

**WATS BILLING QUALITY MEASUREMENT PLAN**  
**NETWORK OPERATIONS METHODS—COMMON METHODS**  
**SUPPLEMENTAL INFORMATION—CENTRAL OFFICES**

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| I. Delayed Issuance of WATS Bills, Form WBQ4 . . . . .   | 10   | 1. GENERAL   |      |
|  |      | 1.01 This section describes the WATS Billing Quality Measurement Plan. The explosive annual growth of WATS, a 25 to 30 percent year-to-year increase, and marketing projections that WATS revenues will more than double over the next 5 years, surpassing basic business service as a percentage of total revenues, emphasize the |      |

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need for management attention and continued improvement of WATS billing quality. The WATS Billing Quality Measurement Plan was developed as part of the overall interdepartmental billing service effort to identify billing errors and delays and to provide sufficient management information to promote corrective action.

**1.02** Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

**1.03** The title for each figure includes a number(s) in parenthesis which identifies the paragraph(s) in which the figure is referenced.

**A. Purpose and Objectives**

**1.04** The purpose of the WATS Billing Quality Measurement Plan is to quantify the quality of WATS billing and to display systemwide comparative data in formal reports. The objectives of the plan are to:

- (a) Measure the quality of charges appearing on WATS bills
- (b) Identify the dollar amounts associated with billing failures (errors and delays)
- (c) Highlight WATS usage discrepancy problems in an effort to protect system revenues
- (d) Stimulate interdepartmental interest in WATS billing quality.

**B. Components of the Plan**

**1.05** There are five basic components to the plan:

- (a) **WATS Bills in Error:** The plan will measure the accuracy of monetary charges appearing on WATS bills. Customer and company identified post-billing errors will be recorded. The scoring of failures will be from adjustment vouchers, correction (C) service orders, and other accounting memoranda used to correct billed charges.
- (b) **Delayed Service Orders:** The plan will measure the timeliness of service order charges appearing on WATS bills. The count of delays will be taken at billing time from a review of all orders billed. Any order not billed

on the first bill following completion is considered delayed.

(c) **Unidentified Usage:** The plan will identify and measure unidentified usage (usage without a related account) through a review of usage records at billing time.

(d) **Lines with Zero Usage:** The plan will identify and measure usage discrepancies caused by lines with zero usage. This count will come from a review of usage records at billing time.

(e) **Delayed Issuance of WATS Bills:** The plan will measure the timeliness of the issuance of WATS bills or bills which include charges for WATS service. Bills released to the customer after the sixth work day from the close of the billing period are considered delayed.

**1.06** Two items will be reported as supplemental data under the plan. The number of billing errors disclosed through an ongoing program of interdepartmental records checks or any one-time interdepartmental effort to purify WATS records will be reported as supplemental data and not included in the WATS bills in error component. Response times to formal usage discrepancy inquiries will also be reported as supplemental data.

**C. Source of Data**

**1.07** In an effort to make this plan simple, easy to understand, and relatively inexpensive to produce, measurement data are taken from currently available documents in the Revenue Accounting Offices. There should be no need to establish new source documents except in companies not having formal usage inquiry procedures in effect.

**D. General Principles of Wide Area Telephone Service (WATS) Billing Quality Measurement Plan**

**1.08** Several general principles have been applied in defining the content of the components described in paragraph 1.05 and in assigning reportable failures to departmental responsibility as described in Parts 2 and 3. To clarify the intent and specific purpose of this measurement plan, these principles are summarized as follows:

- (a) The plan is designed to promote good customer service by identifying those areas of poor

performance which the telephone company can improve through direct management corrective action. The intent is to evaluate current performance. Therefore, errors disclosed through a planned interdepartmental records reconciliation are excluded. These reconciliations should be for a large group of customers. However, errors detected in an attempt to correct the billing records of an individual account are included.

(b) The measurement base in each component has been structured, to the greatest extent possible, to relate failures to the opportunity for failure and thus foster maximum comparability of results throughout the Bell System.

(c) The failures reported are limited, with few exceptions, to errors and delays affecting monetary charges and credits appearing on the customer's bill. For the most part, non-monetary failures affecting service and equipment records are not recorded. Errors in the spelling of the customer's name and address and wavy or irregular printing on the bill form are examples of failures which lie outside the scope of this plan.

