.														90
CLASSROOM TRAINING (Describe)														
QUALITY OF WORK LIFE (QWL)														92
UNION ACTIVITIES - COMPANY PAID.														91
NO TROUBLE FOUND - ACCESS GAINED														95
TRAVEL & BREAKS														99
OTHER (Describe)														
③ Change pair - aerial cable														

OFFICE USE ONLY	
Verified by _____ Technical Analyst Date _____	Reviewed _____ by _____ Date _____ Time _____ Correction Required (Check One) Yes ___ No ___,..... Input by _____ Date _____

© 1993 BellSouth

On a cable pair change through CAS - Gateway, where the trouble is automatically "pulled" to have the Central Office (C.O.) Equipment changed, a narrative will not be provided on the DCWS. In this instance, the technician should provide a detailed narrative of the work he/she performed and the job # in the "OTHER" section of the appropriate Work Activity Log. For example, "(3) CHANGED PAIR - AERIAL CABLE".

NOTE: Non-Productive time (i.e., vacation, illness) as well as Differentials and Allowances (e.g., higher rated job) should continue to be reported as shown today in the MTR PROCEDURES MANUAL.

Exhibit 8 - Incomplete Job On Work Activity Log

NOTICE

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BST
Procedure for WASSP

B 129

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178-2
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PBC

BELLSOUTH TELECOMMUNICATIONS

SEPTEMBER 1993

Records System (CPRS) and a Employee Selection Program to extract a random sample of technicians that will participate in the sample data collection process. CPRS is a BellSouth employee master database that is used to maintain information about an employee (e.g., Responsibility Code, Job Function Code, Social Security Number).

- 5.05 Sample sizes and the structure of the sample are designed so that the three (3) month rolling total for a given State will obtain a precision equivalent to plus (+) or minus (-) 15 minutes per person-day. The Employee Selection Program searches the whole universe of technicians from the CPRS and uses the sample size by Work Group to identify the technicians who will participate in the data collection process. All technicians selected to participate in the data collection process are sampled every day for one (1) week (7 days).

DATA COLLECTION

- 6.01 By the 20th of each month, the lists of the technicians to be sampled in the following month are distributed via E-mail, CAT terminal and/or paper copy to the state contacts and field management. Field management then disseminates the Work Activity Logs (WALs) to the selected technician's supervisor for coverage with the technician.

- 6.02 Technicians participating in WASSP report their time by work activity in minimum increments of fifteen (15) minutes. WALs have been developed for each Work Group listing the predominant work activities of that Work Group. Though most inclusive, the WALs may not include every work activity. "Write-in" activities are reviewed by the Technical Analyst and assigned accounting codes. Any exceptions to normal work activities, such as non-productive time paid (e.g., vacation, jury duty, illness) and overtime hours paid must be reported individually through the existing Payroll Exception process.

- 6.03 Prior to submitting the completed WALs to the Technical Analyst, the Supervisor (or appropriate field personnel) of the sampled technician(s) should compare the work activity information reflected on the WAL to the relevant source documentation.

- 6.04 To ensure the accuracy of work activities reported by those technicians sampled through WASSP, the Technical Analysts conduct telephone interviews with a sample of the sampled technicians. For the remainder of the sampled technicians, the TA compares the logs to the source documentation. The

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48-2

Conf

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BELLSOUTH TELECOMMUNICATIONS

SEPTEMBER 1993

number of interviews as well as the days to be verified via the interview process, are determined by the Statistics and Econometrics group as a part of the Sample Selection process. If errors are detected on the WAL, the Technical Analyst corrects the information reflected on the WAL.

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FOIA93W 0000085

COMPANY: BST
TITLE: DATA COLLECTION
TECHNICAL ANALYST PROCEDURES
PERIOD: TVE 12/31/93
DATE: DEC 9, 1993
AUDITOR: RKY
WP NO. 48-3

*kw
12/14/93*

Part of this section is an example of the work product of the process.

- wp 48-3/1 This is the verification printout of the input from the WAL.
- wp 48-3/1-1 These are the WAL that agree with the verification printout for two days
- wp 48-3/1-2 for one ST.
- wp 48-3/1-2/1 These are part of the source documentation backing up the WAL. This is a ticket.
- wp 48-3/1-2/2 These are part of the source documentation backing up the WAL. This is the DCWS.
- wp 48-3/1-3 These are the WAL that agree with the verification printout for two days for one ST.
- wp 48-3/1-3/1 These are part of the source documentation backing up the WAL. This is a ticket.
- wp 48-3/1-3/2 These are part of the source documentation backing up the WAL. This is the DCWS.

wp 48-3/2 and entire section is the same thing as above, but for another service technician.

Other Work products of the process,

- wp 48-4 Procedures for correcting MTR RF-152 and DCWS for Positive Time Reporting. This is not for Wassp.
- wp 48-5 Example of the sample produced and used by the Technical Analyst to check off his reviews.

Comp



Verification printout (★)

(★) Included in total for month
See 48-3 for Profile for Oct.
Page 1 is total for Oct + all pages
behind make up total on Page 1
This SS# appears on page 11

1 OCT4100 FLORIDA

2 266718142

		1024	1025	1026-3	1027	1028	1029	1030
3								
4	4 45M	0.	0.75 ✓	0.	0.	0.	0.	0.
5	5 45R	0.	3.50 ✓	1.50 ✓	1.00	0.	0.	0.
6	6 248C	0.	0.	0.	2.00	0.	0.	0.
7	7 248M	0.	0.	0.25 ✓	0.	0.	0.	0.
8	8 248R	0.	0.75 ✓	1.50 ✓	0.	0.50	0.	0.
9	10 548M	0.	0.	0.25 ✓	0.25	0.	0.	0.
10	11 548R	0.	0.	0.	2.75	6.25	0.	0.
11	16 68E	0.	0.50 ✓	0.	0.75	0.	0.	0.
12	17 68M	0.	0.50 ✓	0.	0.	0.	0.	0.
13	18 68R	0.	0.	0.75 ✓	0.	0.	0.	0.
14	31 257R	0.	0.	1.00 ✓	0.	0.	0.	0.
15	50 97BI	0.	2.25 ✓	0.75 ✓	0.	0.	0.	0.
16	52 97BP	0.	0.25 ✓	0.75	0.75	2.00	0.	0.
17	53 97BR	0.	0.	0.	0.50	0.	0.	0.
18	56 98ER	0.	0.	1.50 ✓	0.	0.	0.	0.
19	90 5532	0.	0.	0.	0.50	0.	0.	0.
20	99 TRVL	0.	1.50 ✓	1.75 ✓	1.50	1.00	0.	0.

2/ 265921262

		1024	1025	1026	1027	1028	1029	1030
3	22R	1.75	2.25	1.25	4.00	2.25	1.25	0.
4	45M	0.	1.50	0.	0.	0.	0.	1.00
5	45R	0.	0.	0.75	0.	2.50	1.50	1.75
6	248C	0.	0.	0.	0.	0.	0.	1.00
7	248M	0.75	0.25	0.25	0.75	0.75	0.	0.

241

5

FLORIDA

GENERAL INFORMATION		DISTRIBUTED HOURS BY ACTIVITY									TOTAL HOURS WORKED:	
Name Steven D. Kauglick		Tel No., CKID, or Misc. Activity										
Date 10-24-93 LMOS ID # 304		OFF DAY										
SSN 266-71-8142/5												
Resp. Code NS330304												
Supv. Name Roy Goodson												
Supv. Tel/Pager # (407) 936-7538		1	2	3	4	5	6	7	8	9	TOT HRS	FRC
MISCELLANEOUS MEETINGS (Describe) e.g., Bond Drive, APP, Meeting w/Supv.												90
CLASSROOM TRAINING (Describe)												
QUALITY OF WORK LIFE (QWL)												92
UNION ACTIVITIES - COMPANY PAID												91
NO TROUBLE FOUND - ACCESS GAINED												95
TRAVEL & BREAKS												99
OTHER (Describe)												

R. W. Goodson

OFFICE USE ONLY

RTP Verified by <u> OCT 25 1993 </u> Technical Analyst Date _____	Reviewed _____ by _____ Date _____ Time _____ Correction Required (Check One) Yes ___ No ___ ***** Input by <u> VS </u> Date <u> 11/3 </u>
--	--

243

comb

Stayen D. Kauzlick		DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC
Date	10-24-93	1	2	3	4	5	6	7	8	9		
AERIAL CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse												2
* Repair/Pair Change/Came Clear												3
BURIED CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse												4
* Repair/Pair Change/Came Clear												5
AERIAL SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												6
* Rearrange/Routine/Reuse												7
* Repair/Replace												8
BURIED SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												9
* Rearrange/Routine/Reuse												10
* Repair/Replace												11
BUILDING ENTRANCE CABLE												
* PXJ/Rearrange/Routine/Reuse												12
* Repair/Pair Change/Came Clear												13
INTRABUILDING NETWORK CABLE												
* PXJ/Rearrange/Routine/Reuse												14
* Repair/Pair Change/Came Clear												15
DIGITAL CENTRAL OFFICE (Includes Channel Units & Testing)												
* Place/Change/Rearrange/Routine												32
* Repair/Replace/Re-Insert/Came Clear												33
NETWORK TERMINATING WIRE (Includes NT)												
* Install (New)												16
* PXJ/Rearrange/Routine/Reuse												17
* Repair/Replace												18
* Disconnect/Removal												21

FOIA93W 0000157

244

Steyen D. Kaulick 10-24-93	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC
	1	2	3	4	5	6	7	8	9		
LOCAL SUBSCRIBER PAIR GAIN (Channel Units & Testing)	Report Appropriate Alpha Designation Below For Each 'Activity'										
(F) or Metallic (M) ----->											
office (I), Feeder (F) or Distribution (D) ----->											
ices (New - Service Order Authority)											
Change/Rearrange/Routine											
Repair/Replace/Re-insert/Came Clear											
LOCAL CPE - COCOT CO Facilities Between Bldg Term. & NI											
Installation											79
Repair/Replace/Rearrange/Routine/Reuse											80
Disconnect/Removal											81
Trouble Isolated to COCOT Equip. (Charges Apply)											56
LOCAL INSIDE WIRE (Includes Materials)											
Install & Rearrange											50
Repair - Warranty (Within 30 Days of New Install.)											51
Repair - Maintenance Plan											52
Repair - No Plan (Isolate/Set Trbl/T.D. Only)											53
NON-BASIC INSIDE WIRE (Includes Materials)											
Install & Rearrange											54
Repair - Warranty (Within 1 Year of New Install.)											55
Repair/Isolate/CPE Trbl (Charges Apply)											56
LOCAL ACCESS - TROUBLE INSIDE (Tested at NI)											
* Maintenance Plan (Basic)											52
* No Maintenance Plan (Basic)											53
* Non-Basic											56
LOCAL ACCESS, SL, SO, SR, CANCEL * Non-Combination Job, Report Reg/DeReg Activity											
* Combination (Reg/DeReg) INSTALLATION Job											94
* To the Network Interface (Trouble Unknown)											94

WASSP WORK ACTIVITY LOG

I&M - POTS JFC 4100

A B C O E
FLORIDA

Revised: 09/01/93
Page 1 of 3



GENERAL INFORMATION		DISTRIBUTED HOURS BY ACTIVITY									TOTAL HOURS WORKED:	
Name	Steven D. Kauzlick	Tel No., CHID. or Misc. Activity									TOTAL HOURS WORKED:	
Date	10-25-93 LMOS ID # 304	9916-7700	992-7333	992-9494	9916-7807	9916-8214					10	
SSN	266-71-8142/5										TOT HRS	FRC
Resp. Code	NS330304	1	2	3	4	5	6	7	8	9		
Supv. Name	Roy Goodson											
Supv. Tel/Pager #	(407) 936-7538											
MISCELLANEOUS MEETINGS (Describe) e.g., Bond Drive, APP, Meeting w/Supv.												90
CLASSROOM TRAINING (Describe)												
QUALITY OF WORK LIFE (QWL)												92
UNION ACTIVITIES - COMPANY PAID												91
NO TROUBLE FOUND - ACCESS GAINED												95
TRAVEL & BREAKS		50	50	25	25						1.5	99
OTHER (Describe)												

OFFICE USE ONLY	
<p>Verified by <u>RTP</u> <u>OCT 25 1993</u> Technical Analyst</p> <p>Date _____</p>	<p>Reviewed <u>Deus</u> by <u>AD</u></p> <p>Date <u>10-26-93</u> Time <u>10:27 AM</u></p> <p>Correction Required (Check One) Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Input by <u>VS</u> Date <u>11/3</u></p>

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Comp

FOIA93W 0000159

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I&M - POTS JFC 4100
FLORIDA

Name Steyen D. Kauzlick	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC	
	Date 10-25-93	1	2	3	4	5	6	7	8			9
AERIAL CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse												2
* Repair/Pair Change/Came Clear												3
BURIED CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse		.50	.25								.75	4
* Repair/Pair Change/Came Clear	1.00		1.25	.25							3.50	5
AERIAL SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												6
* Rearrange/Routine/Reuse												7
* Repair/Replace	.75										.75	8
BURIED SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												9
* Rearrange/Routine/Reuse												10
* Repair/Replace												11
BUILDING ENTRANCE CABLE												
* PXJ/Rearrange/Routine/Reuse												12
* Repair/Pair Change/Came Clear												13
INTRABUILDING NETWORK CABLE												
* PXJ/Rearrange/Routine/Reuse												14
* Repair/Pair Change/Came Clear												15
DIGITAL CENTRAL OFFICE (Includes Channel Units & Testing)												
* Place/Change/Rearrange/Routine												32
* Repair/Replace/Re-insert/Came Clear												39
NETWORK TERMINATING WIRE (Includes NI)												
* Install (New)			.50								.50	16
* PXJ/Rearrange/Routine/Reuse		.50									.50	17
* Repair/Replace												18
* Disconnect/Removal												21

Name Stayen D. Kauzlick	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC	
	Date 10-25-93	1	2	3	4	5	6	7	8			9
DIGITAL SUBSCRIBER PAIR GAIN (Includes Channel Units & Testing)		Report Appropriate Alpha Designation Below For Each 'Activity'										
Fiber (F) or Metallic (M) ----->												
Interoffice (I), Feeder (F) or Distribution (D) ----->												
* Place (New - Service Order Authority)												
* Change/Rearrange/Routine												
* Repair/Replace/Re-insert/Came Clear												
PUBLIC CPE - COCOT (TELCO Facilities Between Bldg Term. & NI)												
* Installation												79
* Repair/Replace/Rearrange/Routine/Rouse												80
* Disconnect/Removal												81
* Trouble Isolated to COCOT Equip. (Charges Apply)												56
BASIC INSIDE WIRE (Includes Materials)												
* Install & Rearrange			2.25								2.25	50
* Repair - Warranty (Within 30 Days of New Install.)												51
* Repair - Maintenance Plan						.25					.25	52
* Repair - No Plan (Isolate/Set Trbl/T.D. Only)												53
NON-BASIC INSIDE WIRE (Includes Materials)												
* Install & Rearrange												54
* Repair - Warranty (Within 1 Year of New Install.)												55
* Repair/Isolate/CPE Trbl (Charges Apply)												56
NO ACCESS - TROUBLE INSIDE (Tested at NI)												
* Maintenance Plan (Basic)												52
* No Maintenance Plan (Basic)												53
* Non-Basic												58
NO ACCESS, SL, SO, SR, CANCEL												
* Non-Combination Job. Report Reg/DeReg Activity												94
* Combination (Reg/DeReg) INSTALLATION Job												94
* To the Network Interface (Trouble Unknown)												

