

VENDOR PREPARED PRACTICES
PROCESSING PROCEDURES

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1. GENERAL

- 1.01 This practice provides procedures for processing vendor prepared practices for use within the Southwestern Bell Telephone Company (SWBT). The proper implementation of this practice will eliminate the need for reformatting or rewriting vendor practices. The objective is to procure practices which are clearly written, uniformly prepared and ready for immediate use.
- 1.02 This practice is being reissued to update the text, forms and conform to current practice format.
- 1.03 It is intended that this practice be used primarily by General Headquarters' Subject Matter Experts (SMEs), User Technical Staff (UTS), Technical Information Resource Management (TIRM) and Corporate Purchasing. These groups in all departments will use this as a guideline for processing vendor prepared practices.
- 1.04 The procedures outlined in this practice are to be used primarily for vendor prepared practices dealing with telecommunication products. These procedures may be used for other products when deemed necessary by the SMEs, UTS, TIRM and the Corporate Purchasing organization.
- 1.05 This section includes:
- a brief explanation of standards for vendor prepared practices
 - detailed information on the flow of practices from vendor to user
 - an in-depth explanation of the cover sheet process
 - definitions of terms used in this section

2. STANDARDS FOR VENDORS

- 2.01 General standards for vendor prepared practices have been established and coordinated with the Corporate Purchasing organization and the UTS. Practice SW 000-010-902 outlines these standards. At the time of product selection it is the responsibility of Corporate Purchasing and the UTS to provide these standards to the vendor.

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- 2.02 The specific procedures for providing vendor practices to SWBT and the general standards for vendor practices must be incorporated in the vendor contract.
- 2.03 It is the responsibility of Corporate Purchasing and the UTS to ensure that the vendor adheres as closely as possible to the standards outlined in Practice SW 000-010-902. Special considerations which may affect the determination of standards for vendor practices are:
- Existing industry standards
 - Generally accepted industry procedures
 - Costs associated with the modification of existing vendor practices
 - Life cycle of products supported by the practices
- 2.04 The UTS will coordinate any deviations from Practice SW 000-010-902 with the TIRM staff.

A. Revisions to Vendor Practices

- 2.05 It is the responsibility of the vendor to update and maintain his practices on a continuing basis in order to support the equipment purchased by SWBT. The vendor must furnish SWBT with all revisions to his practices.
- 2.06 Corporate Purchasing and the UTS will coordinate with the vendor during contract negotiations to ensure that all revisions of practices are sent to us in a timely manner.
- 2.07 The specific procedures for providing revisions of vendor practices to SWBT will be addressed in the vendor contract.
- 2.08 Revised practices will be processed in the same manner as original practices. Refer to Section 3 of this practice for detailed information on the flow of practices from vendor to user.

B. Proprietary Information

- 2.09 Proprietary information is any information which the owner does not wish to freely disclose. (Review Joint Practice 92 for information on procedures for safeguarding proprietary information.)

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- 2.10 The vendor will assign SWBT the right to reproduce any copy of written or proprietary information for internal use. It will be the responsibility of the Corporate Purchasing organization to coordinate with the legal departments of SWBT and the vendor to ensure proper handling of proprietary information.
- 2.11 The following proprietary statement should be at the bottom center margin of each page of the document.

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3. PROCESS FLOW

- 3.01 The following paragraphs provide detailed information on the flow of practices from vendor to user. Exhibit 1 is a flow chart which illustrates this process.
- 3.02 Corporate Purchasing and the UTS will coordinate with the vendor during the product selection process. They will ensure that any practices required to utilize or maintain the vendor's product possess the quality and adhere to the standards as defined in Practice SW 000-010-902. (For additional information on the product selection process, refer to Practice SW 010-522-900.)
- 3.03 As part of the product selection process the vendor will provide his practice to Corporate Purchasing for review.
- 3.04 Corporate Purchasing will transmit one copy of the vendor practice to the UTS for use in product selection.
- 3.05 The UTS will review the practice to determine if the content and format meet SWBT standards as outlined in Practice SW 000-010-902.
- 3.06 If the practice does not meet SWBT standards, the UTS must determine if it can be used by SWBT as written.
- 3.07 If the practice cannot be used as written, the UTS should return it to Corporate Purchasing indicating that it is not a usable practice and delineating the problem areas. Corporate Purchasing will then interface with the vendor to resolve the deficiencies.