(d) The plan measures the quality of service currently being furnished. Therefore, failures should be reported in the month in which they are identified through the tabulation procedures prescribed in Part 2 of this section. Under no circumstances should billing failures be accumulated for periods in excess of the current billing cycle and carried into the report of any future month. Similarly, no adjustment of current results should be made for billing failures included in a previous report. No operating situation per se should be the basis for excluding all or part of the failures from a report. Failures (errors, delays, and usage discrepancies) associated with rate changes must be reported.

(e) For certain components of the plan, functional departmental responsibility for failures is provided. In some companies, several functional areas may still be under the same department and in some unusual situations, a reportable failure (error or delay) may be caused by a department not identified specifically. In these cases, the error should be charged to the department in the best position to take corrective action. Under no circumstances should errors

not be reported because of an inability to assign departmental responsibility.

#### **E. Interdepartmental Analysis of Results**

**1.09** Solutions to WATS billing quality problems require interdepartmental involvement. The **WATS product management team** in each operating company is responsible for analyzing the monthly results and for stimulating corrective action to WATS billing problems.

#### **F. Report Period**

**1.10** The plan will measure performance on a 1 through 31 calendar-day month. Most companies currently bill WATS service in a single bill period at the beginning of the month or at least accumulate WATS billing data on a calendar month. As an example of data to be included in the monthly WATS report, assume an October WATS bill. Errors from adjustment vouchers and correction service orders received during the September calendar month and applying to the October 1 bill comprise the error portion of the WATS report. Delayed service orders worked during September and applying to the October bill comprise the delay portion of the WATS report. Lines with zero usage and unidentified usage come from usage statistics generated for the October billing period. Delayed issuance of bills are counted against the release of the October bills. Only the supplemental data regarding usage inquiry turnaround will be reported 1 month in arrears. The October WATS report will reflect turnaround days based on usage inquiry documents issued on September WATS bills.

**1.11** The scoring of failures for certain components may require a cutoff date prior to the end of the month so that the report can be issued on a timely basis. Failures excluded from the current month report will be included in the following month.

**1.12** Reports are due to the American Telephone and Telegraph Company (AT&T) by the fifteenth work day of the month under report. As an example, reports based on the October bill are due to AT&T by the fifteenth work day in October. Only the WBQ-7 form, detailed in Part

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3, will be sent to AT&T each month. Reports should be sent to:

Supervisor - Comptrollers Results  
American Telephone & Telegraph Company  
P.O. Box 2016  
Rm. 4D-728  
New Brunswick, New Jersey 08903

**2. FAILURE IDENTIFICATION AND REPORTING**

**2.01** WATS Billing Quality Plan reportable failures are discussed in this part. The failures are discussed based on the forms used to record and report failures. The failures and related reports are as follows:

| <b>FORM</b> | <b>REPORT</b>                                  |
|-------------|--|
| WBQ1        | Billing Errors                                 |
| WBQ2        | WATS Service Order Delays                      |
| WBQ3        | Unidentified WATS Usage                        |
| WBQ3        | WATS Lines with Zero Usage                     |
| WBQ3        | Timeliness of Response to Usage Investigations |
| WBQ4        | Delayed Issuance of WATS Bills                 |
| WBQ6        | WATS Billing Quality Volume                    |

*Note:* All forms are illustrated in Fig. 1 through Fig. 5 of this section.

**A. Billing Errors, Form WBQ1**

**2.02** The purpose of Form WBQ1, Billing Errors, is to summarize errors appearing on WATS bills. The scoring of an error is taken from a customer complaint or company-identified error. Out-of-service and uncollectible adjustments are also reported for information only and are not included as part of the measured data.

**B. Source of Error**

**2.03** The scoring of errors is based on a review of all adjustment vouchers worked against WATS accounts classified as correction of charges. Local operating telephone company (OTC) practices should ensure that adjustment vouchers for correction

of charges or uncollectible charges related to WATS service *must* be identified as an adjustment for WATS charges and adjusted on the WATS bill. In companies that bill WATS on the same bill with the exchange service, adjustments for WATS service should be identified as such.

**2.04** Errors detected after bill release and corrected via an accounting memorandum or controlling memorandum must be reported as an error under the plan, the same as an adjustment voucher identified error.