FO1A93W 0000161

219

Box
Sample WAL

B-12/9/23
W 12/14/93

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483
U-2

BSP
Simple Ticket

B 12/19/93
W 12/14/93

10-26-93 07:20 AM FROM BELLE GLADE 996 8324

P004

(PB)

Outside Plant Field Ticket

Customer Name W. Dorsey (Tel. 996-8324)
 Address 1510 W 9th Ave Spunta Bay
 Due Date 10/26/93 (484564)
 Access Information Pass # 9214

PTY	Cable	Pair	BP	Color	Term Or Pole Address
P1	F1	473	548		F 700 Palm Beach Rd
P2	F2	225	25		R110 Avialthor
P3					
P4					

Dist. Rep. Report AD 0.08 AD Insp. Rep. EB Routine R. 2
 Trbl. Rept. W. C. Z. 2.2.2.2 Type 5 Test Station W. C. Z. 2.2.2.2 Cls. Ser. EB R. 2
 Emp. I.D. 304 Ticket # 5
 Cont. Time 10 07:25 1993 Rep. EB Code 3
 Dispatch Time 5 30 Category 3
 Service Restored 3 Cause Code 3 Def. Pre. Ctd. 3
 Repair Completed 3 14 01 1993 Hours 1.25 LTT 0
 Field Code AA AA Hours 1.25 Hours 1.25 LTT 0
 SR SR 478P 1.25 0
 4SR 4SR 478P 1.25 0
 5R 5R 478P 1.25 0

Work Done: Replaced Defunct / open Living Room RTIC

Remarks: Incomplete See 1026/1MTE

FROM BELLE GLADE 996 8324 407-996-8324

10-26-93 06:16AM P004 843

See 48-3
12/8/93

comb

FOIA93W 0000162

251

48-3
11-2

1 MCMD DCWS MC 962 DAA SUPV GRP EMP CODE 304 PRTR REQ BY
2 PAGE 3 ARG MON FULL DJI NARR CLOCK OSC

3 304 FST 0837A 1:38 0401
4 NARR: :0C 600 UNK/CHG BF1 TO 9X1336X286/PL A ONI
5 closed TN: 407 9967700 COMM: 10-25-93 0600P REACH: 9927676
6 APOSTOLIC; CHURCH OF ACCESS: A B JP FELD
7 1316 W CANAL ST S, B CS: BUS SC: 1FB RTE: 407 226 1112
*NMC * LAST CLRD: 10-27-92

48-3
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TROUBLE: OOSN TRAN LXD WTH 9969320; ACN 9927676
VER: 6 SUMMARY: SPEECH CTTN:
SCRN RSLT: NARR: (OVR) 1 RING LOUD BURST OF STATIC THEN CUTS OUT
FAC CABLE RESTRICTED SERV
F1 8 0591 0391 F 1401 NW AVENUE D
F2
FZ 1401NWA VD 0243 0000 O-W+Y-G R 625 NW 14TH ST
OE: AA07-0-13-31 WKG TTR
ON 0151252 992 304 4079927333 DPO 0839A
304 CCA 1230P 3:51
304 FST 0128P 4:49 0190
NARR: :41 500 CP/3BPXJ/PL 3NTW@BLDG TRM/I3 VCA& RJ11C

PAGE 3 - MORE



Conf

252

1 MCMD DCWS MC 962 DAA SUPV GRP EMP CODE 304 PRTR REQ BY
2 PAGE 4 ARG MON FULL DJI NARR CLOCK OSC

3 closed TN: 407 9927333 COMM: 10-25-93 1200P REACH: 4079928600
4 COLAN; MILLS STUDIO ACCESS: A B 1200P AC: X EST: 021
5 1075 S MAIN ST, BL*G SN: RPWJ938 T: N SC: 1FB IBI:
6 RM 150 AHN: RO: N RTE: 407 226 3202
7 ACC RMK 0900-1700; 9-5 CCON JOANNE DOYLE/RMK 992-8600
8 S&E: TN:3MTN4079927333/*I3 RJ11C/*I3 VCA/*I3 EBN/*I3 1FB/TN 992-7333, 4090, 8
9 60/NLC Y3/*I3 TTB/TN 992-7333, 4090, 8060/I1 CREX4/TN 992-7333/I1 CREX4/TN 99
10 FAC CABLE PAIR BP COLOR TERMINAL ADDRESS
11 F1 3 2484 59 F 802 S MAIN ST [I]
12 F2 802SM 550 50 I 1075-1 S MAIN ST [I]
13 /F1 /PXJ /F2 /PIW #/4079924090/IF1/CA 3/PR 2482/BP 57/TEA F 802 S MAIN ST/RT
14 IOE AA01-1-04-28 02 /PXJ/IF2/CA 802SM/PR 523/BP 23/TEA I 1075-1 S MAIN ST /C
15 ON 0359851 992 304 4079929494 DPO 0128P
304 CCA 0345P 2:17
304 FST 0346P 2:18 0190
16 NARR: :45 500 CP/BPXJ/CH BF2 802SMX623/INST NTW & INI
17 closed TN: 407 9929494 COMM: 10-25-93 0500P REACH: 4079967707
18 (NON-PUB) RITE; AID ACCESS: A 1200P B AC: W EST: 009

PAGE 4 - MORE

253

1 MCMD DCWS MC 962 DAA SUPV GRP EMP CODE 304 PRTR REQ BY
 2 PAGE 5 ARG MON FULL DJI NARR CLOCK OSC
 3 916 S MAIN ST, BL*G SN: RH7W395 T: N SC: 1FB IBI:
 CHANGE AHN: RO: N RTE: 407 226 3202
 4 ACC RMK SEE PHRMACIST 9AM TO 9PM
 5 S&E: DEL I1 VCA& DEL I1 RJ11C&&
 6 FAC CABLE PAIR BP COLOR TERMINAL ADDRESS
 7 F1 3 2414 14 F 802 S MAIN ST [I]
 8 F2 802SM 621 21 R 916 S MAIN ST [I]
 9 /F1 /PXJ /BCF BP 14 TEA F 802 S MAIN ST/F2 /PDW
 10 IOE AA00-1-02-0
 11 ON 0002452 992 304 4079967807 DPO 0346P
 304 48-3 CCA 0515P 1:29
 304 1-2 FST 0521P 1:35 0401
 12 NARR: : 0 600 UNK/CHGD B F2 TO 802SMX400X100
 13 closed TN: 407 9967807 COMM: 10-26-93 0200P REACH: 9967742
 14 SHARMA, SHEKHAR V M* ACCESS: A B MELBA
 15 1201 S MAIN ST CS: BUS SC: 1FB RTE: 407 226 3202
 16 UNIT MDCL @FC LAST CLRD: 10-01-82

PAGE 5 - MORE

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BBP
Sample PCWS

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WASSP WORK ACTIVITY LOG

I&M - POTS JFC 4100

FLORIDA

Revised: 09/01/93 Page 1 of 3

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GENERAL INFORMATION		DISTRIBUTED HOURS BY ACTIVITY									TOTAL HOURS WORKED:	
Name Steven D. Kauzlick		Tel No., CKID, or Misc. Activity									9.00	
Date 10-26-93	LMOS ID # 304											
SSN 266-71-8142/5		996-824	916-132	992-8604	996-2072	996-5909					TOT HRS	FRC
Resp. Code NS330304												
Supv. Name Roy Goodson												
Supv. Tel/Pager # (407) 936-7538		1	2	3	4	5	6	7	8	9		
MISCELLANEOUS MEETINGS (Describe) e.g., Bond Drive, APP, Meeting w/Supv.												90
CLASSROOM TRAINING (Describe)												
QUALITY OF WORK LIFE (QWL)												92
UNION ACTIVITIES - COMPANY PAID												91
NO TROUBLE FOUND - ACCESS GAINED											✓	95
TRAVEL & BREAKS		.25	.75	.25	.25	.25					1.75	99
OTHER (Describe)												
Travel time to Plus Supplies & prep of WASSP Log												

OFFICE USE ONLY

RTP Verified by OCT 27 1993 Technical Analyst Date _____	Reviewed _____ by _____ Date _____ Time _____ Correction Required (Check One) Yes ___ No ___ ----- Input by V/S Date 11/3
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comb

256

Name: Steyen D. Kauzlick	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC
	1	2	3	4	5	6	7	8	9		
Date <i>10-26-93</i>											
AERIAL CABLE (Includes Air Pressure)											
* PXJ/Rearrange/Routine/Reuse											2
* Repair/Pair Change/Came Clear											3
BURIED CABLE (Includes Air Pressure)											
* PXJ/Rearrange/Routine/Reuse											4
* Repair/Pair Change/Came Clear										1.50	5
AERIAL SERVICE WIRE (DROP/NI/PROT/GRND)											
* Install (New)											6
* Rearrange/Routine/Reuse							.25			.25	7
* Repair/Replace										1.50	8
BURIED SERVICE WIRE (DROP/NI/PROT/GRND)											
* Install (New)											9
* Rearrange/Routine/Reuse							.25			.25	10
* Repair/Replace											11
BUILDING ENTRANCE CABLE											
* PXJ/Rearrange/Routine/Reuse											12
* Repair/Pair Change/Came Clear											13
INTRABUILDING NETWORK CABLE											
* PXJ/Rearrange/Routine/Reuse											14
* Repair/Pair Change/Came Clear											15
DIGITAL CENTRAL OFFICE (Includes Channel Units & Testing)											
* Place/Change/Rearrange/Routine											32
* Repair/Replace/Re-insert/Came Clear											33
NETWORK TERMINATING WIRE (Includes NI)											
* Install (New)											16
* PXJ/Rearrange/Routine/Reuse											17
* Repair/Replace										.75	18
* Disconnect/Removal											21

F01A93W 0000172
 257

I&M - POTS JFC 4100 FLORIDA

Name: Steven D. Kauzlick	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC
	1	2	3	4	5	6	7	8	9		
Date: 10-26-93	Report Appropriate Alpha Designation Below For Each Activity										
DIGITAL SUBSCRIBER PAIR GAIN (Includes Channel Units & Testing)											
Fiber (F) or Metallic (M) ----->	M										
Interoffice (I), Feeder (F) or Distribution (D) ----->	F										
* Place (New - Service Order Authority)											
* Change/Rearrange/Routine											
* Repair/Replace/Re-insert/Came Clear	1.00									1.00	31
PUBLIC CPE - COCOT (TELCO Facilities Between Bldg Term. & NI)											
* Installation											79
* Repair/Replace/Rearrange/Routine/Reuse											80
* Disconnect/Removal											81
* Trouble Isolated to COCOT Equip. (Charges Apply)											56
BASIC INSIDE WIRE (Includes Materials)											
* Install & Rearrange		.75								.75	50
* Repair - Warranty (Within 30 Days of New Install.)											51
* Repair - Maintenance Plan	.50		.25							.75	52
* Repair - No Plan (Isolate/Set Trbl/T.D. Only)											53
NON-BASIC INSIDE WIRE (Includes Materials)											
* Install & Rearrange											54
* Repair - Warranty (Within 1 Year of New Install.)											55
* Repair/Isolate/CPE Trbl (Charges Apply)			1.50							1.50	56
NO ACCESS - TROUBLE INSIDE (Tested at NI)											
* Maintenance Plan (Basic)											52
* No Maintenance Plan (Basic)											53
* Non-Basic											56
NO ACCESS, SL, SO, SR, CANCEL											
* Non-Combination Job, Report Reg/DeReg Activity											94
* Combination (Reg/DeReg) INSTALLATION Job											94
* To the Network Interface (Trouble Unknown)											

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Sample WAL

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PBC

1 MCMD DCWS MC 962 DAA SUPV GRP EMP CODE 304 PRTR REQ BY
2 PAGE 7 ARG MON FULL DJI NARR CLOCK OSC

3 F1 9 0534 0134 1100 CENTER RD

4 F2

5 FZ 1100CR 0535 0000

6 OE: AA07-0-19-12 WKG TTR

7 ON 0484564 994 304 4079968214 DPO 0523P

8 TTN: 0484564 TN: 407 9968214 COMM: 10-26-93 0700P REACH: 4079968214

9 DORSEY, W. ACCESS: A 0400P B 0700P MS SUB

10 151 NW 9TH AV, SOUTH CS: RES SC: 1FR RTE: 407 226 3328

LAST CLRD: 04-15-91

48-3
1-3

11 TROUBLE: PHYS OOSN LIVING RM JCK NWKG FALLING OUT OF WALL

12 VER: LU SUMMARY: LINE IN USE CTTN:

13 SCRN RSLT: NARR: DEF JK/IW CALL B4 GOING (OVR)

14 FAC CABLE CCS IWP

15 F1 PG501 0473 0548 F 700 PALM BEACH RD

16 F2

17 FZ 603 0225 0025 R 160 NW 10TH AV

OE: ZR01-1-03-00 WKG TTR

INC 994 304 0634P

PAGE 7 - MORE

Conf

261

MCMD DCWS MC 962 DAA SUPV GRP EMP CODE 304 PRTR REQ BY
PAGE 8 ARG MON FULL DJI NARR CLOCK OSC
OFF 994 304 0635P
NARR: INCOMPLT/RPL DEF LR RJ11C/SEE 10/26 MTR

PAGE 8 - END

262

FOIA93W 0000170

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Sample OCWS

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W 11/11/13

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263

Venquinta P/o



1 OCT4100

FLORIDA

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3			1010	1011	1012	1013	1014	1015	1016
4	3	22R	0.	0.	0.	0.	0.	0.	1.50
5	4	45M	0.	0.	0.	0.50	1.00	0.75	0.
6	5	45R	0.	1.00	1.75	0.	0.50	2.50	0.
7	8	248R	0.	2.00	0.50	1.50	2.50	0.	2.50
8	9	548C	0.	0.	0.	1.50	0.	0.	0.
9	11	548R	0.	1.25	0.	0.	0.	1.00	0.
10	12	12M	0.	0.	0.50	0.	0.	0.	0.
11	14	52M	0.	0.	0.75	0.	0.	0.	0.
12	50	97BI	0.	0.	0.	1.50	0.	0.	0.
13	52	97BP	0.	1.25	2.25	1.75	1.50	1.50	0.50
14	53	97BR	0.	0.	0.	0.	0.	0.	1.50
15	90	5532	0.	0.50	0.25	0.	0.	0.	0.
16	94	5536	0.	0.	0.	0.	1.25	0.	0.
17	95	553A	0.	0.75	0.75	0.	0.	0.75	0.75
18	99	TRVL	0.	1.25	1.25	1.25	1.25	1.50	1.25

19 038382949

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4	45M	$\frac{48-3}{2-1}$	0.	0.75	2.25	0.	1.00	4.75	0.
5	45R		0.	1.50	0.	2.75	0.	0.	1.00
6	248C		0.	0.	2.00	0.	0.	0.	0.
7	248M		0.	0.50	0.	0.	0.	0.	0.
8	248R		0.	0.	0.75	1.00	3.00	0.	0.
9	548C		0.	0.	0.	0.	0.	1.50	0.
11	548R		0.	0.	0.	0.	0.	0.	3.25
14	52M		0.	0.75	0.	0.	0.	0.	0.
16	68E		0.	0.75	0.50	0.	0.	0.	0.
18	68R		0.	0.50	0.	2.00	0.	0.	0.
50	97BI		0.	0.50	1.50	0.	0.	1.00	0.
52	97BP		0.	1.00	0.	0.50	4.00	0.	1.00
53	97BR		0.	0.	0.	0.	0.	0.	1.00
90	5532		0.	0.25	0.50	0.	0.	0.	0.
94	5536		0.	1.00	0.75	0.	0.	0.75	0.50
95	553A		0.	0.	0.	1.00	0.	0.	0.
99	TRVL		0.	2.00	1.75	2.75	1.50	1.50	1.25