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- 3.08 If the practice does meet SWBT standards or if the UTS determines it is a usable practice, the UTS will transmit a recommendation on vendor product standardization to Corporate Purchasing and the SWBT/vendor contract will be negotiated.
- 3.09 Corporate Purchasing will advise the UTS when contract negotiations are complete.
- 3.10 The department or organization which has the major responsibility for the content of the practice will follow the cover sheet process as outlined in Section 4 of this practice. Practices pertaining to multiple organizations will have SMEs from each of the organizations involved in creating and approving the cover sheet.
- 3.11 The cover sheet, the associated practice, the Request for Printing/Distribution form (see Exhibit 2) and the signed approval letter should be submitted to the TIRM staff for processing. The TIRM staff will review the format of the practice to ensure that it meets SWBT standards or is in a usable format.
- 3.12 If there is a problem with the format, the practice will be returned to the originator of the cover sheet for corrections.
- 3.13 If the TIRM staff approves the practice, they will make all necessary notations on the appropriate indexes and submit it for printing.
- 3.14 The practice will then be printed and distributed to the users in the field.

4. COVER SHEET PROCESS

- 4.01 The cover sheet process will be used by SWBT as the method for numbering, approving and distributing vendor prepared practices.
- 4.02 Cover sheets (see Exhibit 3) are used to transmit vendor prepared practices. In rare cases where the vendor's practice is not adaptable to the cover sheet process, a new SWBT practice will be written.
- 4.03 All vendor prepared practices that are to be incorporated in the SWBT 9-digit numbering plan must have an associated cover sheet. Any deviations to this must be coordinated with the TIRM staff.

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- 4.04 The cover sheet will contain only that information which is necessary to introduce the attached vendor practice.
- 4.05 SMEs responsible for the specific subject matter addressed by the vendor practice will be responsible for preparing cover sheets as outlined in this section.

A. Title

- 4.06 All cover sheets must have a title on the first page. The title must clearly identify the vendor, as well as the subject and purpose of the cover sheet.
- 4.07 The title is confined to the identification of three categories of information:

Vendor Identity: This category of information identifies the vendor of the item being covered.

Item: This category of information identifies the item to which the cover sheet is addressed.

Purpose of Cover Sheet: This category of information identifies the objective or purpose of the attached vendor practice.

- 4.08 A title will consist of as few lines as possible, and each line should not convey more than one category of information. In most cases, titles will be three lines or less and must not exceed five lines in all.

B. Format

- 4.09 Cover sheets are formatted in the same manner as Southwestern Bell Telephone Practices. (Refer to Practice SW 000-010-902 for information on formatting. The few exceptions are noted in the following paragraphs and are illustrated in Exhibit 3.

Table of Contents

- 4.10 Normally, cover sheets should not be more than two pages in length and never more than three. Therefore, a table of contents is not used.

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Part Headings

- 4.11 Part headings are used to identify major material divisions within the cover sheet (e.g., 1. GENERAL, 2. ORDERING PROCEDURES, etc.). Each part heading consists of an uppercase word(s) which describes the subject.
- 4.12 The cover sheet contains only that information which is necessary to introduce the attached vendor practice. Therefore, the part headings are restricted to those described in Paragraph 4.13 through 4.16.
- 4.13 Part 1, GENERAL: This part contains a standard paragraph which identifies the section as a cover sheet for the attached vendor practice. This should include the vendor's name and the title and section number of the attached vendor practice. This part should also include a very brief functional description of the service, system, apparatus, etc. Procedures on how to request changes and/or corrections to the vendor practice and how to file an Engineering Complaint should also be included in this part. Any equipment shortcomings should be listed as well as any engineering criteria that are different than those recommended by the vendor.
- 4.14 Part 2, ORDERING PROCEDURES: This part explains briefly how to order the equipment and which ordering form(s) to use. It also references the reader to the appropriate catalog for detailed information on how to order the equipment. Included in this part is the contract number and the vendor's complete address. This part also describes how additional copies of the vendor practice are obtained.
- 4.15 Part 3, REPAIR/RETURN: This part contains information regarding the repair and return of defective units to the vendor as covered in the contract. Warranty information should also be provided.
- 4.16 Part 4, EXCLUSIONS/REVISIONS: This part lists all parts of the vendor practice which do not apply to SWBT (if required). Information in this part should be presented in a manner similar to that used for a SWBT addendum.

