

TELEVISION SERVICE

COMPLETION AND INTERRUPTION REPORTS

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1. GENERAL

1.01 This section describes the requirements for the completion and interruption reports used in terrestrial television and satellite television services.

1.02 As used in this section, the term "Television Service" includes both the video and audio portion of the service.

1.03 The word "order", as used herein, refers to Universal System Service Order, operation order, or any other formal or informal service order which is acceptable authority for furnishing service as defined in Section 318-001-005.

1.04 Billing information reports are prepared for the Accounting Department for use in billing the customers. They use Form P-1075 shown in Fig. 1. Form P-1075 serves three purposes.

- (a) **Completion Reports:** These reports confirm that service was furnished and provide any exceptions or needed supplementary information.
- (b) **Interruption Reports:** These reports list interruptions of a service which are severe enough to warrant credit allowances to the customer.
- (c) **Combination:** Combination of (a) and (b).

2. COMPLETION REPORTS

2.01 Except as specified in this paragraph, reports for orders completed as ordered are not required. A P-1075 is required for each service to which the following applies:

- (a) Any service, including monitoring service, for which the service order provides an approximate or indefinite date or time of start or conclusion.
- (b) Any service for which a report is specifically requested.
- (c) Any service ordered with the proviso that it should be furnished only upon receipt of a certain cue or upon fulfillment of other requirements.
- (d) Any service furnished differently than authorized or not furnished at all. (Example: service was started late to a new station, or a service could not be furnished at all, or service period ran longer than ordered.)
- (e) Any service or service change authorized by an informal order issued by a customer directly to a testroom with less than 2 hours notice. The time of receipt of the informal order and the effective time must be shown. This requirement applies whether the informal order authorizes, changes, or cancels service.
- (f) Overtime service authorized for any station. The serving testroom should provide the required information to their Supervising Offices, who should pass it on to their Control Office. The Control Office should relay the information to the Network Control Office.

2.02 Reports should be made on or in the style of Form P-1075 in accordance with the following and the instructions in Fig. 1. If a local office copy is not retained, sufficient information should be readily available to permit duplicating the report or to answer questions concerning it.

A.T. & T. Co.
LL DEPT.SPECIAL SERVICE
BILLING INFORMATION REPORTFORM P1075
1-71

OFFICIAL MESSAGE

RETENTION CODE
A101R 03000

DE- LETE	SOH A	DE- LETE	ADNET CODES FROM DIRECTORY			SPACE	STX B	DE- LETE	RE- TURN	LINE FEED	DE- LETE	VT K	DE- LETE
(10)	CTRL						CTRL					CTRL	(2)

ORG. _____
(ADDRESS CODE) (ORG. CITY)

P1075

A. Type of Service

TG-TPH-TPS-SP-PGM SCHED _____ -TV-Audio TV Video-Monochrome-Color OVS (Radio) TPH-TPS-PGM
(Cable)

B. Circuit, Service

or Operation _____ Section or
Order No. _____ Terminals _____

C. Principal _____

D. Reporting Office _____ Date Covered
by Report _____

E. Fill-In Service

F. Additional or Other Periods of Service

Item No.	Time		Points, Stations or Sections involved; Nature of Service Furnished	Requested or Authorized By
	From	To		

G. Interruptions

Item No.	Time		Reported	Points, Stations or Sections Involved	Cause and Location of Trouble	Confirmed By
	From	To				

Signed _____ Title _____

RE- TURN	LINE FEED	DE- LETE	FF L	DE- LETE	ETX C	DE- LETE	EOT D	DE- LETE
			CTRL	(2)	CTRL		CTRL	(10)

Fig. 1—Form P-1075

2.03 Designation of an office as Plant Control Office (PCO) on a service order does not necessarily mean that a report must be prepared by that office. One or more of the provisions of 2.01 and other reporting requirements, as specified hereafter, must apply.

2.04 As indicated in Section 318-001-005, Long Lines offices will be selected as Plant Control Offices when practicable. When an Operating Company (Assoc.) office is named as PCO, the report, if required, should be made by the District Plant/Operation Manager (the normal contact with that Company). However, The Pacific Telephone and Telegraph Company is an exception to this; their testrooms will forward required reports directly.