Comp

264



WASP WORK ACTIVITY LOG
I&M - POTS JFC 4100

James Swaly
not done

Revised: 09/01/93
Page 1 of 3

FLORIDA

GENERAL INFORMATION		DISTRIBUTED HOURS BY ACTIVITY									TOTAL HOURS WORKED:					
Name Kevin Yates		Tel No., CKID, or Misc. Activity									TOTAL HOURS WORKED: <u>0</u>					
Date 10/10/93	LMOS ID # 285	OFF DAY											TOT HRS		FRC	
SSN 038-38-2949/0																
Resp. Code NS330301																
Supv. Name Jim Dunlop																
Supv. Tel/Pager # (40) 936-7587		1	2	3	4	5	6	7	8	9						
MISCELLANEOUS MEETINGS (Describe) e.g., Bond Drive, APP, Meeting w/Supv.													90			
CLASSROOM TRAINING (Describe)																
QUALITY OF WORK LIFE (QWL)													92			
UNION ACTIVITIES - COMPANY PAID													91			
NO TROUBLE FOUND - ACCESS GAINED													95			
TRAVEL & BREAKS													99			
OTHER (Describe)																

RTP		OFFICE USE ONLY	
OCT 11 1993		Reviewed _____ by _____	
Verified by _____ Technical Analyst		Date _____ Time _____	
Date _____		Correction Required (Check One) Yes ___ No ___	
		
		Input by <u>JS</u> Date <u>10/30</u>	

carb

*James R. [unclear]
and [unclear]*

Name	Keyin Yates	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC
		1	2	3	4	5	6	7	8	9		
Date	10/10/93											
AERIAL CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse												2
* Repair/Pair Change/Came Clear												3
BURIED CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse												4
* Repair/Pair Change/Came Clear												5
AERIAL SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												6
* Rearrange/Routine/Reuse												7
* Repair/Replace												8
BURIED SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												9
* Rearrange/Routine/Reuse												10
* Repair/Replace												11
BUILDING ENTRANCE CABLE												
* PXJ/Rearrange/Routine/Reuse												12
* Repair/Pair Change/Came Clear												13
INTRABUILDING NETWORK CABLE												
* PXJ/Rearrange/Routine/Reuse												14
* Repair/Pair Change/Came Clear												15
DIGITAL CENTRAL OFFICE (Includes Channel Units & Testing)												
* Place/Change/Rearrange/Routine												32
* Repair/Replace/Re-insert/Came Clear												33
NETWORK TERMINATING WIRE (Includes NI)												
* Install (New)												16
* PXJ/Rearrange/Routine/Reuse												17
* Repair/Replace												18
* Disconnect/Removal												21

*James R. ...
Used By*

Name Kevin Yates	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC	
	Date 10/10/93	1	2	3	4	5	6	7	8			9
DIGITAL SUBSCRIBER PAIR GAIN (Includes Channel Units & Testing)												
Report Appropriate Alpha Designation Below For Each 'Activity'												
Fiber (F) or Metallic (M) ----->												
Interoffice (I), Feeder (F) or Distribution (D) ----->												
* Place (New - Service Order Authority)												
* Change/Rearrange/Routine												
* Repair/Replace/Re-insert/Came Clear												
PUBLIC CPE - COCOT (TELCO Facilities Between Bldg Term. & NI)												
* Installation												79
* Repair/Replace/Rearrange/Routine/Reuse												80
* Disconnect/Removal												81
* Trouble Isolated to COCOT Equip. (Charges Apply)												56
BASIC INSIDE WIRE (Includes Materials)												
* Install & Rearrange												50
* Repair - Warranty (Within 30 Days of New Install.)												51
* Repair - Maintenance Plan												52
* Repair - No Plan (Isolate/Set Trbl/T.D. Only)												53
NON-BASIC INSIDE WIRE (Includes Materials)												
* Install & Rearrange												54
* Repair - Warranty (Within 1 Year of New Install.)												55
* Repair/Isolate/CPE Trbl (Charges Apply)												56
NO ACCESS - TROUBLE INSIDE (Tested at NI)												
* Maintenance Plan (Basic)												52
* No Maintenance Plan (Basic)												53
* Non-Basic												56
NO ACCESS, SL, SO, SR, CANCEL												
* Non-Combination Job, Report Reg/DeReg Activity												94
* Combination (Reg/DeReg) INSTALLATION Job												94
* To the Network Interface (Trouble Unknown)												94

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Sample WAL

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WASSP WORK ACTIVITY LOG F

I&M - POTS JFC 4100

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FLORIDA

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Revised: 09/01/93
Page 1 of 3

GENERAL INFORMATION				DISTRIBUTED HOURS BY ACTIVITY									TOTAL HOURS WORKED:	
Name Kevin Yates				Tel No., CKID, or Misc. Activity									9.50	
Date 10-11-93 LMOS ID # 285				6896742	6862899	6891917	6865332	8324170	8328317	6553765	4788404			
SSN 038-38-2949/0				1	2	3	4	5	6	7	8	9	TOT HRS	FRC
Resp. Code NS330301														
Supv. Name Jim Dunlop														
Supv. Tel/Pager # (40) 936-7587														
MISCELLANEOUS MEETINGS (Describe) e.g., Bond Drive, APP, Meeting w/Supv. Met w/SUP									.25				.25	90
CLASSROOM TRAINING (Describe)														
QUALITY OF WORK LIFE (QWL)														92
UNION ACTIVITIES - COMPANY PAID														91
NO TROUBLE FOUND - ACCESS GAINED														95
TRAVEL & BREAKS					.25	.50	.25		.50		.50		2.00	99
OTHER (Describe) 5536 WEATHER DY										.50			.50	94
NO ACCESS TO NT NO ACCESS											.50		.50	94

OFFICE USE ONLY	
<p>RTP</p> <p>OCT 12 1993</p> <p>Verified by _____ Technical Analyst</p> <p>Date _____</p>	<p>Reviewed _____ by _____</p> <p>Date _____ Time _____</p> <p>Correction Required (Check One) Yes ___ No ___</p> <p>*****</p> <p>Input by <u>V/S</u> Date <u>10/20</u></p>

I&M - POTS JFC 4100
FLORIDA

09/01/93
Page 2 of 3

Name	Kevin Yates	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC
		1	2	3	4	5	6	7	8	9		
Date	10/11/93											
AERIAL CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse												2
* Repair/Pair Change/Came Clear												3
BURIED CABLE (Includes Air Pressure)												
* PXJ/Rearrange/Routine/Reuse			25			50					75	4
* Repair/Pair Change/Came Clear		1.50									1.50	5
AERIAL SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												6
* Rearrange/Routine/Reuse							50				50	7
* Repair/Replace												8
BURIED SERVICE WIRE (DROP/NI/PROT/GRND)												
* Install (New)												9
* Rearrange/Routine/Reuse												10
* Repair/Replace												11
BUILDING ENTRANCE CABLE												
* PXJ/Rearrange/Routine/Reuse												12
* Repair/Pair Change/Came Clear												13
INTRABUILDING NETWORK CABLE												
* PXJ/Rearrange/Routine/Reuse					75						75	14
* Repair/Pair Change/Came Clear												15
DIGITAL CENTRAL OFFICE (Includes Channel Units & Testing)												
* Place/Change/Rearrange/Routine												32
* Repair/Replace/Re-insert/Came Clear												33
NETWORK TERMINATING WIRE (Includes NI)												
* Install (New)			25			50					75	16
* PXJ/Rearrange/Routine/Reuse												17
* Repair/Replace				50							50	18
* Disconnect/Removal												21

I&M - POTS JFC 4100
FLORIDA

09/01/93
Page 3 of 3

Name Kevin Yates	DISTRIBUTED HOURS BY ACTIVITY									TOT HRS	FRC	
	Date 10/11/93	1	2	3	4	5	6	7	8			9
DIGITAL SUBSCRIBER PAIR GAIN (Includes Channel Units & Testing)												
Report Appropriate Alpha Designation Below For Each 'Activity'												
Fiber (F) or Metallic (M) ----->												
Interoffice (I), Feeder (F) or Distribution (D) ----->												
* Place (New - Service Order Authority)												
* Change/Rearrange/Routine												
* Repair/Replace/Re-insert/Came Clear												
PUBLIC CPE - COCOT (TELCO Facilities Between Bldg Term. & ND)												
* Installation												79
* Repair/Replace/Rearrange/Routine/Reuse												80
* Disconnect/Removal												81
* Trouble Isolated to COCOT Equip. (Charges Apply)												56
BASIC INSIDE WIRE (Includes Materials)												
* Install & Rearrange		25				25					50	50
* Repair - Warranty (Within 30 Days of New Install.)												51
* Repair - Maintenance Plan							100				100	52
* Repair - No Plan (Isolate/Set Trbl/T.D. Only)												53
NON-BASIC INSIDE WIRE (Includes Materials)												
* Install & Rearrange												54
* Repair - Warranty (Within 1 Year of New Install.)												55
* Repair/Isolate/CPE Trbl (Charges Apply)												56
NO ACCESS - TROUBLE INSIDE (Tested at NI)												
* Maintenance Plan (Basic)												52
* No Maintenance Plan (Basic)												53
* Non-Basic												56
NO ACCESS, SL, SO, SR, CANCEL												
* Non-Combination Job, Report Reg/DeReg Activity												94
* Combination (Reg/DeReg) INSTALLATION Job												94
* To the Network Interface (Trouble Unknown)											(3)	94

272

10-13-93 03:31PM FROM BST ORG/IAM HH CO TO 12059770844 POOL/001

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JW

6571-C
(5-90)

Outside Plant Field Ticket

Customer Name MARY HRAUJO		Tel. # 6842237	
Address 3486 HIWATHA			
Due Date 10-13-93		CKT/SO #	
Access Information		RSN #	
		Reach #	
PTY	Cable	Pair	BP
	F13	317	17
Term Or Pole Address		Color	
F1208 SERINOLE		R26455 SAGINAW	
F3			
F4			
Cust. Rpt. <input checked="" type="checkbox"/>	Repeat	O.O.S.	Emp. Rpt.
Trbl. Rpt. STATIC	Type Test OLD	Cls. Ser. IFR	R. Z.
Emp. ID. 255	Ticket # 8	W. 0229	AA
Com. Time	Mo. 10	Day 13	Hour 12:53
Dispatch Time	Rpt. Source Codes		
Service Restored	Discontin. Code		
Repair Completed	Cause Code		
Total Hours	# Def. Prs. Cld.		
Field Code	AA	Hours	LTT
2R		75	C L
45R		95	N PI
5R			B G
6R			Trans Code
Misc. Contract	TIP	TDC	SW TM
ONI <input type="checkbox"/> ON <input type="checkbox"/> NI <input type="checkbox"/> OY <input type="checkbox"/> N	Delay Code	Delay Min.	Imp.
Trouble Address	Spec. Svc. Stat.	S/O Stat.	
	400	SWO	
	600	DPN	
	1000	RAML	
	1300	NFE	
	1700	REA	
	2000	LST-A	
	2300	LST-B	
	2600	LST-I	
	3000	LST-S	
	3200	COC	
	Steady	OCB-Y	
	C-Notch	OCB-N	
	Imp.	Time	
	Total	Hrs.	
Cause Of Trouble			
Work Done INCOMPLETE TEST LINE			
Remarks/S&E			

6571-C
(5-90)

Outside Plant Field Ticket

Customer Name G. Burge		Tel. # 6842237	
Address 216 Berkshire H			
Due Date 10-11-93		CKT/SO #	
Access Information		RSN #	
		Reach #	
PTY	Cable	Pair	BP
	F16	76	216
Term Or Pole Address		Color	
51743 BERKSHIRE		L BERKSHIRE	
F3			
F4			
Cust. Rpt. <input checked="" type="checkbox"/>	Repeat	O.O.S.	Emp. Rpt.
Trbl. Rpt. STATIC	Type Test OK	Cls. Ser. IFR	R. Z.
Emp. ID. 285	Ticket # 1	W. 0229	AA
Com. Time	Mo. 10	Day 11	Hour 11:50
Dispatch Time	Rpt. Source Codes		
Service Restored	Discontin. Code		
Repair Completed	Cause Code		
Total Hours	# Def. Prs. Cld.		
Field Code	AA	Hours	LTT
2R		1.50	C L
45R			N PI
5R			B G
6R			Trans Code
Misc. Contract	TIP	TDC	SW TM
ONI <input type="checkbox"/> ON <input type="checkbox"/> NI <input type="checkbox"/> OY <input type="checkbox"/> N	Delay Code	Delay Min.	Imp.
Trouble Address	Spec. Svc. Stat.	S/O Stat.	
	400	SWO	
	600	DPN	
	1000	RAML	
	1300	NFE	
	1700	REA	
	2000	LST-A	
	2300	LST-B	
	2600	LST-I	
	3000	LST-S	
	3200	COC	
	Steady	OCB-Y	
	C-Notch	OCB-N	
	Imp.	Time	
	Total	Hrs.	
Cause Of Trouble			
Work Done CHG BFI TO 16 x 693. Pulled for OE Change			
Remarks/S&E			

(4)

FLORIDA
KEVIN YATES
#285

FOIA93W 0000140 213
FROM BST OPCC/IAM HH CO 4076973628
R-91X
10-13-93 01:40PM POOL #27

BSY
Sample WAL

8/12/93

VW 8/11/93

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183
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483
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CRAFT WORK SUMMARY EC: 285 YATES.K

SUPV GRP: P

PAGE 14 - MORE



10/11/93

1 RCMD DCWS MC 962 DAA SUPV GRP P EMP CODE PRTR X659 REQ BY RLM
 2 PAGE ARG DJI NARR FULL CLOCK

3 STATUS TTN DAA DEC TN STAT TIME ELAPSED DISPOSITION
 4 ON 0322558 686 285 4076896742 483
 5 DEC 0916A 2:25 2-2

5 NARR: OFFICE EQUIPMENT CHANGE REQUIRED
 6 closed TN: 407 6896742 COMM: 10-11-93 0500P REACH: 6896742
 7 BURKE, G ACCESS: A B
 8 216 BERKSHIRE K CENT CS: RES SC: 1MR RTE: 407 229 4119
 LAST CLRD: 05-08-93

9 TROUBLE: TRAN OGSY HEAVY STTC ALPHS CHACN 6896742
 10 VER: 0 SUMMARY: TEST OK CTTN:
 11 SCRN RSLT: NARR: DEC PENDING
 12 FAC CABLE WNP
 13 F1 16 0716 0216 S 173 BERKSHIRE
 14 F2
 15 FZ 173B 0657 0007 I BERKSHIRE K
 16 OE: 01002-241-71 NWS PTR
 17 ON 0330740 687 285 4076862899 48-3
 285 DPO 0918A
 CCA 1030A 1:12 2-2