**2.05** Service orders are used to correct charges billed in error in some companies in lieu of adjustment vouchers or other memoranda. Companies using "R" or "C" orders to correct previously-billed charges must review these orders to ensure complete accounting for all errors. "R" and "C" orders correcting other than charges, such as name, address, etc, are not included as errors under this plan.

**2.06** Large scale errors affecting many accounts are sometimes internally adjusted and correcting statements or memoranda mechanically generated. These are failures under the plan and should be included as errors.

**C. Exclusions**

**2.07** Errors scored under this plan should include only those errors over which the company had direct control to prevent. Errors in charges resulting from customer failure to take some action, such as applying for tax exemption certificates or tax credits, are not included in the measurement.

**2.08** Errors related to independent company provisioning or billing of WATS service, official WATS service and errors detected through planned large scale interdepartmental records checks are not included in the measurement.

**D. WBQ1 Form Preparation**

**2.09** Instructions for completing Form WBQ1 (see Fig. 1) are as follows:

- (a) **Billing Number (Column A):** This is the number used to identify the WATS account for billing purposes.

(b) **Error Device:** This is information relating to the source document used as evidence of an error. Columns B and C under this heading are described as follows:

(1) **Type (Column B):** This is either the service order or adjustment voucher. In the case of large scale failures where adjustments are mechanically generated, these failures should also be included as errors.

(2) **Date of Advice (Column C):** The date of the adjustment or service order should be recorded in this column. This should be the date of approval or the date the adjustment was prepared.

(c) **Account Information:** Columns D through H under this heading are described as follows:

(1) **Type (Column D):** This is the type of service billed in error—full business day or measured time. Use the following designations to identify the account:

| TYPE              | 800 SERVICE | OUTWATS |
|-------------------|-------------|---------|
| Full Business Day | IFB         | OFB     |
| Measured Time     | IMT         | OMT     |
| Two-Way*          | TW          | TW      |

\*Special intrastate WATS service offered in a few companies.

(2) **Band (Column E):** This is the WATS band billed in error.

(3) **Date of Bill in Error (Column F):** This is the first bill that was billed in error because of the failure reported.

(4) **Amount of Error (Columns G and H):** This is the monetary amount of the adjustment or service order used to correct billing. In the case of a "C" or "R" correction order, the amount of correction can be taken from the OC&C statement. **The amount of tax should not be included.** The amount of the error should be broken down between recurring and nonrecurring, and usage charges. Recurring and nonrecurring refer to service charges that are not usage related. Errors relating to usage, including incorrect allowance, should be reported under the usage column. Service order errors that result in correction of usage and monthly charges (recurring charges) should be charged as one failure, but the monetary amounts relating to both categories should be posted. Debit and credit amounts should be posted.

(d) **Department Responsible for Failure (Column I):** Identify with a check the department causing the billing error. The error should be categorized in the following functional departmental identities: Business Office, Comptrollers, Installation and Repair, Network (also known as Central Office), and Marketing. **If more than one error occurred on an account, score a failure for each department making an error.**

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(e) **Error Code (Column J):** A 2-digit code describing the type error should be posted as follows:

| CODE | DESCRIPTION   |
|------|---|
| NG   | Negotiation failures including: <ul style="list-style-type: none"> <li>• Order not issued according to customer instructions</li> <li>• Substitutions or changes not reflected on the order</li> </ul>  |
| PT   | Preparation or treatment failures including: <ul style="list-style-type: none"> <li>• Incorrect equipment placed on order</li> <li>• Proper equipment not installed</li> <li>• Accounting data transcription failures</li> <li>• Telephone number incorrect</li> <li>• Accounting service order treatment problems</li> </ul> |
| RA   | Rating failures including: <ul style="list-style-type: none"> <li>• Incorrect rates applied to order</li> <li>• Proper credit not given</li> <li>• Incorrect multielement charges applied</li> </ul>  |
| DA   | Date failures including: <ul style="list-style-type: none"> <li>• Completion or effective billing date incorrect</li> <li>• Billing date treated incorrectly</li> </ul>   |
| EQ   | Equipment problems including: <ul style="list-style-type: none"> <li>• Incorrect wiring or assignment of registers</li> <li>• Recording equipment problems</li> </ul>   |
| CU   | Usage computations failures including: <ul style="list-style-type: none"> <li>• Incorrect allowance given</li> <li>• Incorrect guiding of usage records</li> <li>• Programming failures</li> </ul>  |
| OB   | Errors in billing out-of-band calls   |
| OT   | Other failures not included above. A brief description of these failures should be provided in the Description of Error column.   |

*Note:* None of the above error codes are limited to a particular department.