2.05 All part-time (Occl) television service orders that require intercity facilities will be addressed to NR, New York General Control Office. NR, New York will serve as Reporting Office for these and all services covered by television operation orders issued to NR. This will not affect the assignment of PCO on each service order. These will continue to be one of the six Control Offices or as assigned in accordance with 2.04. In each case, the assigned PCO should obtain the required "good-night time" in accordance with the instruction hereafter and forward it to NR, New York upon completion of the service. At the close of business each day, NR New York will verify the receipt of all needed "good-night times", complete the P-1075 reports, and forward them to the appropriate Sales or Accounting Offices.

2.06 For purposes of the P-1075 report, services should be timed as follows.

(a) **Timing Start of Service:** If a service starts before the time specified in the order, the actual time should be reported. Otherwise, report the starting time shown by the order. If no starting time or an approximate starting time is shown, report the observed time at which the service starts or the time at which the operation is performed.

(b) **Timing Conclusion of Service:** Report the time of conclusion as that shown on the order unless the observed time is later, or unless the order shows an approximate or indefinite time. In either case, report the actual time of conclusion. (See 2.08.)

2.07 When a service is a program of indefinite duration, a "good-night time" should be obtained as follows.

- (a) If the customer is connected to the service, obtain the "good-night time" from that source.
- (b) If (a) is not applicable, obtain the "good-night time" from the originating (pickup) point.
- (c) Where (a) and (b) do not apply, the source of the "good-night time" will be shown on the report.

2.08 Completion Reports normally make no use of Item (G) on Form P-1075. If it is necessary to continue Item (F) onto this part of the form, correct the designation to read "Item (F) continued" or use P-1075A for this purpose.

3. INTERRUPTION REPORTS

3.01 This report is made for the Accounting Department to compute a customer's credit allowance for any service losses. Normally, it makes use of Item (G) on Form P-1075 and does not use Item (F), except where the form is used for dual purposes as discussed in 2.08.

3.02 Interruption reports for part-time (Occl) television service (excluding Satellite TV) involving the use of television interexchange facilities will be made by NR, New York General Control Offices. For full-time television network services, the report should be made by the Network Control Office. For other services, the PCO on the service order should make the report. The interruption should be reported to the proper Control Office. All P-1075 Reports of Interruptions will be forwarded to the proper Accounting Office the next business day following the interruption. (See 3.05.)

3.03 For television service, an interruption of either the audio or video portion is considered to be an interruption to both. The interruption report should indicate which portion was affected.

3.04 An interruption which is located on a TELCO facility provided for another customer should be shown on the report for the affected service. Suppose, for example, that due to a TELCO trouble on an NBC network a service to an independent station was interrupted while being fed from that

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network; then, two P-1075 reports would be required: one for NBC and one for the independent station. The P-1075 report for the independent station should show this interruption as locating on TELCO facilities. However, if NBC was the cause of the interruption no P-1075 would be required.

3.05 If a station or section is interrupted over a continuous period beginning on one day and extending into or through one or more successive days, count this as a single trouble and show the times and dates it began and ended and the total elapsed time.

4. SATELLITE TELEVISION REPORTS

4.01 For a satellite television service, the Completion and Interruption reports are combined in the same P-1075 report and is prepared in accordance with Section 318-010-303.

5. FORWARDING REPORTS

5.01 Completion and Interruption Reports should be forwarded to the Sales and/or Accounting Offices concerned via the ADNet administrative-data network.

5.02 If for any reason certain details cannot be included in a report, the incomplete report should be forwarded with a statement that information has been omitted and the report will be supplemented. As soon as possible, the supplementary report covering the omitted details should be prepared and forwarded.

5.03 In forwarding a report by teletype, the letter designations on Form P-1075 should be transmitted as in the following example:

Form P-1075

- (a) TV AUDIO
- (b) USSO 3508-1637-00
- (c) ABC-TV
- (d) CINCINNATI FEB. 25, 1973
- (e) 1855 CNYT

MONITORING SERVICE 1855—1930 CNYT
LATE SWITCHING CUE

OPRNS. MRG.