18 PAGE 15 - MORE

19 NARR: 199 500/SO CP/PL 8PXJ/CNT NTW/RW BDRM JK 285 FST 1033A 1:15 0190
 20 closed TN: 407 6862899 COMM: 10-11-93 1200P REACH: 4076978170
 21 (NON-PUB) GRIFFIS, V ACCESS: A B 1200P AC: W EST: 010
 22 1564 LAKE CRYSTAL DR SN: RK3F031 T: N SC: 1FR IBI:
 23 APT C AHN: RO: N RTE: 407 229 4295
 24 ACC RMK 697-8170
 25 S&E: /I1 1FR/NLC Y1/ADL /NMC /I1 TTR/I1 ESX/I1 RW2/I1 CREX1

26 FAC CABLE PAIR BP COLOR TERMINAL ADDRESS
 27 F1 PG53 751 301 R 1440 LAKE CRYSTAL DR CI1
 28 F2 LCD 23 23 I 1560 LAKE CRYSTAL DR CI1
 29 /F1 /PGS SLC96.9122/PGSC I/CUR E ES/PXJ /RLA 1440 LAKE CRYSTAL DR/BCF BP 301
 30 IOE 91013-13-51 A R 1440 LAKE CRYSTAL DR/F2 PI
 31 ON 0028368 686 285 4076891917 DPO 1034A
 285 CCA 1125A 0:51
 285 FST 1125A 0:51 0350

NARR: : 0 300/DEF P/E/REP DEF NTW
 PAGE 16 - MORE

Conf

Pg 1

276

1 RCMD DCWS MC 962 DAA SUPV GRP P EMP CODE PRTR X559 REQ BY RLM
2 PAGE ARG DJI NARR FULL CLOCK

3 closed TN: 407 6891917 COMM: 10-11-93 0600P REACH: 0000000
4 CARVEL, ICE CREAM BA ACCESS: A B
5 2076 N HAVERHILL RD CS: BUS SC: 1FR RTE: 407 229 1106
LAST CLRD: 04-04-9

6 TROUBLE: NDT OOSY ALPHNS 710A-10P/NASAP
7 VER: 41 SUMMARY: OPEN OUT: BALANCED CTTN:
8 SCR N RSLT: NARR: BAL OPEN OUT // MAY BE CPE TBL
9 FAC CABLE MAC IWP
10 F1 17 0864 0014 4911 OKFECOBEE BLVD
11 F2

12 OE: 01017-001-40 WKG TTR
13 ON 0273361 686 285 4076071881 DPO 1125A
285 AJR 1127A 0:02
14 closed TN: 407 4871981 COMM: 10-11-93 0200P REACH:
15 SNADEKER, WILLIAM E ACCESS: A B
16 234 GUAVA AV. W*P*B CS: RES SC: 1FR RTE: 407 229 3110
LAST CLRD: 01-01-7

17 PAGE 17 - MORE

18 TROUBLE: CBC OOSN BSY FROM #4074870733
19 VER: 11 SUMMARY: CROSS TO WORKING PAIR CTTN:
20 SCR N RSLT: NARR: <OOS> X'D BATT B/S 60V
21 FAC CABLE CCS IWP RESTRICTED SERV
22 F1 32 2219 0669 F 235 GUAVA AV
23 F2 R 6604 PAPAYA RD
24 F2 2356 1690 0002
25 OE: 01021-031-42 WKG TTR
26 ON 0013519 686 285 407608332 DPO 1127A
285 CCA 1210P 0:43
285 FST 1214P 0:47 0430

27 NARR: 27 100/TELCO/REPL MISSING BLDG PKJ
28 closed TN: 407 6865332 COMM: 10-11-93 0600P REACH: 4074789397
29 ELKIND, E ACCESS: A B RFRD TO ANN
30 162 CAMBRIDGE S CENT CS: RES SC: 1FR RTE: 407 229 1118
*NMC * LAST CLRD: 01-22-9
TROUBLE: NDT OOSY PRMSD RECONN 10/8 STL NHKG MEDICAL EMERG NSASP AC
VER: SU SUMMARY: INTERCEPT CTTN:
PAGE 18 - MORE

Comp

Pg 2

277

1 SCRNR RSLT: NARR: (OVR) OPEN OUT 99%
2 FAC CABLE
3 F1 22 1899 0499
4 F2
5 FZ DORC 0043 0018
6 DE: 01019-151-21 WKG
7 ON 0026105 833 285 4078326170
285
285
285

SO DORCHESTER BLDG C
CAMBRIDGE R1 1 BLDG
DPD 1215P
CCA 0218P 2:03
FST 0218P 2:03 0190

8 NARR: 141 500/50 CP/PL 2 8PXJ/CNT 2 NTW
9 closed TN: 407 8326170 COMM: 10-11-93 1200P REACH: 3057921234
10 (NON-PUB) COMM: 800 ACCESS: A B 1200P AC: W EST: 01E
11 1515 S FLAGLER DR. W SN: RW66620 T: N SC: 1FB 1B1:
AHN: RO: V RTE: 407 223 4105

12 ACC RMK 000 WENTZEL/ZDIS /RMK 792-1234
13 S&E: TN: 2MTN 4078326170 /IHTG A 832-6170. 6281/I2 HTG/I1 TTB/TN 832-6170/I1 1FE
14 TN 832-6170 NMC /NLC 00/I1 CREK4/TN 832-6170/BI WNR/RMCR (A)/I1 TTB/TN 832-62
15 FAC CABLE PAIR BP COLOR TERMINAL ADDRESS

16 PAGE 19 - MORE

17 F1 26 270 270 1515-1.1 S FLAGLER DR c11
18 F2 1515F 399 399 1515-11.1 S FLAGLER DR c11
19 /RMK /BCT 1515 S FLAGLER DR APT 1903/EXJ /F1 /PXJ /BCT BP 270 TEA 1R15-1.1 S
20 IOE 004-005-011 AGLER DR/FZ /CDW 4078326281/IF1/CA 26/PR 199/8P 199/TEA 15
21 ON 0487323 832 285 4078326317
285
285
DPD 0219P
CCA 0355P 1:36
FST 0355P 1:36 1210

22 NARR: 196 210/CUST ACT/DEF CPE/RTN AONI/M W/SUPERV
23 closed TN: 407 8320317 COMM: 10-11-93 0600P REACH: 0000000000
24 PEREZ. IDEGARDE ACCESS: A B
25 916 PASEO ANDORRA/ZA CS: RES SC: 1FR RTE: 407 223 6124
LAST CLRD: 01-05-91

26 TROUBLE: NOT OOSY +NACN/ALPHS/8BI/NDS ASAP HAS ILL BABY/TAKES CARE
27 VER: 99 SUMMARY: ANALYSIS OF FULL RESULTS NEEDED SUB(1) CTTN:
28 SCRNR RSLT: NARR: (OVR) NOT HELD IN OFC-DISP OUT PER SCC-
29 FAC CABLE CCS IWP RESTRICTED SERV
30 F1 13 0230 0280 R 901 SOUTHERN BLVD
31 F2

32 PAGE 20 - MORE

33 RCMD DCWS MC 962 DAA SUPV GRP P EMP CODE PRTR X659 REQ BY RLM
34 PAGE ARG DJI NARR FULL CLOCK

35 FZ 1305 0125 0000 BL-W+V-S SDP 2194
36 DE: 001-224-001 WKG TTR
37 ON 0345374 832 285 4076553765
285
285
DPD 0355P
CCA 0530P 1:35
FST 0533P 1:38 1210

38 NARR: 127 210/CUST ACT/REP DEF LW/WEATHER DLY
39 closed TN: 407 6553765 COMM: 10-12-93 1200P REACH: 9649430
40 GOMEZ. CARLOS ACCESS: A B MRS.VILLAR
41 1036 VANDEVENTER ST. CS: RES SC: 1FR RTE: 407 223 6124
LAST CLRD: 10-06-92

42 TROUBLE: NOT OOSY CBC-BSY ACN: 9649430 3-ELDERLY PEOPLE SICK IN RES
VER: 71 SUMMARY: ROH SUB(2) CTTN:
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SCRNR RSLT: NARR: (OOS) SHT BRING TRPS
FAC CABLE

278

1 F1 13 0344 0019

F 1046 VAN DE VENTER ST

3 DE: 002-206-003

WKG TTR

4 PAGE 21 - MORE

5 ON 0039373 685 285 4074788404

DPO 0634P
NAS 0618P 0:44

6 NARR: NALC/R#DA/NA TO NI/0618

COMM: 10-12-93 1200P REACH: 4076832244

7 TTN: 0039373 TN: 407 4788404

ACCESS: A B BA-5PRENEE

8 W: W LUMBER COMPANY

CS: BUS SC: 1FB RTE: 407 229 2115

9 2077 N MILITARY TR.

LAST CLRD: 06-24-93

10 TROUBLE: MISC OOSN ACN: 6832244 ALARM IS INDICATING A LINE TRBL

VER: 0C SUMMARY: CPE OR HIGH RESISTANCE OPEN

SCRN RSLT: NARR: NALC/R#DA/NA TO NI/0618

FAC CABLE WMP
F1 17 0284 0034

4190.2 OKEECHOBEE BLVD

DE: 01020-260-20

WKG TTR

OFF 685 285

0619P

FROM BellSouth WFB ASM 407 586 6581 12-11-93 03:28PM PO01 #14

Comp

184

279

James ^{BST} De'm to WALS

8/12/93
KW 2/14/93

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T. C. Taylor
Operations Manager-IMC

JANUARY 29, 1992
FILE CODE: 710.0400



Southern Bell

Room 14.11 Southern Bell Tower
301 W. Bay Street
Jacksonville, Florida 32202
(904) 350-3586

MEMORANDUM

TO: Operations Managers, Network Operations - Florida

FROM: T. C. Taylor, Operations Manager - South Operations
I&M/IMC Implementation Support

SUBJECT: Plant Time Reporting Correction Procedures

BellSouth Practice 620-700-001SV "Time Reporting Requirements For Technicians" provides the necessary procedures to be followed to ensure compliance with the BellSouth Cost Allocation Manual (CAM), as well as Federal and State regulatory agencies.

At times, due to supervisory review of MIR time Sheets and associated documentation, it may be necessary to correct errors found.

The attached document "Time Reporting Correction Procedures" has been developed to assist field personnel in determining the appropriate corrective action.

Please distribute this document within your organization to all affected personnel. If additional information is desired, the following Implementation Staff managers may be contacted:

- South Florida Steve Shaw
 305/644-4994
- S/E Florida Denise Maggert
 305/492-3332
- North Florida Lorretta Zezulak
 904/350-4118

T. C. Taylor

Attachment

cc: General Managers - Florida
Doug Harkness
David Puckett
Steve [unclear]

Conf

(1)

281

48-3

**SOUTH OPERATIONS
NETWORK OPERATIONS I&M/IMC IMPLEMENTATION SUPPORT
February 1992**

TIME REPORTING CORRECTION PROCEDURES

1. GENERAL

- 1.1 On February 6, 1987, the Federal Communications Commission (FCC) released its Joint Cost Order (JCO) in FCC Docket No. 86-111, commonly referred to Part X. The order established the requirements that a regulated carrier **MUST** meet if it intends to use its resources (assets and employees) to provide deregulated products and services.
- 1.2 The FCC and State Commissions require the company to provide an audit trail of **ALL TIME** charged for **EVERY WORK ASSIGNMENT** performed by the technician. To comply with regulatory requirements and Part X accounting, an auditable record of employee time reported must be maintained.
- 1.3 Management personnel must properly review time reporting documents. In addition, sufficient documentation must be maintained to substantiate that an employee's labor hours and associated costs have been charged to the correct account code. _ _
- 1.4 Each field code reported must be substantiated by the close out narrative. Work activities must be detailed to the ~~point that a post inspection can be made from the~~ information on the DCWS or 6571 Work Ticket.
- 1.5 MTR Time Labor Report RF-152-I should be completed as outlined in BSP 620-700-001SV.

2. POSITIVE TIME REPORTING (PTR)

- 2.1 BellSouth Telecommunications, Inc. uses positive time reporting to classify costs to the appropriate Part 32 accounts, apportioned between regulated, and deregulated activities to pay PTR employees.
- 2.2 Technicians are plant occupational employees and are considered PTR, or positive time reporting employees. Technicians cost are a significant part of plant construction and maintenance expenditures. Since technicians perform both regulated and deregulated activities, accurate time reporting is essential for proper assignment of costs.
- 2.3 All plant occupational employees, whether performing a particular job function 100% of the time, or on a regulated/deregulated split, must prepare a time-labor report every day. Once entered into the Mechanized Time Reporting System (MTR), these reports are subject to a series of edits which validate the information. **ANY ERRORS FOUND IN THE REPORTED DATA ARE IDENTIFIED AND AN ERROR REPORT IS TRANSMITTED FOR CORRECTION AND RESUBMITTAL.**

2.4 THE SUPERVISOR IS RESPONSIBLE FOR REVIEWING OUTPUT REPORTS TO ENSURE REASONABLENESS OF TIME REPORTED. Any errors detected as a result of reviewing documents must be corrected, and noted on the original forms

3. SUPPORT DOCUMENTATION

3.1 Technicians are required to provide narrative descriptions in such detail as to support the use of every account code charged on the MTR Form RF-152-I.

3.2 Support documentation for technicians dispatched out of IMOS-MAPPER is considered to be the DCWS (Full, Clock, Narr). All tasks not dispatched out of MAPPER require a completed 6571 work ticket. This ticket must be completed as outlined in BSP 620-700-001SV paragraph 6.1.

3.3 Support documentation for those technicians working on Designed Specials, Routine, Projects, Helping, Employee Reports etc., a completed 6571 work ticket is required as outlined in 3.2 above.

4. REVIEW PROCESS

4.1 Supervisors are required to review MTR documents (6571 Work Tickets, DCWS's, RF152-I, Form 9360) to ensure the accuracy of the time reported. Requirements for review are outline in BSP 620-700-001SV.

4.2 Verification , review and approval of MTR Form 9360-AL is mandatory. Evidence of this review must be apparent by means of (but not limited to) highlights, notes, or initials.

4.3 When a discrepancy or error is detected the reviewing manager is responsible for ensuring the appropriate corrective action is taken.

5. CORRECTING DOCUMENTS

5.1 When it is determined by review of the support documentation that the account code charged by the technician in MTR is incorrect the correction must be made on the time report in "RED INK" or a corrected time report must be prepared with "CORRECTED REPORT" written across the top of the RF-152-I. These changes must be made by the technician to maintain accurate time reporting, and ensure coverage of error regardless of its origin.

Note: Revisions are being made to Form RF-152-I to provide for a box to check if the information contained is a correction of a previous report.

5.2 The corrected information must be called or forwarded to the MTR input center.

5.3 MTR Form 9360-AL will reflect the changes made to correct the account code errors if received and input into the MTR system no later than the Monday following the close of the plant payroll period.

- 5.4 If the correction to the time report is made after the Monday following the close of the plant payroll period Form 9360-AL will not reflect the corrections and will have to be noted by the appropriate supervisor in the field.
- 5.5 In those instance when the support documentation is not complete, or fails to support the account codes charged by the technician, the support documentation must be corrected.
- 5.6 Corrections to the DCWS can be made by creating a DATH/WATH entry into the LMOS system. The DATH must be printed, initialed by the technician and supervisor, then attached to the DCWS.

THE TECHNICIAN MUST BE CONSULTED TO OBTAIN THE CORRECT NARRATIVE INFORMATION BASED ON THE WORK PERFORMED TO SUPPORT THE ACCOUNT CODES CHARGED. IF THE NARRATIVE CANNOT SUPPORT THE CODES CHARGED THE MTR REPORT SHOULD BE CORRECTED AS INDICATED IN 5.1 ABOVE.

- 5.7 Corrections to 6571 work tickets should be made by the original technician after it is determined that the information on the ticket does not support the account codes charged in the MTR System.