(f) **Organization (Column K):** An organization code can be entered in this column if a company finds it beneficial to track failures by division or district entities.

(g) **Description of Error (Column L):** A description of the error should be provided to assist in further analysis.

(h) **Other Adjustments (Columns M and N):** Adjustments to customer bills for out-of-service conditions and uncollectibles are not considered billing failures in this plan. These columns are optional and are provided in the event a company wishes to track this information or suspects misuse of the adjustment voucher procedure.

(i) **Totals (Line 26):** Total all columns indicated on the form. If more than one page is required to list the errors, enter totals for all pages on the last form only. This will prevent transcription errors when completing the WBQ7 form described in Part 3.

**2.10** Total adjusted dollar amounts reported under Columns G and H should be the gross amounts, not the net of reported debits and credits.

**2.11** It is not required that all columns of Form WBQ1 be completed. The AT&T report will only require data from Columns G, H, and I. Local agreements should govern the amount of additional data required for investigation and analyzation by the WATS product team.

**E. Service Order Delays, Form WBQ2**

**2.12** The purpose of Form WBQ2, is to summarize all service orders and their related charges not appearing on the first bill subsequent to the effective date of order.

**2.13** Delayed service orders are identified through a review of all service orders worked to WATS accounts in the current month. A service order is considered delayed when the charges are not applied on the first bill subsequent to the "effective" date of the order. Orders that do not affect monetary charges on the bill should not be reported.

2.14 Only one delay should be charged when a "T" order is delayed in application because of a matching "F" order delay.

**F. WBQ2 Form Preparation**

2.15 Instructions for completing Form WBQ2 (see Fig. 2) are as follows:

(a) **Billing Number (Column A):** The number used to identify the WATS account.

(b) **Service Order:** Columns B, C, and D under this heading are described as follows:

(1) **Number (Column B):** This is the service order number of the delayed service order.

(2) **EBD or Completion Date (Column C):** The EBD (effective billing date) or completion date (date the installation was complete and the WATS service was available for customer use) should be posted in this space. The EBD takes precedence over the completion date.

(3) **Transmission Date (Column D):** This is the date the delayed service order was transmitted over the service order completion network.

(c) **Account Information:** Columns E, F, and G under this heading are described as follows:

(1) **Type (Column E):** Post the type of WATS service, full business day or measured time. Use the following designations to identify the account:

| TYPE              | 800 SERVICE | OUTWATS |
|-------------------|-------------|---------|
| Full Business Day | IFB         | OFB     |
| Measured Time     | IMT         | OMT     |
| Two-Way           | TW          | TW      |

(2) **Band (Column F):** The band of service the particular service order addresses.

(3) **Date of Bill (Column G):** The date of the bill that the delayed service order appears on.

(d) **Number of Months Delayed (Column H):**

Report the number of months the service order was delayed in billing. For example, a service order completed on September 15, not billed until December 1, is delayed 2 months.

(e) **\$ Amount Delayed Monthly Svc. and Nonrecurring Charges (Column I):**

The dollar value posted should be the amount of nonrecurring charges, plus the amount of recurring charges, times the number of months delayed as indicated in Column M.

(f) **Department Responsible (Column J):**

Report the department causing the delayed service order. The departments identified are Business Office, Comptrollers, Installation and Repair, Network, and Marketing. **If more than one department was involved in a delayed service order, strike the appropriate boxes in this column (one department per line) and place in Column H the appropriate months for each department.** If the order delay was caused by Long Lines, enter "LL" in the Marketing Department responsibility block.

(g) **Organization (Column K):** An organization code can be entered in this column if a company finds it beneficial to track failures by division or district entities.

(h) **Reason for Delay (Column L):** Describe why the order was delayed.

(i) **Totals (Line 26):** Total all columns indicated on the form. The total number of delays is the sum of all boxes checked under Column J. The delays should not be multiplied by the number of months delayed. If more than one page is required to list the delays, enter totals on the last page only. This will help prevent transcription errors when completing Form WBQ7 described in Part 3.