Text

- 4.17 Text pages are arranged using the single column format.

NOTE: Any deviations to the standards shown in Exhibit 3 must be discussed with the TIRM staff.

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Attachment Notice

4.18 The name of the vendor, section number, issue and date (month and year) are to be located at the bottom of the last page of the cover sheet.

C. Number Assignment

4.19 Cover sheets should be numbered using the 9-digit numbering plan. Following is a brief description of the numbering plan:

- (a) Each cover sheet will be assigned a unique 9-digit number (XXX-YYY-ZZZ).
- (b) The first three digits (XXX) of the number identify major categories of information and are referred to as the "Division" number. (See Exhibit 4 for the major categories.) These three digits must be the same as the first three digits of the associated vendor practice if the vendor used the 9-digit numbering plan.
- (c) The middle three digits (YYY) identify sub-categories of the "Division". The first digit of this middle group is known as the "Division-Layer" identifier. The second digit of this group is known as the "Sub-Layer". These three digits must be the same as the middle three digits of the associated vendor practice if the vendor used the 9-digit numbering plan.
- (d) The last set of three digits (ZZZ) are referred to as "Key Numbers". These three digits will be assigned by the Manager-Technical Documentation Coordination upon being furnished a title, description, and the first six digits of the cover sheet.

4.20 The two alpha-character suffix of SW shall be used to indicate this cover sheet was prepared by SWBT.

4.21 A four alpha-character common language code prefix shall be used to indicate the vendor who originated the associated practice. Bellcore Practice 751-100-650 provides a listing of current alpha-character codes for vendors.

Page Headings

4.22 Exhibit 5 provides examples of page heading formats for cover sheets.

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D. Approval Process

- 4.23 All SWBT cover sheets require appropriate approvals before printing and distribution.
- 4.24 A standard approval letter should be prepared and signed by the cover sheet originator with a concise statement of the purpose and content of the practice. Approval letters for cover sheets are formatted in the same manner as approval letters for 9-digit practices. (See Exhibit 6)
- 4.25 Cover sheets should be approved by the fifth level(s) at General Headquarters who has the administrative or maintenance responsibilities for items covered in the practice. A separate approval letter should be sent to each fifth level involved through their chain of organization.
- 4.26 To facilitate the approval process, an overleaf should be used with cover sheets that require the approval of multiple departments. An overleaf is attached to the front of an approval letter and denotes all departments that will be approving the practice. (See Exhibit 7)
- 4.27 After the approval process is complete, the following items should be forwarded to the TIRM staff for editing, processing and distribution:
- completed Request for Practice Printing/Distribution form
 - signed approval letter(s)
 - cover sheet
 - vendor practice
 - Purchase Authorization Letter or Transmittal Letter
- 4.28 Approval letters will not be printed with the practice. They are held on file in the TIRM staff office.

E. Cancellations

- 4.29 When a cover sheet is no longer needed, is obsolete, or is replaced by another cover sheet, it should be cancelled.

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- 4.30 A standard cancellation letter (Exhibit 8) should be prepared by the cover sheet originator. The cancellation letter should state the reason for cancellation and, if appropriate, the 9-digit number of the cover sheet that will replace it.
- 4.31 Third level approval is required to cancel a cover sheet. A separate cancellation letter should be sent to each fifth level involved through their chain of organization.
- 4.32 The cancellation letter should be submitted to the TIRM staff for processing. The TIRM staff will make all necessary notations on the appropriate indexes to be reissued and place the cover sheet and cancellation letter in the historical files.