IF THE TECHNICIAN ADVISES MANAGEMENT THAT THE NARRATIVE IS CORRECT, THE MTR TIME REPORT SHOULD BE CORRECTED AS OUTLINED IN 5.1 ABOVE.

- 5.8 The attached form (attachment A) should be used to initiate any changes to Disposition/Cause Codes or narrative entries when the technician determines a need to correct or modify these items prior to management review.

4

EXAMPLE

FLORIDA
4100
June 1994

UNIVERSE SIZE = 2077
SAMPLE SIZE = 30
OF WKS IN MONTH 5



RC	NAME	SSN	WK	WK BEGINS
NS220404	HEADRICK, ROBERT P		1	june 1
NS220601	STURGES, BRUCE C		1	june 1
NS220602	MATTSSON, RICHARD D		1	june 1
NS250804	ALEXANDER, J R		1	june 1
NS320206	WALKER, KATHY D		1	june 1

INTERVIEWS						
S	M	T	W	T	F	S

only

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* = To be interviewed

286

RAND 0-1 RAND 0-100

Example

FLORIDA
4100
June 1994

UNIVERSE SIZE = 2077
SAMPLE SIZE = 30
OF WKS IN MONTH 5

RC	NAME	SSN	WK	WK BEGINS	INTERVIEWS							
					S	M	T	W	T	F	S	
NS210308	EICHHOLZ,RICHARD D		2	june 8		*	*			*		
NS310202	CARANO,CLAUDIO F		2	june 8		*	*			*		
NS310508	FLOURNOY,C		2	june 8								
NS330304	SMITH,RONNIE D		2	june 8								
NS330A0A	GUTHRIE,DOUGLAS L		2	june 8								
NS420705	BANKS,CALVIN L		2	june 8			*	*	*			
NS42070D	ESCARDA,JOSE M		2	june 8								

* = To be interviewed

(2)

287

Example

FLORIDA
4100
June 1994

UNIVERSE SIZE = 2077
SAMPLE SIZE = 30
OF WKS IN MONTH 5

RC	NAME	SSN	WK	WK BEGINS	INTERVIEWS								
					S	M	T	W	T	F	S		
NS210309	SCOTT JR,EARL R		3	june 15									
NS230301	BARBO,M S		3	june 15									
NS320204	SAN MARTIN,ROGELI		3	june 15									
NS320602	TANTON,MARY P		3	june 15									
NS320606	EDDIE,ROBERT B		3	june 15		*	*	*					
NS320609	FERRANTE,SANTE		3	june 15									
NS410201	MUMFORD,RONNIE A		3	june 15			*	*	*				
NS410604	PICHE,DENNIS G		3	june 15			*		*		*		
NS42070D	ARMAS,EFREN S		3	june 15									

(3)

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EXAMPLE

FLORIDA
4100
June 1994

UNIVERSE SIZE = 2077
SAMPLE SIZE = 30
OF WKS IN MONTH 5

RC	NAME	SSN	WK	WK BEGINS	INTERVIEWS							
					S	M	T	W	T	F	S	
NS41060C	PEARSON, DAVID C		4	june 22								
NS41060T	WHITAKER, T T		4	june 22								
NS420704	BAUMAN, ROBERT J		4	june 22								

682
⑦

EXAMPLE

FLORIDA
4100
June 1994

UNIVERSE SIZE = 2077
SAMPLE SIZE = 30
OF WKS IN MONTH 5

RC	NAME	SSN	WK	WK BEGINS	INTERVIEWS							
					S	M	T	W	T	F	S	
NS220603	RILES JR,G W		5	june 29								
NS250305	STORMANT,TED W		5	june 29								
NS330A02	AMMER,DOUGLAS W		5	june 29			*		*	*		
NS410610	TAMARGO,CARLOS		5	june 29								
NS430102	MORALES,ALEXANDER		5	june 29								
NS430105	CANCHON,MIGUEL		5	june 29								

5

290

Example of Sample List

B 12/9/93

NEW 12/14/93

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291



FLORIDA

*Profile - One month
for example*

*use 3 months
total Profile for
actual*

OCT 1993

I&M POTS (4100)

NO. OF EMPLOYEES = 2077

NO. IN SAMPLE = 30

	FIELD CODE	TYPE	HOURS	%	PRECISION
2	22M	REG	66.25	5.39%	2.53%
3	22R	REG	57.50	4.68%	
4	45M	REG	230.00	18.71%	4.61%
5	45R	REG	141.75	11.53%	
6	248C	REG	17.25	1.40%	0.96%
7	248M	REG	73.75	6.00%	2.49%
8	248R	REG	56.25	4.58%	
9	548C	REG	47.50	3.86%	2.21%
10	548M	REG	81.00	6.59%	2.14%
11	548R	REG	62.00	5.04%	
12	12M	REG	21.75	1.77%	1.58%
13	12R	REG	3.50	0.28%	
14	52M	REG	1.50	0.12%	0.17%
16	68E	REG	19.50	1.59%	0.90%
17	68M	REG	78.75	6.41%	6.50%
18	68R	REG	63.25	5.15%	
29	257C	REG	0.50	0.04%	0.08%
30	257M	REG	1.50	0.12%	0.18%
31	257R	REG	1.00	0.08%	0.16%
33	377R	REG	0.25	0.02%	0.04%
34	F257M	REG	0.50	0.04%	0.08%
35	F257R	REG	0.75	0.06%	0.12%
39	F257C	REG	2.50	0.20%	0.28%
50	97BI	DREG	56.00	4.56%	1.86%
51	97BW	DREG	3.75	0.31%	0.34%
52	97BP	DREG	148.50	12.08%	2.66%
53	97BR	DREG	14.00	1.14%	0.52%
56	98ER	DREG	4.00	0.33%	0.37%
80	78M	REG	2.25	0.18%	0.38%
90	5532	COMM	33.75	2.75%	0.97%
94	5536	COMM	33.75	2.75%	1.13%
95	553A	COMM	47.75	3.89%	1.32%
	TOTAL	REG	646.50	52.60%	5.49%
	TOTAL	DREG	226.25	18.41%	3.21%
	TOTAL	COMM	115.25	9.38%	2.27%
	TOTAL	TRVL	241.00	19.61%	2.70%

TOTAL SAMPLE HOURS 1229.00

ESTIMATED TOTAL HOURS 340351.18

ESTIMATED MONTHLY SAMPLE REQ'D 52

Conf-

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290
48-3
6

1 =1003

2 OCT4100 FLORIDA

3 263941584

		1003	1004	1005	1006	1007	1008	1009
5	2	22M	0.	0.	0.	0.25	0.	0.
6	3	22R	0.	0.	2.75	0.	1.25	2.00
7	4	45M	0.	0.	0.	0.25	0.	0.
8	5	45R	0.	0.	0.	0.	1.75	1.50
9	6	248C	0.	0.	0.	2.00	1.00	0.
10	8	248R	0.	0.	0.50	1.00	1.00	3.00
11	9	548C	0.	0.	0.	0.	1.00	0.
12	10	548M	0.	0.	0.	1.00	0.	0.
13	11	548R	0.	0.	0.50	0.	0.	0.
14	50	97BI	0.	0.	0.	0.	0.25	0.
15	51	97BW	0.	0.	0.	1.50	0.	0.
16	52	97BP	0.	0.	4.50	2.25	0.	0.50
17	95	553A	0.	0.	0.	0.	0.	1.25
18	99	TRVL	0.	0.	1.25	1.00	2.50	2.50

19 261880904

		1003	1004	1005	1006	1007	1008	1009
4	45M	0.	3.00	1.00	1.50	2.75	0.	0.
5	45R	0.	0.	0.	0.	0.	0.	3.00
6	248C	0.	0.	0.	0.	2.50	0.	0.
9	548C	0.	2.00	3.00	3.50	1.50	0.	0.
10	548M	0.	1.00	0.	1.00	0.	0.	0.
11	548R	0.	0.	1.75	0.	0.	0.	0.
33	377R	0.	0.	0.	0.	0.	0.	0.25
50	97BI	0.	0.	0.	0.	0.25	0.	0.
52	97BP	0.	0.	1.75	1.50	0.	0.	2.25
94	5536	0.	0.	0.	0.75	1.00	0.	0.
95	553A	0.	3.00	0.	0.	0.	0.	0.50
99	TRVL	0.	1.00	0.50	0.75	0.50	0.	2.00

2

293

1 OCT4100 FLORIDA

416541535

		1003	1004	1005	1006	1007	1008	1009
3								
4								
5	3 22R	0.	1.00	0.75	0.75	0.50	1.00	0.
	4 45M	0.	0.	0.50	1.25	0.50	0.	0.
6	5 45R	0.	0.	0.	0.50	0.	0.	0.
7	7 248M	0.	0.	0.	2.50	1.50	0.50	0.
8	8 248R	0.	2.50	1.00	0.	0.	0.	0.
9	9 548C	0.	0.	0.75	0.	0.	0.	0.
10	10 548M	0.	0.	0.	0.	0.	2.25	0.
11	11 548R	0.	0.75	2.00	0.	0.	0.	0.
12	50 97BI	0.	0.	1.25	0.25	0.	0.	0.
13	52 97BP	0.	0.50	1.50	0.75	4.25	0.75	0.
14	90 5532	0.	1.00	0.	0.	0.	2.00	0.
15	99 TRVL	0.	2.25	1.25	2.00	1.25	1.50	0.

16 045408621

	1003	0000	0000	0000	0000	0000	0000

3

294

1 OCT4100 FLORIDA

2 090361911

			1003	1004	1005	1006	1007	1008	1009
3									
4	2	22M	0.	1.25	3.00	0.	0.	0.	0.
5	3	22R	0.	0.	0.	0.	1.00	0.	0.50
6	4	45M	0.	0.	0.	0.75	0.	0.	0.
7	5	45R	0.	0.	0.	0.	0.75	3.25	0.50
8	6	248C	0.	0.	0.	0.	0.	0.	1.75
9	8	248R	0.	0.	0.	0.	0.	0.	1.75
10	16	68E	0.	0.	0.	0.	1.00	0.	0.
11	17	68M	0.	0.	0.	0.	0.	1.50	1.50
12	18	68R	0.	0.50	0.	0.	0.	0.	0.
13	50	97BI	0.	0.	0.50	0.	0.	0.	0.50
14	51	97BW	0.	0.	0.	0.	0.	1.00	0.
15	52	97BP	0.	2.00	0.75	3.50	1.00	0.	0.
16	53	97BR	0.	1.75	0.	0.	0.	0.	0.
17	90	5532	0.	0.	0.50	1.50	0.50	0.50	0.
18	94	5536	0.	1.00	0.50	1.00	1.25	0.	0.75
19	95	553A	0.	0.	1.00	1.00	2.50	0.75	0.
20	99	TRVL	0.	1.50	0.75	1.25	0.75	1.50	0.75

21 158304082

			1003	1004	1005	1006	1007	1008	1009
18	68R		0.	0.	0.	0.	0.	0.	1.25
52	97BP		0.	0.	0.	0.	0.	0.	0.50
80	78M		0.	0.	0.	0.	0.	0.	2.25
94	5536		0.	0.	0.	0.	0.	0.	3.50
95	553A		0.	0.	0.	0.	0.	0.	0.50
99	TRVL		0.	0.	0.	0.	0.	0.	1.00

4

295

1 OCT4100 FLORIDA

2 264134167

			1003	1004	1005	1006	1007	1008	1009
4	3	22R	0.	0.	0.	0.	0.	0.	0.50
5	4	45M	0.	0.	0.	0.	0.	0.	1.00
6	5	45R	0.	0.	0.	0.	0.	0.	1.75
7	7	248M	0.	0.	0.	0.	0.	0.	0.50
8	11	548R	0.	0.	0.	0.	0.	0.	1.25
9	18	68R	0.	7.50	8.50	8.50	9.50	7.50	0.
10	50	97BI	0.	0.	0.	0.	0.	0.	0.50
11	94	5536	0.	0.	0.	0.	0.	0.	0.75
12	99	TRVL	0.	0.50	0.50	0.50	0.50	0.50	1.75

13264271214

			1003	1004	1005	1006	1007	1008	1009
2	22M	0.	2.00	0.	0.	0.	0.	0.	0.
4	45M	0.	0.	4.50	5.50	1.50	1.00	4.00	4.00
5	45R	0.	0.	0.	0.	0.	0.	0.	2.50
11	548R	0.	0.	0.	0.	0.	4.00	0.	0.
12	12M	0.	1.75	0.	0.	4.25	0.	0.	0.
16	68E	0.	0.	0.75	1.00	0.	0.	0.	1.50
17	68M	0.	0.	0.	0.	0.50	0.	0.	0.
18	68R	0.	1.00	0.	0.	0.	0.	0.	0.
50	97BI	0.	0.	1.00	0.	0.	0.	0.	0.25
52	97BP	0.	1.00	0.	0.	0.	0.	0.	0.
53	97BR	0.	0.	0.	0.	1.00	0.	0.	0.
90	5532	0.	0.	2.00	0.	0.	0.	0.	0.
94	5536	0.	0.	0.	0.25	1.25	0.	0.	0.
95	553A	0.	1.25	0.	0.	0.	3.50	0.	0.
99	TRVL	0.	2.50	0.75	2.25	2.00	1.50	1.25	1.25

(5) 296

1 OCT4100 FLORIDA

2 266712276

		1003	1004	1005	1006	1007	1008	1009
3	22R	0.	0.	1.75	0.	1.50	1.25	1.00
4	45M	0.	0.	0.	0.	0.	1.75	0.
5	45R	0.	3.50	4.00	2.50	4.00	0.	0.75
8	248R	0.	0.	0.	0.	1.25	2.00	0.50
9	548C	0.	0.	0.	0.	1.50	0.	0.
11	548R	0.	2.25	0.50	1.75	0.	0.	0.75
13	12R	0.	0.	0.	0.	0.	1.25	0.
18	68R	0.	0.	0.	1.50	0.	0.	0.
50	97BI	0.	0.	0.	0.	1.25	0.	0.
52	97BP	0.	1.00	1.50	2.75	0.50	2.50	2.75
94	5536	0.	0.25	0.50	0.	0.	0.	0.50
95	553A	0.	0.	0.	0.	0.	0.	0.75
99	TRVL	0.	1.50	1.25	1.50	1.50	1.75	1.00

(6) *BT*

297

2 128423222

			1010	1011	1012	1013	1014	1015	1016
4	4	45M	0.	0.50	1.00	0.50	1.00	0.	0.
5	5	45R	0.	2.00	0.	0.	0.	0.	0.
6	6	248C	0.	0.	0.	0.	4.00	0.	0.
7	16	68E	0.	0.	1.00	0.50	2.00	0.	0.
8	17	68M	0.	0.25	0.	0.	0.	0.	0.
9	18	68R	0.	0.	0.	0.50	0.	0.	0.
10	30	257M	0.	0.	0.	0.50	0.	0.	0.
11	50	97BI	0.	0.25	1.00	1.25	0.	1.00	0.
12	52	97BP	0.	1.75	1.00	0.	0.	1.50	0.
13	90	5532	0.	0.50	1.00	0.50	0.75	0.50	0.
14	94	5536	0.	0.	0.	0.75	0.	0.	0.
15	95	553A	0.	0.	0.50	0.75	0.	2.00	0.
16	99	TRVL	0.	2.75	2.50	2.75	0.25	3.00	0.