2.16 As with all WBQ forms, one needs only to complete those columns on the form which

will both satisfy the requirements of the AT&T report (WBQ7) and provide sufficient information to the WATS product team to identify significant problems.

**G. Discrepant Usage Summary Report, Form WBQ3**

**2.17** Form WBQ3 is a multipurpose form used to report various WATS usage discrepancies. It serves as the basis for the following two measurements and one supplemental data item:

- (a) Unidentified usage at billing time
- (b) WATS lines with zero usage
- (c) Timeliness of responses to usage investigations.

**2.18** Various portions of the WBQ3 form will be filled out depending on the type of failure. Special considerations for each type of failure are described below:

(a) **Unidentified Usage at Billing Time:**

The WBQ3 is used to record the number of lines with unidentified usage at billing time. Detail of the number of hours is also recorded. The source of failures for unidentified usage is the usage summary control run at the time of billing. All usage recorded for the current billing cycle and not associated with a particular account should be reported. Special care must be taken to ensure all current month messages that are unidentified and remain either in error recycle files or are in central ticket investigation (CTI) for investigation are also included on the report. In most cases, this will require establishing additional control procedures to add these messages to the monthly usage summary control listing.

(b) **WATS Lines With Zero Usage:** Lines with zero hour usage at billing time are also reported on the WBQ3. Second terminations, the 800 Service free lines, are identified and, although not part of the measurement, should be investigated to ensure there is no loss of revenue. For service groups with meters (registers), this would represent the lines without movement or with negative usage. Automatic message accounting (AMA) recorded service groups would be summarized under a screening telephone number or the actual WATS number,

depending on the recording mechanisms. For service groups recorded in an Electronic Switching System (ESS) office, there will be no individual line identification and no data can be included in the report. The source of failures for this report will either be the manual records or reports of usage input into the billing process or the line and usage summary control run produced at billing time.

(c) **Timeliness of Responses to Investigations:**

Investigations of discrepancies in usage, ie, zero usage, unidentified usage, and abnormal fluctuations in usage should be initiated by the Accounting Department. In some instances, investigations may be initiated by other than Accounting, and not all discrepancies require interdepartmental involvement. In some cases, interdepartmental involvement can be obtained informally, and discrepancies can be solved quickly, ie, in several days. In some cases, formal inquiries are initiated for investigation. It is essential that these investigations be handled promptly. The timeliness of responses for formal discrepant usage reports will be reported on Form WBQ3. The timeliness of responses will be summarized in calendar days separated into periods of 1 to 5 days, 6 to 10 days, 11 to 20 days, and over 20 days. The source for identifying the timeliness of responses is the WBQ3 form which provides space for indicating the open and close dates of investigation.

**Note:** Lines with zero usage and unidentified usage are to be reported on Form WBQ3 regardless of whether formal or informal investigations are initiated during the report period. For example, a line with zero usage should be reported even though local procedures may indicate that it is not necessary to initiate an inquiry if an existing inquiry is outstanding.

**2.19** Dollar amounts are not determined either for unidentified usage that is eventually billed late or never billed, or for working lines that are not recording usage. These problems have the potential of significant revenue loss and require attention and follow-up on the part of local management to minimize the loss. It is, however, impractical to develop costly controls or estimating procedures to determine the dollar value for these two items in an attempt to highlight the revenue impact.



**H. WBQ3 Form Preparation**

**2.20** Instructions for completing Form WBQ3 (see Fig. 3) are as follows. Since WBQ3 is a multipurpose form, not all columns can (or need) to be filled out for each type of discrepancy.

(a) **Line Number or Service Group (Column A):** This is the line number or service group that has discrepant usage. Where more than one line is summarized under a screening number, post the screening number.

(b) **Account Information:** Columns B through E under this heading are described as follows:

(1) **Master Billing Number (Column B):** This is the number used to identify the WATS account.

(2) **Type (Column C):** This is the type of line with discrepant usage, full business day or measured time. Use the following designations to identify the account:

| TYPE              | 800 SERVICE | OUTWATS |
|-------------------|-------------|---------|
| Full Business Day | IFB         | OFB     |
| Measured Time     | IMT         | OMT     |
| Two-Way           | TW          | TW      |

(3) **Band (Column D):** This is the band of service which has discrepant usage.