5. DEFINITIONS

- 5.01 The following definitions have been included to clarify the meanings of words used in this section. These words are listed in alphabetical sequence.
- 5.02 Practices: Recommended instructions and criteria for planning, engineering, installing, operating and maintaining communication facilities.
- 5.03 Subject Matter Expert (SME): Individual responsible for any or all of the following:
 - (1) determining what documents and their technical content are needed for their respective products/services/administrative areas
 - (2) setting planning schedules for the preparation, production and delivery of documentation
 - (3) acting as a subject matter resource
 - (4) determining the accuracy of technical content
- 5.04 Technical Information Resource Management (TIRM): The organization responsible for end-to-end management of technical and administrative information.

Following is the TIRM staff for SWBT:

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District Mgr.-Admn. Svcs.
One Bell Center, 33-V-08

Area Mgr.-Tech. Doc. Sys. Coord.
One Bell Center 33-S-07

Manager-Tech. Doc. Coord.
One Bell Center, 33-S-04

5.05 User Technical Staff (UTS): The technical expert or group of experts in the user departments (Network, Engineering, Purchasing, Motor Vehicles, etc.) responsible for deciding which product to select. A member of this staff is also considered an SME.

5.06 Vendors: Suppliers of products and associated support documentation.

6. REFERENCES

6.01 This section lists all documents referenced in this practice. It provides the title, number and a brief description of the document. Also provided are ordering procedures for the referenced documents.

A. Southwestern Bell Telephone Practices

6.02 Ordering procedures for Southwestern Bell Telephone Practices are described in the Southwestern Bell Forms Catalog, Attachment A of Joint Practice 101. Following are descriptions of the SWBT practices referenced in this practice.

- Product Selection Process, Practice Number SW 010-522-900, describes procedures for determining which, if any, of the products available on the market shall become the SWBT standards.
- Vendor Practice General Standards, Practice Number SW 000-010-902, details the general standards for vendor prepared practices dealing with telecommunication products. SW 000-010-902 provides standards and guidelines for preparing practices which will be used within Southwestern Bell Telephone Company.
- Technical and Support Documentation Order Procedures, Practice Number SW 000-010-903 explains Southwestern Bell Telephone's ordering procedures for support documentation such as SWBT 9-digit and V practices, vendor 9-digit practices.

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B. Joint Practices

6.03 Ordering procedures for Joint Practices are described in the Southwestern Bell Forms Catalog, Attachment A of Joint Practice 101. Following is a description of the Joint Practice referenced in this practice.

- Procedures for Safeguarding Proprietary Information, Practice Number 92, describes procedures to be followed in identifying and safeguarding proprietary information and in handling requests for such information from those outside the Bell System.
- Guidelines for Preparation, Authorization and Issuance of Joint Practices, Joint Practice 52, provides complete guidelines for preparing Joint Practices.