17 438700403

			1010	1011	1012	1013	1014	1015	1016
4	45M	0.	0.	0.50	1.00	1.00	0.	0.75	
5	45R	0.	4.50	1.75	0.	0.	2.25	0.	
9	548C	0.	0.	0.	2.00	2.25	0.	0.	
10	548M	0.	1.00	1.25	0.50	0.	0.	0.	
11	548R	0.	0.75	1.50	1.50	0.	1.00	1.50	
29	257C	0.	0.	0.	0.50	0.	0.	0.	
50	97BI	0.	0.	0.	0.	1.75	0.	0.	
52	97BP	0.	0.	1.25	0.	0.	1.50	2.25	
53	97BR	0.	0.	0.	0.	0.	0.	0.75	
90	5532	0.	0.	0.	1.00	0.	1.50	0.	
94	5536	0.	0.	0.	0.	0.	0.75	0.	
95	553A	0.	0.	0.	0.	1.50	0.	0.	
99	TRVL	0.	1.75	1.75	1.50	1.50	1.00	2.75	

1 OCT4100 FLORIDA

2 175388804

		1010	1011	1012	1013	1014	1015	1016
3								
4	3 22R	0.	1.00	1.00	0.	0.	0.	0.
5	5 45R	0.	2.00	3.50	6.00	0.	0.	0.
6	18 68R	0.	0.	0.25	0.	0.	0.	0.
7	52 97BP	0.	2.50	2.25	0.	5.25	1.50	0.
8	90 5532	0.	0.	0.	0.	1.50	1.50	0.
9	95 553A	0.	0.	0.	0.75	0.	0.	0.
10	99 TRVL	0.	2.50	1.00	1.25	1.25	1.00	0.

11 211460685

		1010	1011	1012	1013	1014	1015	1016
4	45M	0.	0.25	0.	0.50	0.	0.50	0.
5	45R	3.75	0.	1.75	0.50	2.25	2.25	0.50
8	248R	0.50	0.	0.	0.	0.	0.	0.
10	548M	0.	0.25	0.	0.50	0.	0.	0.
11	548R	0.	2.50	0.	0.50	0.	0.	1.25
17	68M	0.	0.	0.	0.	0.	1.75	0.
18	68R	0.25	0.	0.	1.25	0.	0.	0.
50	97BI	0.	0.25	0.50	0.25	0.	0.	0.
52	97BP	0.75	0.75	2.00	0.25	0.	0.50	2.00
53	97BR	0.	0.	0.	0.	1.00	0.	0.
90	5532	0.	1.50	0.	0.	1.00	0.	0.
94	5536	0.	0.	0.	0.	1.00	0.	0.
95	553A	0.	0.	0.75	1.00	0.	0.	0.75
99	TRVL	2.75	2.50	3.00	3.25	2.75	3.00	3.50

1 OCT4100 FLORIDA

2 261709853

3			1010	1011	1012	1013	1014	1015	1016
4	3	22R	0.	0.	0.	0.	0.	0.	1.50
5	4	45M	0.	0.	0.	0.50	1.00	0.75	0.
6	5	45R	0.	1.00	1.75	0.	0.50	2.50	0.
7	8	248R	0.	2.00	0.50	1.50	2.50	0.	2.50
8	9	548C	0.	0.	0.	1.50	0.	0.	0.
9	11	548R	0.	1.25	0.	0.	0.	1.00	0.
10	12	12M	0.	0.	0.50	0.	0.	0.	0.
11	14	52M	0.	0.	0.75	0.	0.	0.	0.
12	50	97BI	0.	0.	0.	1.50	0.	0.	0.
13	52	97BP	0.	1.25	2.25	1.75	1.50	1.50	0.50
14	53	97BR	0.	0.	0.	0.	0.	0.	1.50
15	90	5532	0.	0.50	0.25	0.	0.	0.	0.
16	94	5536	0.	0.	0.	0.	1.25	0.	0.
17	95	553A	0.	0.75	0.75	0.	0.	0.75	0.75
18	99	TRVL	0.	1.25	1.25	1.25	1.25	1.50	1.25

19 038382949

			1010	1011	1012	1013	1014	1015	1016
4	45M	0.	0.75	2.25	0.	1.00	4.75	0.	0.
5	45R	0.	1.50	0.	2.75	0.	0.	0.	1.00
6	248C	0.	0.	2.00	0.	0.	0.	0.	0.
7	248M	0.	0.50	0.	0.	0.	0.	0.	0.
8	248R	0.	0.	0.75	1.00	3.00	0.	0.	0.
9	548C	0.	0.	0.	0.	0.	1.50	0.	0.
11	548R	0.	0.	0.	0.	0.	0.	0.	3.25
14	52M	0.	0.75	0.	0.	0.	0.	0.	0.
16	68E	0.	0.75	0.50	0.	0.	0.	0.	0.
18	68R	0.	0.50	0.	2.00	0.	0.	0.	0.
50	97BI	0.	0.50	1.50	0.	0.	1.00	0.	0.
52	97BP	0.	1.00	0.	0.50	4.00	0.	0.	1.00
53	97BR	0.	0.	0.	0.	0.	0.	0.	1.00
90	5532	0.	0.25	0.50	0.	0.	0.	0.	0.
94	5536	0.	1.00	0.75	0.	0.	0.75	0.	0.50
95	553A	0.	0.	0.	1.00	0.	0.	0.	0.
99	TRVL	0.	2.00	1.75	2.75	1.50	1.50	1.50	1.25

1 OCT4100 FLORIDA

2 291504628

3

			1010	1011	1012	1013	1014	1015	1016
4	3	22R	0.	0.	0.50	0.	0.	0.	0.
5	4	45M	0.	2.00	1.50	0.	0.	0.	0.
6	5	45R	2.75	0.	0.	0.	0.	0.	0.
7	7	248M	0.	0.	2.50	0.	0.	0.	0.
8	10	548M	0.	1.50	0.	0.	0.	0.	0.
9	11	548R	1.00	0.	0.	0.	0.	0.	0.
10	12	12M	0.	0.	0.	7.00	0.	0.	0.
11	50	97BI	0.	1.00	0.	0.	0.	0.	0.
12	52	97BP	0.75	0.	1.50	0.75	0.	0.	0.
13	90	5532	0.	2.00	0.	0.	0.	0.	0.
14	94	5536	0.50	0.50	0.	0.	0.	0.	0.
15	99	TRVL	3.00	1.00	2.50	2.25	0.	0.	0.

16 266271138

			1010	1011	1012	1013	1014	1015	1016
	3	22R	0.	0.75	0.	1.00	0.75	0.	0.
	4	45M	0.	0.	0.	1.50	0.25	0.	1.50
	5	45R	0.	3.50	1.25	0.	0.	0.	0.
	7	248M	0.	0.50	0.	0.	0.	0.	0.
	8	248R	0.	1.75	0.	0.	0.	0.	0.
	10	548M	0.	0.	0.	0.	0.	0.	2.00
	12	12M	0.	0.	0.25	0.50	0.25	1.50	0.50
	13	12R	0.	0.	0.	0.50	0.	1.00	0.
	18	68R	0.	0.	0.	0.	1.75	1.50	0.
	50	97BI	0.	0.75	0.	0.	2.25	0.75	0.
	52	97BP	0.	0.	3.00	2.75	1.25	0.	0.
	53	97BR	0.	0.	0.	0.	0.	0.	0.25
	90	5532	0.	0.	0.	0.	0.	1.00	0.
	94	5536	0.	0.	2.25	0.	0.25	0.75	1.25
	95	553A	0.	0.	0.	0.75	0.	1.00	0.
	99	TRVL	0.	0.75	1.25	1.00	1.25	1.00	2.50

2 266218243

			1017	1018	1019	1020	1021	1022	1023
3									
4	4	45M	0.	0.	0.25	0.	1.50	0.50	0.
5	5	45R	0.	0.	0.	0.	0.	0.	1.25
6	7	248M	0.	0.	1.25	0.	0.	0.	0.
7	8	248R	0.	0.	1.25	0.	0.	1.25	0.
8	9	548C	0.	0.	0.	0.	3.50	0.	0.
9	11	548R	0.	0.	0.	0.	0.	0.	2.50
10	12	12M	0.	0.	0.	0.	0.50	0.	0.
11	17	68M	0.	0.	0.50	0.	0.	0.25	0.
12	50	97BI	0.	0.75	0.	0.	0.	0.	0.
13	52	97BP	0.	3.00	0.50	0.	0.	3.75	1.25
14	90	5532	0.	0.	0.	0.	0.75	0.	0.
15	94	5536	0.	0.75	0.	0.	0.	0.	0.
16	95	553A	0.	0.75	1.00	0.	0.	0.	0.
17	99	TRVL	0.	2.75	3.25	0.	1.75	2.25	3.00

18 457707568

			1017	1018	1019	1020	1021	1022	1023
4	45M	0.	1.00	1.25	2.00	1.00	1.00	1.00	0.
5	45R	0.	0.	2.75	0.	0.	0.	1.00	0.
8	248R	0.	4.50	0.	0.75	0.	0.	0.	0.
9	548C	0.	0.75	2.50	0.	4.00	1.00	1.00	0.
10	548M	0.	0.75	0.	0.	0.	0.	0.	0.
16	68E	0.	0.	0.	2.50	0.	0.	0.	0.
18	68R	0.	0.	0.	0.50	2.00	0.	0.	0.
39	F257C	0.	0.	0.	0.	0.50	0.75	0.75	0.
50	97BI	0.	0.	0.50	0.25	0.75	1.50	1.50	0.
52	97BP	0.	0.	0.	0.	0.	1.25	1.25	0.
95	553A	0.	0.50	0.	0.	0.	0.	0.	0.
99	TRVL	0.	1.00	1.00	2.25	0.75	1.50	1.50	0.

1 OCT4100 FLORIDA

2 261861671

3 1017 0000 0000 0000 0000 0000 0000

4 261803461

	1017	1018	1019	1020	1021	1022	1023
4 45M	0.	0.50	0.	0.25	0.50	0.	0.
5 45R	0.	0.	2.25	0.	0.	0.75	0.
9 548C	0.	0.	0.	0.	0.	0.25	0.
10 548M	0.	0.	0.	0.25	0.	0.	0.
11 548R	0.	1.75	1.50	0.	0.	2.00	0.
16 68E	0.	1.00	0.	0.50	0.	0.	0.
34 F257M	0.	0.	0.	0.50	0.	0.	0.
50 97BI	0.	0.25	0.	0.75	0.	0.25	0.
51 97BW	0.	0.	1.25	0.	0.	0.	0.
52 97BP	0.	2.00	0.50	0.	3.25	2.50	0.
53 97BR	0.	0.	0.75	0.50	0.	0.	0.
90 5532	0.	0.	0.75	0.50	0.	0.	0.
94 5536	0.	0.50	0.	0.	0.50	0.	0.
95 553A	0.	0.	0.25	1.75	0.75	0.	0.
99 TRVL	0.	2.00	1.75	3.00	3.00	2.25	0.

1 OCT4100 FLORIDA

2 265256769

			1017	1018	1019	1020	1021	1022	1023
3									
4	3	22R	0.	0.75	0.	0.	0.	0.	0.
5	4	45M	0.	0.50	1.50	0.	0.	1.75	0.50
6	5	45R	0.	0.75	0.50	1.75	2.50	0.50	0.75
7	8	248R	0.	0.	0.	0.	2.25	0.	0.
8	9	548C	0.	0.	1.00	1.00	0.	0.	0.
9	10	548M	0.	1.00	0.	0.	0.	0.	0.
10	11	548R	0.	0.	0.	1.00	1.50	0.	1.25
11	16	68E	0.	0.50	0.	0.	0.	2.25	0.
12	17	68M	0.	0.50	0.	0.	0.	0.	0.
13	18	68R	0.	0.	0.50	0.25	0.	0.	0.50
14	35	F257R	0.	0.	0.	0.	0.	0.	0.75
15	39	F257C	0.	0.25	0.	0.	0.	1.00	0.
16	50	97BI	0.	0.25	0.	0.75	0.	0.	0.25
17	52	97BP	0.	0.	2.25	1.00	0.50	1.00	1.75
18	53	97BR	0.	0.	0.25	0.	0.50	0.	0.
19	56	98ER	0.	0.75	0.	0.	0.	0.	0.
20	90	5532	0.	0.	0.	0.50	0.	0.	0.
21	94	5536	0.	0.	0.	0.	0.	0.	0.25
22	95	553A	0.	1.25	0.50	1.00	0.75	1.50	0.50
23	99	TRVL	0.	2.00	2.50	2.25	1.50	1.50	2.50

24265139991

			1017	1018	1019	1020	1021	1022	1023
	4	45M	0.	2.00	2.25	0.50	0.50	0.	0.
	9	548C	0.	1.50	0.	0.	1.00	0.	0.
	12	12M	0.	0.	0.	0.50	0.	0.	0.
	18	68R	0.	0.	0.	2.00	0.	0.	0.
	50	97BI	0.	2.00	2.00	1.50	1.50	0.	0.
	52	97BP	0.	0.	0.	1.00	0.	0.	0.
	53	97BR	0.	0.	0.	0.50	0.	0.	0.
	95	553A	0.	1.50	1.00	0.	0.	0.	0.
	99	TRVL	0.	2.00	2.75	2.00	1.00	0.	0.

123 304

1 OCT4100 FLORIDA

2 266196467

		1017	1018	1019	1020	1021	1022	1023
3	22R	0.	1.25	0.	0.50	0.	0.	1.75
4	45M	0.	1.50	1.00	1.50	2.50	1.00	0.50
5	45R	0.	0.	0.50	0.	0.	0.50	0.75
9	548C	0.	1.50	3.00	0.	0.	0.50	0.
10	548M	0.	0.50	0.	0.	0.	0.	0.
11	548R	0.	0.	0.	1.00	3.00	1.50	0.
16	68E	0.	0.	0.50	0.50	0.25	0.	0.
17	68M	0.	0.	0.	1.00	0.	0.50	2.25
50	97BI	0.	0.	1.75	0.	1.25	0.50	1.25
52	97BP	0.	0.50	1.50	2.25	0.75	1.00	0.
53	97BR	0.	0.	0.	0.50	0.	0.	0.
90	5532	0.	2.25	0.	0.	0.	0.50	0.
94	5536	0.	0.	0.	0.	0.	1.00	0.
95	553A	0.	0.	0.	0.	0.	0.	0.50
99	TRVL	0.	1.50	0.75	1.75	1.25	2.00	1.50

14
13 305

1 =1024

2 OCT4100 FLORIDA

3 546687892

4			1024	1025	1026	1027	1028	1029	1030
5	3	22R	0.	1.75	1.75	0.	0.	1.25	0.
6	4	45M	0.	0.75	0.50	0.	0.50	0.	0.
7	5	45R	0.	1.75	0.	0.	1.00	0.	0.
8	6	248C	0.	0.	0.	0.	1.00	0.	0.
9	7	248M	0.	0.25	0.75	1.25	2.50	0.	0.
10	8	248R	0.	0.	0.	0.	1.00	1.00	0.
11	9	548C	0.	1.00	1.50	1.00	0.	0.	0.
12	11	548R	0.	0.	0.	0.	0.	2.50	0.
13	17	68M	0.	0.	1.75	0.	0.	0.	0.
14	18	68R	0.	0.	0.50	0.	0.	0.	0.
15	30	257M	0.	0.	0.	1.00	0.	0.	0.
16	50	97BI	0.	1.00	1.25	0.	0.50	0.	0.
17	52	97BP	0.	1.00	0.50	3.00	0.50	1.25	0.
18	53	97BR	1.50	0.	0.	0.	0.	0.75	0.
19	90	5532	0.	0.	0.	0.	0.50	0.	0.
20	94	5536	0.	0.	0.	0.	0.	0.25	0.
21	99	TRVL	0.	0.50	0.50	1.75	1.50	1.00	0.

