

CUSTOMER SERVICES

OUTWARD WIDE AREA TELECOMMUNICATIONS SERVICE

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1. INTRODUCTION

The purpose of this section of the Dial Facilities Management Practices is to describe the overall Outward Wide Area Telecommunications Service (WATS) offering. Line assignment and dial administration of Outward WATS is covered in the sections relating to the particular serving system. (Another part of the WATS offering is known as Inward WATS. Division F, Section 5 of these

practices covers the description of Inward WATS.) Section 4 is prepared to give the Dial Administrator an appreciation of the service offering. This should be particularly useful in training new people who do not have any experience with the WATS offering.

2. GENERAL DESCRIPTION

2.01 Service Arrangements

Outward WATS provides Direct Distance Dialing (DDD) calling at a specified monthly rate. Outward WATS service is offered under two basic arrangements. Each arrangement permits up to a specific number of hours of calling per month within the "Service Area" subscribed to at a minimum monthly charge. Each hour or fraction of an hour above the specific number of hours is billed as an overtime charge. Each arrangement also provides a specified monthly message count. Each call is considered to be one minute in duration for purposes of calculating monthly hours of use. Overtime charges will apply for the measured or calculated hours, whichever is greater. The two basic arrangements are as follows:

(a) Full Business Day (FBD) Service — FBD WATS lines can have up to 240 hours of calling per month and up to 14,400 messages per month at a minimum monthly charge.

(b) Measured Time (MT) Service — MT WATS lines can have up to 10 hours of calling per month and up to 600 messages per month at a minimum monthly charge.

2.02 Serving Central Office

Outward WATS is provided over one or more dedicated access lines to the serving central office. Outward WATS is also provided by Centrex offices through code access. Outward WATS can be served only in common control offices which have various classes of service to control the service area subscribed to by the customer. The details of the Central Office arrangements are covered in the

DFMP for that particular kind of central office. Outward WATS lines may:

- (a) Dial Station-to-Station calls direct to points within the selected "Service Area".
- (b) Reach the WATS assistance operator who will establish calls within the "Service Area" that are not dialable or on which assistance is required to complete the call.

In the event other type calls are completed from a WATS line through a telephone company operator, they will be billed at the regular operator handled long distance rate.

2.03 *Customer Premises Terminations*

Outward WATS lines may be connected to telephone sets, jacks in a PBX switchboard, a telephone keyset, a Call Director or in some instances, accessed by dialing a code within a dial PBX or Centrex system.

3. SERVICE AREAS OR BANDS – INTERSTATE

3.01 *Service Area Definition*

Outward WATS customers subscribe to certain "Service Areas" or "Bands" of service. These bands are arranged roughly in concentric circles around the home area. Interstate bands for each state are specified in the appropriate tariff.

The following general information on bands or service areas applies:

Interstate or nationwide service starts with WATS Area One containing the states contiguous to your home state, but not including it, and sometimes one or two nearby states.

Service Area Two includes Service Area One plus certain other states and so on through Service Areas Three, Four, and Five. Each consecutive Service Area includes the previous Service Area plus its own states up to Service Area Five.

Service Area Five, the largest Service Area, includes the entire United States except Alaska, Hawaii and your home state.

3.02 *Blocking Out-of-Band Calls*

Calls dialed to points beyond the subscribed service areas or to intrastate numbers must be blocked. These calls should be routed to vacant code recorded announcement.

4. INTRASTATE OUTWARD WATS

4.01 *States With Intrastate Outward WATS Tariffs*

Intrastate outward WATS is available in all states except for Rhode Island, Hawaii, Alaska, and the District of Columbia.

4.02 *Intrastate Outward WATS Serving Arrangements*

The serving arrangements for intrastate outward WATS vary according to the state and the company. Listed below are illustrations of some of the arrangements now used to serve intrastate outward WATS:

- (a) Intrastate outward WATS covers telephone service throughout the entire state.
- (b) Intrastate outward WATS covers telephone service only in one NPA in a multi-NPA state.
- (c) Intrastate outward WATS covers telephone service only in selected NPAs in a multi-NPA state.
- (d) Intrastate outward WATS divides the state into two bands. Each band contains approximately 50 percent of the telephone located in the state, but always includes an entire NPA within a band. No NPA is split between two bands.
- (e) Intrastate two-way WATS is offered in one state. (This is a combination of Inward and Outward WATS.)
- (f) Allowances for message counts and hours of use for service arrangements are controlled by the appropriate local tariff.