(4) **Date of Bill (Column E):** This is the date of the billing period for the account.

(c) **Type of Investigation:** Columns F through L under this heading are described as follows:

(1) **Unidentified Usage at Billing Time—Total Hours (Column F):** Total hours (to the tenth of an hour) should be posted for the line identified in Column A.

(2) **Total Messages (Column G):** The number of messages associated with the unbillable hours.

(3) **Is Usage to be Billed Next Month (Column H):** Identify if usage will be billed in the following month. **Pennsylvania Bell only**, post a "C" if usage is billed in the proper month or a "Y" if billed in the following month.

(4) **Zero Usage at Billing Time (Columns I and J):** Report the number of lines with zero usage at billing time. Second terminations should be separated from the regular lines. The number of lines would normally only be greater than one in the case where the WATS detail is recorded on AMA equipment under a screening telephone number.

(5) **Questionable Usage (Columns K and L):** Hours and messages related to questionable usage (excessive or very little) are optional and not part of the measurement but may be helpful in disclosing problems.

(d) **Number of Months in a Row With Usage Discrepancy (Column M):** The number of months in a row this WATS line has been under investigation should be posted. This will provide some indication of the effectiveness of discrepant usage investigations.

(e) **Formal Investigation:** If investigation of discrepant usage is formalized (interdepartmental form forwarded to another department), the following details should be recorded:

(1) **Serial Number (Column N):** This column is provided for companies which choose to control their formal investigations with special numbers.

(2) **Dates of Investigation (Columns O and P):** Record the opening and closing dates of the investigation.

(3) **Response Code (Column Q):** This code identifies the number of *calendar* days required to complete the investigation. For example:

| CODE | RESPONSE TIME |
|------|---------------|
| A    | 1 - 5 days    |
| B    | 6 - 10 days   |
| C    | 11 - 20 days  |
| D    | Over 20 days  |

(f) **Organization (Column R):** An organization code can be entered in this column if a company finds it beneficial to track failures by division or district entities.

(g) **Investigation Code (Column S):** The following codes should be used to identify the outcome of the investigation of the reported discrepant usage:

| CODE | REASON   |
|------|--|
| 10   | Completed service order not received in Accounting                         |
| 11   | Order received in Accounting after billing date                            |
| 12   | Service order pending  |
| 13   | Order not processed in Accounting  |
| 14   | Service under suspension   |
| 15   | Orders not received in serving central office                              |
| 16   | Orders received but not worked in serving central office                   |
| 17   | Incorrect wiring in serving central office                                 |
| 21   | Line not working (disconnected)  |
| 22   | Faulty clock or register   |
| 23   | Customer vacation, absence, change in utilization, or seasonal fluctuation |
| 24   | Incorrect wiring at customer premises                                      |

|    |  |
|----|--|
| 25 | Clerical error                             |
| 26 | Clock or register rewired but not reported |
| 27 | Duplicate line assignment                  |
| 30 | Other                                      |
| 33 | No trouble found                           |

(h) **Other Comments (Column T):** Report any other comments that may be helpful in providing analysis or feedback.

(i) **Totals (Line 26):** Total all columns as indicated. If more than one page is required, enter totals on last page only to prevent transcription errors when completing Form WBQ7.

**2.21** Formal investigations will be reported 1 month in arrears and only as supplemental data under the plan. It may be helpful to include some indication in the serializing scheme for inquiries which identify the month issued so the appropriate WBQ3 can be updated.

**I. Delayed Issuance of WATS Bills, Form WBQ4**

**2.22** The purpose of Form WBQ4 is to summarize the number of bills delayed in issuance. Bills are considered delayed when they are not issued by the sixth work day from the bill period close date. The form has been designed to accommodate companies which bill WATS in multiple bill periods.

**2.23** Delayed bills are identified by reviewing the WATS bills when they are issued and recording the number of work days past the bill period close. Separate controls may be required in the mail release section and the hold bill or typing sections to count all delays.

**2.24** Instructions for completing Form WBQ4 (see Fig. 4) are as follows:

(a) **Billing Period:** This is the billing period for which WATS bills are issued.

(b) **Number of Bills Issued by Work Day:** Report the number of bills issued by work day for each billing period.