22266179233

1024	0000	0000	0000	0000	0000	0000	0000
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306

1 OCT4100 FLORIDA

2 267771491

3			1024	1025	1026	1027	1028	1029	1030
4	2	22M	0.	2.25	0.	0.	0.	0.	0.
5	3	22R	0.	1.25	0.	1.25	0.	2.00	0.25
6	5	45R	0.	0.	0.50	0.	0.	0.	0.50
7	8	248R	0.	1.25	0.	0.	2.75	1.75	2.25
8	9	548C	0.	0.	0.	2.00	0.	0.	0.
9	16	68E	0.	0.50	0.	0.	0.	0.	0.
10	17	68M	0.	0.	0.75	0.	0.	1.25	0.
11	18	68R	0.	0.	0.	0.	0.75	0.	0.
12	50	97BI	0.	2.75	1.50	1.50	0.75	3.00	0.
13	52	97BP	0.	0.	1.25	2.75	1.00	0.	1.00
14	53	97BR	0.	0.	1.00	0.	0.	0.	0.
15	90	5532	0.	0.	0.50	1.00	0.	0.	0.
16	94	5536	0.	0.	0.	0.	0.	0.	2.25
17	95	553A	0.	0.	1.25	0.	0.75	0.	0.
18	99	TRVL	0.	1.00	2.25	1.75	3.00	1.00	1.75

19 266049786

			1024	1025	1026	1027	1028	1029	1030
	3	22R	0.	0.	1.50	4.50	0.	0.	0.
	5	45R	0.	5.50	5.00	2.50	6.50	7.00	0.
	90	5532	0.	1.50	0.	0.	0.	0.	0.
	99	TRVL	0.	1.00	1.50	1.00	1.50	1.00	0.

1 OCT4100 FLORIDA

2 266718142

48-3
1

			1024	1025	1026	1027	1028	1029	1030
3	4	45M	0.	0.75	0.	0.	0.	0.	0.
4	5	45R	0.	3.50	1.50	1.00	0.	0.	0.
5	6	248C	0.	0.	0.	2.00	0.	0.	0.
6	7	248M	0.	0.	0.25	0.	0.	0.	0.
7	8	248R	0.	0.75	1.50	0.	0.50	0.	0.
8	10	548M	0.	0.	0.25	0.25	0.	0.	0.
9	11	548R	0.	0.	0.	2.75	6.25	0.	0.
10	16	68E	0.	0.50	0.	0.75	0.	0.	0.
11	17	68M	0.	0.50	0.	0.	0.	0.	0.
12	18	68R	0.	0.	0.75	0.	0.	0.	0.
13	31	257R	0.	0.	1.00	0.	0.	0.	0.
14	50	97BI	0.	2.25	0.75	0.	0.	0.	0.
15	52	97BP	0.	0.25	0.75	0.75	2.00	0.	0.
16	53	97BR	0.	0.	0.	0.50	0.	0.	0.
17	56	98ER	0.	0.	1.50	0.	0.	0.	0.
18	90	5532	0.	0.	0.	0.50	0.	0.	0.
19	99	TRVL	0.	1.50	1.75	1.50	1.00	0.	0.

20265921262

			1024	1025	1026	1027	1028	1029	1030
3	22R		1.75	2.25	1.25	4.00	2.25	1.25	0.
4	45M		0.	1.50	0.	0.	0.	0.	1.00
5	45R		0.	0.	0.75	0.	2.50	1.50	1.75

17
308

6	248C	0.	0.	0.	0.	0.	0.	1.00
7	248M	0.75	0.25	0.25	0.75	0.75	0.	0.
8	248R	0.	0.	0.75	0.	0.	0.	0.
10	548M	0.50	0.25	1.00	0.	0.50	1.50	0.
11	548R	1.00	0.	0.	0.	0.	0.	0.
12	12M	0.	0.75	0.	0.	0.	0.	0.
13	12R	0.	0.75	0.	0.	0.	0.	0.
16	68E	0.	0.	0.	0.	0.	0.	0.75
17	68M	0.	0.75	0.	0.	0.	0.	0.
18	68R	0.75	0.	0.	0.	0.	1.00	0.
50	97BI	0.	0.	0.	0.	0.	0.	1.25
52	97BP	0.50	1.25	0.	1.50	0.75	1.75	0.
56	98ER	0.	0.	1.75	0.	0.	0.	0.
90	5532	0.	0.	0.	0.	0.75	0.	0.
94	5536	0.75	0.	0.50	0.50	0.	0.50	0.50
95	553A	0.	0.	1.50	1.00	0.	0.	0.
99	TRVL	2.00	2.25	2.25	2.25	2.50	2.50	1.75

OCT4100 FLORIDA

1 =1

2	263941584	261880904	416541535	045408621	090361911	158304082
3	264134167	264271214	266712276	128423222	438700403	175388804
4	211460685	261709853	+038382949	291504628	266271138	266218243
5	457707568	261861671	261803461	265256769	265139991	266196467
6	546687892	266179233	267771491	266049786	+266718142	265921262

ENTER SSN
ENTER -1 TO DO ALL SSN'S IN THIS FILE
ENTER 1 TO LIST SSN'S IN THIS FILE
ENTER 0 (OR 'ENTER') TO TERMINATE PROGRAM RUN

19

310



FLORIDA

Key 11

OCT 1993 - 3 MONTH AGGREGATE

I&M POTS (4100)

NO. OF EMPLOYEES = 2067

NO. IN SAMPLE = 90

	FIELD CODE	TYPE	HOURS	%	PRECISION
2	22M	REG	126.00	3.59%	<u>1.19%</u>
3	22R	REG	109.25	3.11%	
4	45M	REG	641.25	18.28%	2.63%
5	45R	REG	367.00	10.46%	
6	248C	REG	54.00	1.54%	0.59%
7	248M	REG	192.25	5.48%	1.40%
8	248R	REG	121.00	3.45%	
9	548C	REG	158.75	4.52%	1.69%
10	548M	REG	275.50	7.85%	1.66%
11	548R	REG	182.50	5.20%	
12	12M	REG	60.25	1.72%	1.06%
13	12R	REG	13.00	0.37%	
14	52M	REG	11.50	0.33%	0.33%
15	52R	REG	1.25	0.04%	
16	68E	REG	55.75	1.59%	0.75%
17	68M	REG	167.75	4.78%	<u>2.69%</u>
18	68R	REG	95.50	2.72%	
21	68Y	REG	7.50	0.21%	0.42%
29	257C	REG	5.75	0.16%	0.20%
30	257M	REG	1.50	0.04%	0.06%
31	257R	REG	8.00	0.23%	0.18%
32	377M	REG	1.50	0.04%	0.06%
33	377R	REG	2.50	0.07%	0.09%
34	F257M	REG	4.00	0.11%	0.13%
35	F257R	REG	3.25	0.09%	0.12%
39	F257C	REG	7.00	0.20%	0.20%
50	97BI	DREG	180.75	5.15%	1.05%
51	97BW	DREG	15.75	0.45%	0.30%
52	97BP	DREG	380.25	10.84%	1.86%
53	97BR	DREG	24.00	0.68%	0.34%
54	98EI	DREG	6.75	0.19%	0.18%
55	98EW	DREG	2.75	0.08%	0.16%
56	98ER	DREG	12.50	0.36%	0.29%
80	78M	REG	2.25	0.06%	0.13%
90	5532	COMM	79.25	2.26%	0.58%
91	5533	COMM	29.00	0.83%	1.66%
93	5535	COMM	14.25	0.41%	0.47%
94	5536	COMM	94.25	2.69%	0.72%
95	553A	COMM	147.00	4.19%	0.85%

47-1

47-1

— Conf —

(1)

313

FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

I&M POTS (4100)

NO. OF EMPLOYEES = 2067

NO. IN SAMPLE = 90

FIELD CODE	TYPE	HOURS	%	PRECISION
TOTAL	REG	1786.25	50.91%	3.01%
TOTAL	DREG	622.75	17.75%	1.91%
TOTAL	COMM	363.75	10.37%	1.97%
TOTAL	TRVL	736.00	20.98%	1.86%
TOTAL SAMPLE HOURS		3508.75		
ESTIMATED TOTAL HOURS		*****		
ESTIMATED MONTHLY SAMPLE REQ'D		30		

(2)

314

FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

I&M SPECIAL SERVICES (4110)

NO. OF EMPLOYEES = 396

NO. IN SAMPLE = 90

	FIELD CODE	TYPE	HOURS	%	PRECISION
2	22M	REG	80.00	2.73%	1.62%
3	22R	REG	40.00	1.36%	
4	45M	REG	327.75	11.17%	2.43%
5	45R	REG	122.50	4.18%	
6	248C	REG	24.50	0.84%	0.63%
7	248M	REG	28.00	0.95%	0.56%
8	248R	REG	17.50	0.60%	
9	548C	REG	13.50	0.46%	0.40%
10	548M	REG	18.75	0.64%	0.40%
11	548R	REG	12.00	0.41%	
12	12M	REG	195.00	6.65%	2.40%
13	12R	REG	60.25	2.05%	
14	52M	REG	49.50	1.69%	0.97%
15	52R	REG	9.00	0.31%	
16	68E	REG	225.25	7.68%	2.02%
17	68M	REG	233.25	7.95%	2.41%
18	68R	REG	107.50	3.66%	
21	68Y	REG	11.00	0.37%	0.36%
29	257C	REG	22.25	0.76%	0.61%
30	257M	REG	25.50	0.87%	0.92%
31	257R	REG	19.00	0.65%	0.65%
34	F257M	REG	15.50	0.53%	0.47%
35	F257R	REG	13.75	0.47%	0.47%
39	F257C	REG	19.00	0.65%	0.65%
40	378C	REG	83.50	2.85%	1.44%
41	378M	REG	38.75	1.32%	1.01%
42	358NC	DREG	0.50	0.02%	0.03%
44	558C	REG	73.00	2.49%	0.92%
45	558M	REG	123.50	4.21%	1.46%
46	418M	REG	72.00	2.45%	1.74%
47	378X	REG	4.25	0.14%	0.15%
48	558X	REG	16.75	0.57%	0.38%
52	97BP	DREG	7.25	0.25%	0.31%
54	98EI	DREG	125.25	4.27%	1.53%
55	98EW	DREG	18.50	0.63%	0.50%
56	98ER	DREG	50.25	1.71%	0.71%
90	5532	COMM	133.50	4.55%	2.69%
92	5534	COMM	27.75	0.95%	1.65%
93	5535	COMM	5.00	0.17%	0.30%
94	5536	COMM	65.00	2.22%	0.81%
95	553A	COMM	90.00	3.07%	1.08%
98	510C	COMM	82.00	2.79%	3.42%
115	F758C	REG	1.50	0.05%	0.10%
193	540M	REG	30.00	1.02%	2.03%

(3)

315

FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

I&M SPECIAL SERVICES (4110)

NO. OF EMPLOYEES = 396

NO. IN SAMPLE = 90

FIELD CODE	TYPE	HOURS	%	PRECISION
TOTAL	REG	1764.75	60.15%	4.57%
TOTAL	DREG	201.75	6.88%	1.91%
TOTAL	COMM	403.25	13.74%	4.41%
TOTAL	TRVL	564.25	19.23%	1.97%
TOTAL SAMPLE HOURS		2934.00		
ESTIMATED TOTAL HOURS		167824.87		
ESTIMATED MONTHLY SAMPLE REQ'D		43		

FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

I&M PUBLIC COMMUNICATIONS (4180)

NO. OF EMPLOYEES = 107

NO. IN SAMPLE = 197

	FIELD CODE	TYPE	HOURS	%	PRECISION
2	22M	REG	53.75	0.77%	0.25%
3	22R	REG	40.50	0.58%	
4	45M	REG	167.25	2.39%	0.59%
5	45R	REG	116.00	1.66%	
6	248C	REG	30.00	0.43%	0.22%
7	248M	REG	60.00	0.86%	0.30%
8	248R	REG	46.00	0.66%	
9	548C	REG	14.25	0.20%	0.10%
10	548M	REG	87.25	1.25%	0.45%
11	548R	REG	78.50	1.12%	
12	12M	REG	5.25	0.07%	0.09%
13	12R	REG	2.75	0.04%	
14	52M	REG	5.75	0.08%	0.09%
15	52R	REG	3.75	0.05%	
16	68E	REG	1.50	0.02%	0.04%
22	89E	REG	3.75	0.05%	0.06%
23	89M	REG	0.75	0.01%	0.02%
24	89Y	REG	1.25	0.02%	0.03%
25	189E	REG	84.50	1.21%	0.51%
26	189M	REG	91.50	1.31%	0.38%
27	189Y	REG	12.00	0.17%	0.09%
31	257R	REG	6.50	0.09%	0.07%
32	377M	REG	7.00	0.10%	0.18%
34	F257M	REG	3.25	0.05%	0.06%
35	F257R	REG	2.25	0.03%	0.04%
39	F257C	REG	5.50	0.08%	0.09%
54	98EI	DREG	1.25	0.02%	0.03%
56	98ER	DREG	2.50	0.04%	0.04%
57	968NC	DREG	57.50	0.82%	0.96%
58	968NM	DREG	31.50	0.45%	0.44%
59	968NX	DREG	2.00	0.03%	0.05%
71	88M	REG	49.25	0.70%	0.64%
72	88Y	REG	1.25	0.02%	0.02%
73	188E	REG	241.50	3.45%	0.98%
74	188M	REG	2136.25	30.49%	2.14%
75	188Y	REG	168.75	2.41%	1.07%
76	288E	REG	38.00	0.54%	0.36%
77	288M	REG	129.00	1.84%	0.79%
78	288Y	REG	2.00	0.03%	0.04%
82	988E	REG	1.00	0.01%	0.02%
83	988M	REG	11.00	0.16%	0.10%
84	988Y	REG	1.00	0.01%	0.02%

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317

85	989E	REG	2.00	0.03%	0.04%
86	989M	REG	3.00	0.04%	0.05%
87	989Y	REG	1.00	0.01%	0.03%
88	2600	REG	436.25	6.23%	1.98%

FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

I&M PUBLIC COMMUNICATIONS (4180)

NO. OF EMPLOYEES = 107

NO. IN SAMPLE = 197

	FIELD CODE	TYPE	HOURS	%	PRECISION
90	5532	COMM	226.50	3.23%	0.95%
91	5533	COMM	2.00	0.03%	0.04%
93	5535	COMM	14.50	0.21%	0.25%
94	5536	COMM	85.00	1.21%	0.33%
95	553A	COMM	312.25	4.46%	0.74%
98	510C	COMM	184.75	2.64%	0.90%
	TOTAL	REG	3864.50	55.15%	2.09%
	TOTAL	DREG	94.75	1.35%	1.08%
	TOTAL	COMM	825.00	11.77%	1.53%
	TOTAL	TRVL	2223.25	31.73%	1.46%

TOTAL SAMPLE HOURS 7007.50

ESTIMATED TOTAL HOURS 49479.37

ESTIMATED MONTHLY SAMPLE REQ'D 37

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FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

I&M CORPORATE COMMUNICATIONS (4120)