C. Bellcore Technical References

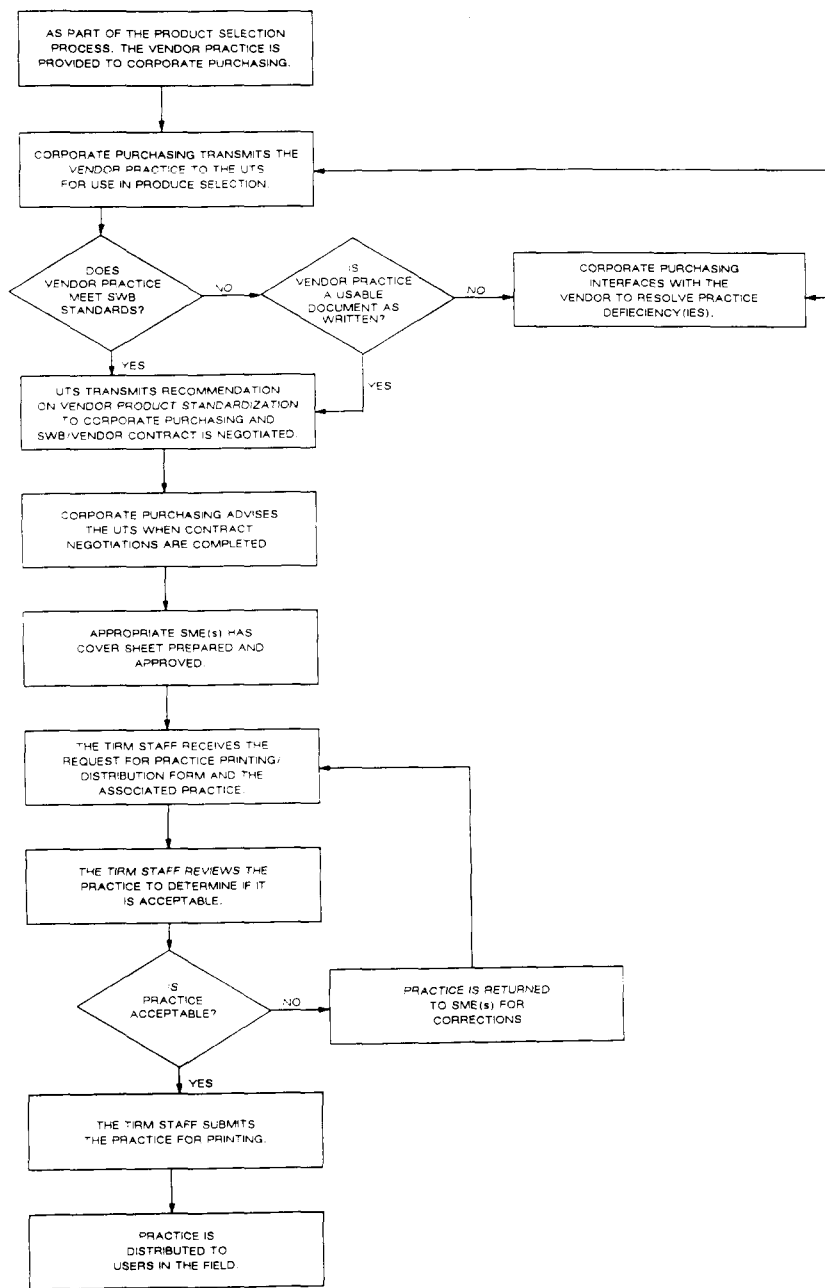
6.04 SWBT employees may order Bellcore Technical References by completing the FA SW 6689 form as described in Paragraph 6.02. Non-Affiliates may order Bellcore Technical References by calling Publisher Data Center at 718-834-0170. Following is a description of the Bellcore document referenced in this practice.

- Common LanguageTM Manufacturing Company Codes Telephone Equipment, 751-100-650 BR, describes the Common Language standard codes for the representation of the various vendors which sell telecommunications products and supplies.

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EXHIBIT 1
 PROCESS FLOW OF VENDOR PREPARED PRACTICES



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EXHIBIT 2
PAGE 1 of 2



SW-1794
(Rev. 2-88)
Ref: SW 000-010-901

Retain 3 months, until _____

REQUEST FOR PRINTING/DISTRIBUTION-TECHNICAL PRACTICE

See Reverse for instructions

A. Originator Information

1. Name: _____ Address: _____ Room: _____
 Title: _____ Date: _____
 Department: _____ Telephone #: _____

2. Responsibility Code-Charged [] Location Code [] Function Code [] EC []

3. Practice #: _____ Issue #: _____

4. Department(s) Impacted: _____

5. Special Instructions: _____

B. Attachments

1. Signed approval letter
 2. Cover sheet
 3. Print ready practice
- _____

Send completed form and all attachments to:

TIRM Document Standards
 One Bell Center, 33-S-04
 St. Louis, Mo. 63101

To be completed by TIRM Staff

Received by: _____ Date: _____

Official file copy, unless reproduced

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EXHIBIT 2
PAGE 2 of 2

INSTRUCTIONS FOR COMPLETION OF FORM

A. Originator Information

1. Enter the information of the management person submitting the *practice for printing and distribution*.
2. Enter the information of the person to be charged for the printing.
3. Enter the 9-digit practice number and the issue number of practice submitted.
4. List the organizations who should receive copies of the practice.
5. Provide any special instructions relating to the printing and distribution of the practice.
(i.e., Remove GHQ restriction or 15 copies needed)

B. Attachments

1. The subject matter expert must forward the following documents with this form:
 1. Original copy of the signed approval letter.
 2. Cover sheet (if required).
 3. Print ready practice.