- (c) **Total:** Total each column.
- (d) **Cumulative % Mailed By:** Calculate the percentage for each work day based on the total in Column F.

#### J. WATS Billing Quality Volumes, Form WBQ6

**2.25** Form WBQ6 is used for posting volume information regarding WATS billing. This volume data will be the basis for developing a measurement of performance, ie, relating failures to the volume of work.

**2.26** Data for this work sheet is obtained from the various control reports in the individual company WATS billing system. Independent company data should not be included in any of the categories.

#### K. WBQ6 Form Preparation

**2.27** Instructions for completing Form WBQ6 (see Fig. 5) are as follows:

- (a) **Total Number of WATS Bills Issued (Line 1):** Count the total number of WATS bills issued for the report month.
- (b) **Total Number of WATS Lines in Service at the End of the Month (Line 2):** The number of WATS lines in service at the end of the month should represent the number of WATS lines in service that are **billed**. Line 2a should exclude second terminations. Line 2b should be only second terminations. The number of second terminations can be determined from a count of the appropriate universal service order code (USOC) on the WATS master account file if the information is not easily determined anywhere else.
- (c) **Total Billed Revenues (Line 3):** The total billed revenues should be separated between monthly recurring and nonrecurring charges (excluding usage overtime) and usage overtime.
- (d) **Total Number of WATS Service Orders Worked to Accounts (Line 4):** The total number of WATS service orders worked to accounts would represent orders worked to accounts and **billed** in the month under report. Delayed orders not worked in prior months are to be included in the count.
- (e) **Total Number of WATS Hours Recorded (Line 5):** This figure represents the total hours recorded for all WATS lines on the input media and prior to any calculation for allowances or credits.
- (f) **Total Number of WATS Message Recorded (Line 6):** This is the total number of WATS messages corresponding to the hours reported on Line 5.

### 3. SUMMARY RESULTS REPORTING

**3.01** This section provides information for summarizing the data from the various WBQ forms, for calculating the measurement of performance for each component, for preparing a company-level report, and for analyzing monthly results on a local level to effect improvement in WATS billing.

#### A. Summary Report, Form WBQ7

**3.02** The purpose of Form WBQ7 (see Fig. 6) is to summarize the data appearing on Forms WBQ1 through WBQ6 and to indicate the measurement of performance (expressed as an unweighted percentage) for various components.

**3.03** Form WBQ7 is designed to be self-explanatory with the source column indicating the WBQ form and specific line number for the data or the measurement of performance calculation to be performed.

**3.04** All calculations indicated on WBQ7 are to be expressed as a percent and carried two places to the right of the decimal point.

#### B. Supplemental Data

**3.05** Form WBQ7 provides two lines for recording data not measured under the plan but important and useful for indicating the extent or continuing problems with WATS billing. These lines are:

- (a) **Billing Errors Disclosed Through Planned Records Reconciliations (Line 20):** Several companies have ongoing problems of interdepartmental records checks or conduct occasional inventories of a large group of customers. WATS errors disclosed under such programs are not included on WBQ1 but are reported as supplemental data. Care must

be taken to identify these errors separately. Generally, there are indicators on the correcting service orders to identify them as part of special reconciliations or separate procedures are established in the Comptrollers Organization to correct accounts as part of these type programs. Controls should be established in each billing office for recording and reporting these errors as supplemental data.

(b) **Response to Usage Inquiries Prior Month (Line 21):** Form WBQ3 provides space for tracking the turnaround of usage inquiries related to unidentified hours or zero usage. Ideally, discrepancies should be corrected within the month identified to prevent additional revenue loss or customer irritation from back-billing delayed revenue. Turnaround of usage inquiries reported as supplemental data will assist in highlighting the effort to correct current billing problems and lead to improved procedures to enhance turnaround. Data are reported 1 month in arrears, eg, the October WATS Quality Report should indicate turnaround statistics from inquiries issued with the September billing.

**C. Reporting Procedures**

**3.06** Each Revenue Accounting Office or WATS Billing Office should complete all WBQ forms for the current billing period and forward a copy of the forms to the Comptrollers Headquarters Staff or its representative, as designated in local procedures. Forms should be completed and mailed to the Headquarters Staff by the tenth work day of the month under report. To avoid the heavy end-of-month work load, it is suggested that Forms WBQ1 and WBQ2 be completed during the month as the media becomes available or is processed. Companies may choose to prepare WATS billing quality forms consistent with the billing service report month (twenty-first through twentieth).