5. OUTWARD WATS LINE NUMBERING

- (a) Outward WATS has a distinct line numbering plan. The Outward WATS number is comprised of a numerical code and a four digit number for a total of seven digits, i.e., 0/1XY-XXXX.
- (b) The first digit of the code will indicate whether the number is for FBD or MT service. An initial digit 0 is for a FBD access line; an initial digit 1 is for a MT access line.
- (c) The second digit of the code is reserved for assignment by the individual company. In those companies that serve more than one state, usually a different digit is assigned to each state for identification purposes.
- (d) The third digit will designate the service area or band subscribed to by the WATS access customer as 1, 2, 3, 4, or 5 for interstate calls. The digit 6 is reserved for future interstate application. The remaining digits are available for assignment by the companies for intrastate WATS. These are assigned according to the serving arrangement (see Paragraph 4.02) for intrastate Outward WATS.
- (e) The remaining four digits represent the specific billing number for the Outward WATS line. This four digit number can be duplicated within a NPA or Band. Appropriate records must be maintained to assure that no duplication does occur for a given band within a NPA.
- (f) The last four digits of this number should not be a part of, or associated in any way with, the customer's regular billing number or any other rotary service the customer may have. It should be a separate and distinct "off" number. The billing number does not have a traffic routing function since the Outward WATS service is originating only. The number is used for AMA tape entry and may be placed on the number plate of the originating station for use in operator assisted calls.

6. SERVING CENTRAL OFFICE ADMINISTRATIVE CONSIDERATIONS**6.01 General**

As was mentioned in Paragraph 2.02, Outward WATS can only be served from common control type central offices.

6.02 Assignment of Classes of Service

Class of service designations are used in the serving central office to distinguish the service area subscribed to by the customer. The details of those arrangements are covered in the sections of the DFMP covering the particular type of serving central office.

6.03 Office Administration Considerations

Some of the considerations that need to be explored in Outward WATS serving offices are as follows:

- (a) The effect of Outward WATS lines on the load-balance status of the serving central office. Most Outward WATS lines experience high CCS usage during their busy hour. When the office busy hour and the Outward WATS busy hour coincide, careful attention must be given to the line assignments made for these lines.
- (b) The effects of the heavy calling created by Outward WATS lines needs to be reflected in the provision of common control equipment. Since these lines are one-way out, heavy dial tone demands can be generated.
- (c) Coordination between the Dial Administrator and the network provision organization is absolutely necessary to ensure that the Outward WATS calls can be delivered to the toll network. Close attention to trunk administration may avert service degradation.
- (d) The details of all except operator assist Outward WATS calls are to be placed on AMA tape. Extreme caution must be exercised to assure that the AMA recording equipment is adequate in the Outward WATS serving office prior to assigning any additional lines to the particular office.
- (e) In some cases, the WATS serving office is also a switcher for CCSA, DTWX, or Centrex-CO or CU. In this event, it is important that a close check of class of service and

screening availability be made. Without the proper screening, calls out of the service area cannot be blocked.

(f) Some Outward WATS lines are used as outgoing lines from polling computers. These lines create a large number of short holding time calls in an extremely short period of time. New WATS line groups need to be screened to see if any of these type lines are to be served. If so, the effect on the serving office needs to be determined prior to installing the service.

7. BLOCKING OUTWARD WATS TO INWARD WATS CALLS

As part of the screening in the originating office the code "800" will be blocked to all Outward WATS subscriber access lines. This blocking will prevent double charging on calls from Outward to Inward WATS lines.

8. ASSIGNMENT AND ADMINISTRATION FOR SPECIFIC SWITCHING SYSTEMS

The details of the traffic assignment and administration of Outward WATS serving offices not covered in this section will be found under the DFMP for that particular type office.