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EXHIBIT 3

COVER SHEET

SOUTHWESTERN BELL TELEPHONE PRACTICE
SWBT Standard

AAAA-XXX-YYY-ZZZSW
Issue A, June 1988

VENDOR IDENTITY
ITEM
PURPOSE

1. GENERAL

- 1.01 This section is a cover sheet for the (vendor's name, title and section number of the attached vendor documentation).
- 1.02 Whenever this section is reissued, the reason(s) for reissue will be listed in this paragraph.
- 1.03 Use for very brief functional description of the service, system, apparatus, etc.
- 1.04 List any equipment shortcomings and any engineering criteria that are different than those recommended by the vendor.
- 1.05 If corrections are required in the attached documentation, use Form ASD-209 as described in BR 000-010-015; which replaces Form E-3973 as described in BSP 000-010-015.
- 1.06 If equipment design and/or manufacturing problems should occur, refer to Practice Number SW 010-522-906 for procedures on filing an Engineering Complaint.

References (if required).

- 1.07 List sources of additional information.

2. ORDERING PROCEDURES

- 2.01 Specify procedures required to order equipment from the vendor (include contract number).
- 2.02 Describe how additional copies of the attached documentation are to be ordered.

3. REPAIR/RETURN

- 3.01 Specify exact procedures to follow when returning equipment to the vendor. Procedures should be based on the contract.
- 3.02 Include warranty information.

4. EXCLUSIONS/REVISIONS (if required)

- 4.01 The following sections of the attached vendor documentation are excluded and/or revised: Identify the parts or paragraphs that are not applicable.

Attachment: (Vendor's name, Section Number, Issue and Date)