NO. OF EMPLOYEES = 66

NO. IN SAMPLE = 209

	FIELD CODE	TYPE	HOURS	%	PRECISION
2	22M	REG	9.25	0.13%	0.15%
3	22R	REG	7.25	0.10%	
4	45M	REG	25.25	0.34%	0.24%
5	45R	REG	14.50	0.20%	
7	248M	REG	2.00	0.03%	0.05%
8	248R	REG	2.00	0.03%	
12	12M	REG	50.00	0.68%	0.32%
13	12R	REG	27.50	0.37%	
14	52M	REG	55.75	0.75%	0.49%
15	52R	REG	29.75	0.40%	
16	68E	REG	71.00	0.96%	0.51%
17	68M	REG	58.75	0.79%	0.89%
18	68R	REG	6.75	0.09%	
21	68Y	REG	6.50	0.09%	0.15%
30	257M	REG	1.50	0.02%	0.04%
36	758M	REG	0.25	0.00%	0.01%
40	378C	REG	135.00	1.83%	0.96%
41	378M	REG	34.50	0.47%	0.28%
44	558C	REG	82.25	1.11%	0.76%
45	558M	REG	35.00	0.47%	0.24%
48	558X	REG	3.25	0.04%	0.06%
60	728C	REG	111.00	1.50%	0.93%
61	658M	REG	1007.25	13.63%	2.20%
62	658C	REG	404.75	5.48%	1.88%
63	628C	REG	90.25	1.22%	1.01%
64	730C	REG	1035.75	14.01%	2.70%
65	630M	REG	2443.75	33.06%	3.48%
66	728X	REG	9.50	0.13%	0.09%
67	658X	REG	70.00	0.95%	0.65%
68	628X	REG	5.00	0.07%	0.10%
69	730X	REG	124.00	1.68%	0.57%
90	5532	COMM	87.00	1.18%	0.34%
91	5533	COMM	1.50	0.02%	0.04%
92	5534	COMM	46.00	0.62%	0.62%
93	5535	COMM	93.50	1.27%	0.93%
94	5536	COMM	22.25	0.30%	0.21%
95	553A	COMM	17.50	0.24%	0.14%
96	5539	COMM	6.50	0.09%	0.15%
98	510C	COMM	121.25	1.64%	0.77%
166	158M	REG	20.75	0.28%	0.49%

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FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

I&M CORPORATE COMMUNICATIONS (4120)

NO. OF EMPLOYEES = 66

NO. IN SAMPLE = 209

FIELD CODE	TYPE	HOURS	%	PRECISION
TOTAL	REG	5891.25	79.71%	1.57%
TOTAL	DREG	0.00	0.00%	0.00%
TOTAL	COMM	395.50	5.35%	1.39%
TOTAL	TRVL	1104.25	14.94%	0.93%
TOTAL SAMPLE HOURS		7391.00		
ESTIMATED TOTAL HOURS		30342.01		
ESTIMATED MONTHLY SAMPLE REQ'D		66		

FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

CABLE/FACILITIES MAINTENANCE (4250)

NO. OF EMPLOYEES = 132

NO. IN SAMPLE = 371

	FIELD CODE	TYPE	HOURS	%	PRECISION
2	22M	REG	577.00	8.16%	1.70%
3	22R	REG	542.75	7.67%	
4	45M	REG	3173.75	44.86%	4.15%
5	45R	REG	2996.50	42.36%	
6	248C	REG	6.00	0.08%	0.15%
7	248M	REG	33.00	0.47%	0.33%
8	248R	REG	30.25	0.43%	
9	548C	REG	0.75	0.01%	0.02%
10	548M	REG	163.00	2.30%	0.74%
11	548R	REG	154.00	2.18%	
12	12M	REG	41.75	0.59%	0.33%
13	12R	REG	9.00	0.13%	
14	52M	REG	29.50	0.42%	0.35%
15	52R	REG	10.50	0.15%	
16	68E	REG	36.00	0.51%	0.31%
17	68M	REG	1.00	0.01%	0.03%
18	68R	REG	1.00	0.01%	
19	5M	REG	469.50	6.64%	2.57%
20	5R	REG	289.50	4.09%	
21	68Y	REG	2.00	0.03%	0.05%
29	257C	REG	24.75	0.35%	0.40%
30	257M	REG	70.50	1.00%	0.57%
31	257R	REG	56.75	0.80%	0.60%
32	377M	REG	3.00	0.04%	0.08%
34	F257M	REG	310.00	4.38%	1.71%
35	F257R	REG	63.75	0.90%	0.44%
39	F257C	REG	63.50	0.90%	0.76%
40	378C	REG	107.25	1.52%	0.70%
41	378M	REG	191.25	2.70%	1.24%
44	558C	REG	7.00	0.10%	0.18%
47	378X	REG	2.25	0.03%	0.04%
50	97BI	DREG	2.50	0.04%	0.06%
54	98EI	DREG	4.75	0.07%	0.12%
90	5532	COMM	161.25	2.28%	0.52%
91	5533	COMM	8.00	0.11%	0.14%
92	5534	COMM	23.50	0.33%	0.44%
93	5535	COMM	23.25	0.33%	0.30%
94	5536	COMM	82.25	1.16%	0.38%

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95	553A	COMM	15.00	0.21%	0.16%
98	510C	COMM	34.75	0.49%	0.47%
115	F758C	REG	2.50	0.04%	0.06%
116	F758M	REG	3.50	0.05%	0.07%
181	357M	REG	113.75	1.61%	0.86%
208	758C	REG	3.50	0.05%	0.09%
216	D257M	REG	3.00	0.04%	0.07%

FLORIDA

OCT 1993 - 3 MONTH AGGREGATE

CABLE/FACILITIES MAINTENANCE (4250)

NO. OF EMPLOYEES = 132

NO. IN SAMPLE = 371

FIELD CODE	TYPE	HOURS	%	PRECISION
TOTAL	REG	5559.50	78.59%	1.40%
TOTAL	DREG	7.25	0.10%	0.13%
TOTAL	COMM	348.00	4.92%	1.02%
TOTAL	TRVL	1159.25	16.39%	0.89%
TOTAL SAMPLE HOURS		7074.01		
ESTIMATED TOTAL HOURS		32719.66		
ESTIMATED MONTHLY SAMPLE REQ'D		132		

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Southern Bell Tel. & Tel. Co.
FPSC Docket No. 920260-TL
FPSC Staff's 36th Interrogatories
September 17, 1993
Item No. 712
Page 1 of 1

REQUEST: What are the annual Florida cost savings associated with the implementation of the Work Activity Statistical Sampling Process (WASSP) on a total company and intrastate basis?

50-1 p. 2 { **RESPONSE:** The estimated annual Florida total cost savings (net of annual cost of implementation) is \$4,675,000. The Florida intrastate annual net cost savings is estimated at \$3,454,000.

INFORMATION PROVIDED BY:

H. A. Paisant
Operations Manager
675 W. Peachtree Street
Atlanta, Georgia 30375

50-1
P 1 *325*

SCHEDULE A

BELLSOUTH TELECOMMUNICATIONS, INC.

WORK ACTIVITY STATISTICAL SAMPLING PROCESS
SCHEDULE OF ESTIMATED ANNUAL NET COST SAVINGS

	(000's)
ESTIMATED ANNUAL GROSS COST SAVINGS (Schedule B)	\$24,618
ESTIMATED ANNUAL COST OF IMPLEMENTATION (Schedule C)	<u>(1,782)</u>
ESTIMATED ANNUAL NET COST SAVINGS	<u>\$22,836</u>

*Capital
+ eff. proc.*

	<u>22,836</u>
	<u>X .79</u>
<i>Expense</i>	20,324
	<u>X 23%</u>
<i>FL</i>	<u>4,675</u>
	<u>X .7434</u>
	<u>X .7833</u>
	<u>3,454</u>

*TOE less depr
per '93 budget*

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P 2 326

Southern Bell Tel. & Tel. Co.
FPSC Docket No. 920260-TL
FPSC Staff's 36th Interrogatories
September 17, 1993
Item No. 713
Page 1 of 1

REQUEST: On an annual revenue requirements total company and intrastate basis, what does the WASSP study performed by Deloitte and Touche indicate for Florida?

RESPONSE: The annual reduced revenue requirements impact of the net savings is estimated to be \$4,821,000 for Florida combined, and \$3,562,000 for Florida intrastate. In addition to the net savings, there may be a small shift of costs between regulated and nonregulated operations, but the impact of this shift should be immaterial.

INFORMATION PROVIDED BY:

H. A. Paisant
Operations Manager
675 W. Peachtree Street
Atlanta, Georgia 30375

50-1

B3 327

Southern Bell Tel. & Tel. Co.
 FPSC Docket No. 920260-TL
 FPSC Staff's 36th Interrogatories
 September 17, 1993
 Item No. 713
 Page 1 of 1

REQUEST: On an annual revenue requirements total company and intrastate basis, what does the WASSP study performed by Deloitte and Touche indicate for Florida?

		FL Total
RESPONSE:	FL Intrastate	4,675,000
	(38.515%) Tax	<u>1,803,321</u>
	Net of Tax	2,871,679
	Revenue Req.	<u>÷ 5956623</u>
		4,820,774
	Rounded	4,821,000

INFORMATION PROVIDED BY:

H. A. Paisant
 Operations Manager
 675 W. Peachtree Street
 Atlanta, Georgia 30375

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BELLSOUTH TELECOMMUNICATIONS, INC.

WORK ACTIVITY STATISTICAL SAMPLING PROCESS
 SCHEDULE OF ESTIMATED ANNUAL GROSS COST SAVINGS

PRELIMINARY DRAFT - FOR DISCUSSION PURPOSES ONLY.
 TO BE RETURNED TO DELOITTE & TOUCHE, AND
 NOT TO BE REPRODUCED IN ANY FORM WITHOUT THEIR PERMISSION.

Job Function Code	① Number of Technicians	* Estimated Hours Saved Per Day	① Estimated % of Employees Not Reporting Under WASSP	① Estimated Hours Saved Per Year	① Average Technician Hourly Cost	(\$000) Estimated Annual Gross Cost Savings
4150 I&M POTS	7,422	0.25	90%	400,788	\$39.59	\$15,867
4130 I&M Corporate	292	0.25	75%	13,140	39.59	520
4180 I&M Public	440	0.25	75%	19,800	39.59	784
4190 I&M Special Services	1,144	0.25	85%	58,344	39.59	2,310
42XX I&M Cable Repair	2,584	0.25	80%	124,032	41.42	<u>5,137</u>
Total Estimated Annual Gross Cost Savings						<u>\$24,618</u>

50-1 p2

Source: D+T report dated March 1993

$$\frac{* 50-1}{2}$$

① = Unaudited by P.S.C.

BELLSOUTH TELECOMMUNICATIONS, INC.

**WORK ACTIVITY STATISTICAL SAMPLING PROCESS
SCHEDULE OF ESTIMATED ANNUAL COST OF IMPLEMENTATION**

	<u>(000's)</u>
Estimated Cost of Payroll at Full Implementation	\$1,133
Estimated Data Processing Cost	100
Equipment Cost:	
PCs	100
Fax Machines	<u>20</u>
Total Estimated Equipment Cost	<u>120</u>
Estimated Annual Depreciation of Equipment	24
Estimated Telecommunications Cost	25
Estimated Travel and Training Cost	<u>500</u>
Total Estimated Annual Cost of Implementation	<u><u>\$1,782</u></u>

Source:
O+T report dated March 1993

unaudited
by PSC

PRELIMINARY DRAFT - FOR DISCUSSION PURPOSES ONLY.
 TO BE RETURNED TO DELLOITTE & TOUCHE AND
 NOT TO BE REPRODUCED IN ANY FORM WITHOUT THEIR PERMISSION

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March 5, 1993

BellSouth Corporation
1155 Peachtree Street, N.E.
Atlanta, Georgia 30367

Dear Sirs:

We have performed the procedures requested by you, as described below, to the accompanying Schedule of Estimated Annual Net Cost Savings and associated supporting schedules of Estimated Annual Gross Cost Savings and Estimated Annual Cost of Implementation of the BellSouth Telecommunications, Inc. Work Activity Statistical Sampling Process. This report is solely for your information and is not to be referred to or distributed to anyone who is not a member of BellSouth management or the Federal Communications Commission for any purpose. Our procedures performed and our findings are as follows.

A. Schedule A - Schedule of Estimated Annual Net Cost Savings

1. We compared the "Estimated Annual Gross Cost Savings" amount to Schedule B and found them to be in agreement.
2. We compared the "Estimated Annual Cost of Implementation" amount to Schedule C and found them to be in agreement.
3. We determined that Schedule A was mathematically accurate.

B. Schedule B - Schedule of Estimated Annual Gross Cost Savings

1. We compared the "Number of Technicians" to the BSCMS report "BellSouth Region Forces as of March 1, 1993" and found them to be in agreement.
2. We compared the "Estimated Hours Saved Per Day" to a BellSouth prepared analysis and found them to be in agreement. BellSouth management assumes that technicians will save fifteen minutes daily completing Logs compared to the existing Mechanized Time Reporting ("MTR") form.
3. We compared the "Estimated % of Employees Not Reporting Under WASSP" to a BellSouth prepared analysis and found them to be in agreement.

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Source: D & T report dated March 1993

TO BE RETURNED TO DELoitTE & TOUCHE, AND NOT TO BE REPRODUCED IN ANY FORM WITHOUT THEIR PERMISSION.

4. We recalculated the "Estimated Hours Saved Per Year" by multiplying the "Number of Technicians" by the "Estimated Hours Saved Per Day" by the "Estimated % of Employees Not Reporting Under WASSP" by 20 workdays per month by 12 months per year and found the amounts to be in agreement. Management has made the assumption that technicians will work an average of 20 workdays per month during the year.
5. We compared the "Average Technician Hourly Cost" to the management report named "Analysis of Direct Labor and Related Costs-Craft Forces" for the period ending December 1992 and found such amounts to be in agreement. The Average Technician Pay Rate includes benefits.
6. We recalculated the "Estimated Annual Gross Cost Savings" by multiplying the "Estimated Hours Saved Per Year" by the "Average Technician Hourly Cost" and found such amounts to be in agreement.
7. We compared the "Total Estimated Annual Gross Cost Savings" to the sum the estimated annual gross cost savings for each job function code and found them to be in agreement.

C. Schedule C - Schedule of Estimated Annual Cost of Implementation

1. We recalculated the "Estimated Cost of Payroll at Full Implementation" by multiplying the number of employees which WASSP management has represented it is approved to hire by an estimated average salary per employee provided to us by BellSouth and found the amounts to be in agreement.
2. We agreed the "Estimated Data Processing Cost," "Estimated Equipment Cost," and "Estimated Telecommunications Cost" to BellSouth prepared analyses and found them to be in agreement.
3. We recalculated the "Annual Depreciation of Equipment" assuming a 5-year life and straight-line depreciation.
4. We recalculated the "Estimated Travel and Training Cost" by multiplying BellSouth estimates of ten training personnel by \$2,000 in cost per week by 25 weeks per year.
5. We determined that Schedule C was mathematically accurate.

Because the procedures we performed were not sufficient to constitute an audit in accordance with generally accepted auditing standards, we do not express an opinion on the accompanying Schedules referred to above. In performing these procedures, however, no matters came to our attention that caused us to believe that such schedules should be adjusted. Had we performed additional procedures, matters might have come to our attention that would have been reported to you. This report relates only to the items specified above, and does not extend to BellSouth Corporation's financial statements taken as a whole for any date or period.

Yours truly,

Source: D & T report dated March 1993

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