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Page 1
1 Page

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EXHIBIT 4

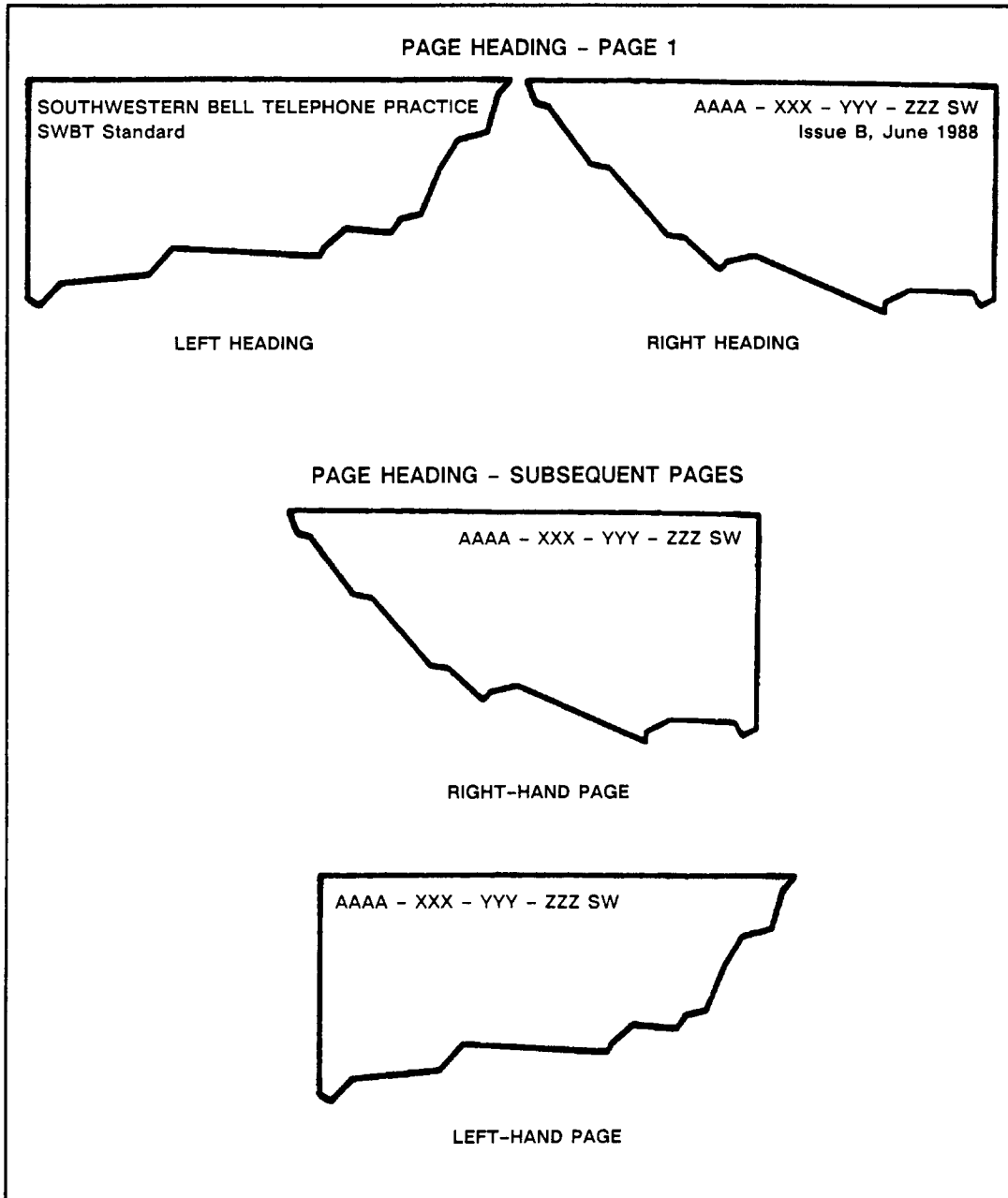
9-DIGIT NUMBERING PLAN

CATEGORY OF INFORMATION	DIVISIONS ALLOCATED
General Information	000-019
Apparatus, Miscellaneous Equipment, Tools, Test Equipment, Power, and Signaling	020-179
Operation Support Systems	190
Switching Systems	200-289
Transmission and Signaling Systems	300-379
Radio	400-449
Customer Equipment:	
Common	460-469
Special Services	470-489
Station Equipment	500-529
PBX	530-559
Teletypewriter	570-589
Data Systems	590-599
Outside Plant	620-649
Test Center Operation	660-669
Loop Assignment	680-689
Motor Vehicles	720-729
Materials Management	740-749
Business Information Systems	750-759
Buildings	760-779
Engineering Planning	780-789
Engineering Administration	790
Common Language	795
Equipment Design and General Requirements	800-839
Transmission Engineering	850-889
Outside Plant Engineering	900-939
Radio Engineering	940-944
General Descriptive Information	950-989

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EXHIBIT 5



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EXHIBIT 6

SOUTHWESTERN BELL TELEPHONE PRACTICES

AAAA-XXX-YYY-ZZZ SW - Issue B, April 1988, Title of Practice
XX pages.

This practice is being issued . . .

Prepared by:

Title of originator

Date

Recommended by:

2nd level title

Date

3rd level title

Date

4th level title

Date

5th level title

Date

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EXHIBIT 7

OVERLEAF

Approval of this practice shall be obtained from the following organizations before printing and distribution:

(list in alphabetical sequence all departments involved)

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EXHIBIT 8

SOUTHWESTERN BELL TELEPHONE PRACTICES

AAAA-XXX-YYY-ZZZ SW - Issue B, April 1988, Title of Practice
XX pages.

This practice is being cancelled . . .

Prepared by:

Title of originator

Date

Recommended by:

2nd level title

Date

3rd level title

Date

4th level title

Date

5th level title

Date

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