**3.07** The Comptrollers Headquarters Staff or its representative should summarize the WBQ7 forms from the individual reporting locations into a single company-level WBQ7 report and forward it to AT&T by the fifteenth work day of the month

under report. The report should be sent to the address listed in paragraph 1.12. Forms WBQ1 through WBQ6 should not be sent to AT&T.

**3.08** The Comptrollers Headquarters Staff Organization should maintain a file of all WBQ forms for each reporting location and perform monthly comparative analyses to ensure proper reporting of data. AT&T will conduct periodic reviews to verify compliance with the instructions in the "M" letter.

**3.09** Mechanized billing outputs, especially in the areas of unidentified usage and zero usage, which provide the same basic data as requested on the WBQ forms may be substituted for the forms and retained as the file copy. Companies are encouraged to mechanize whatever portions of this plan which are compatible with their current WATS billing system.

**3.10** Initially, a systemwide WATS billing quality report will be published at company level only, indicating total failures (expressed as a percent) and compared to a system objective, total dollar amounts associated with the failures and related to total billing revenues, and a listing of failures by department within each company.

**D. Monthly Review of Results**

**3.11** The WATS Billing Quality Measurement Plan is designed to be simple and easy to understand, to be inexpensive by using WATS data currently available in the Comptrollers Organization and, above all, to be representative of the typical billing problems associated with WATS. The plan does not attempt to identify every WATS billing failure nor does it attempt to identify all causes for billing failures. It is meant to be a guide, leading to more comprehensive investigations and solutions to significant, repetitive problems. WATS billing problems are interdepartmental in nature and can best be resolved by an interested, effective interdepartmental team. The WATS product team, under the direction of the WATS project manager, is responsible for reviewing the monthly results and ensuring that problems areas are corrected.











WATS BILLING QUALITY  
VOLUMES\*

Location \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

- 1. Total Number Of WATS Bill Issued \_\_\_\_\_
- 2. Total Number Of WATS Lines In Service At The End Of The Month
  - A. Lines In Service (Exclude 2nd Terminations) \_\_\_\_\_
  - B. 2nd Terminations \_\_\_\_\_
  - C. Total \_\_\_\_\_
- 3. Total Billed Revenues
  - A. Recurring Charges And Non-Recurring Charges (Excluding Usage Overtime) \$ \_\_\_\_\_
  - B. Usage Overtime \_\_\_\_\_
  - C. Total \$ \_\_\_\_\_
- 4. Total Number Of WATS Service Orders Worked To Accounts. \_\_\_\_\_
- 5. Total Number of WATS Hours Recorded For All Lines \_\_\_\_\_
- 6. Total Number Of WATS Messages Corresponding To The Hours Above. \_\_\_\_\_

\* Independent Company Volumes must not be included.

Fig. 5—Form WBQ6 (2.01, 2.27)

**WATS BILLING QUALITY MEASUREMENT PLAN  
SUMMARY REPORT**

M327  
Part 3  
Attachment 1  
Page 1 of 2

Company/RAO/Billing Office \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

| Component                                       | Source               | Total      |
|---|----------------------|------------|
| 1. <u>Bills Issued</u>                          | WBQ6 - L. 1          | _____      |
| 2. <u>Lines In Service</u>                      |                      |            |
| A. Lines In Service                             | WBQ6 - L. 2A         | _____      |
| B. 2nd Terminations                             | WBQ6 - L. 2B         | _____      |
| C. Total  | WBQ6 - L. 2C         | _____      |
| 3. <u>Total Billed Revenues</u>                 |                      |            |
| A. Recurring And Nonrecurring                   | WBQ6 - L. 3A         | _____      |
| B. Usage Overtime                               | WBQ6 - L. 3B         | _____      |
| C. Total  | WBQ6 - L. 3C         | \$ _____   |
| 4. <u>Service Orders Worked</u>                 | WBQ6 - L. 4          | _____      |
| 5. <u>Total WATS Hours</u>                      | WBQ6 - L. 5          | _____      |
| 6. <u>Total WATS Messages</u>                   | WBQ6 - L. 6          | _____      |
| 7. <u>Bills In Error</u>                        | WBQ1 - L. 26         | % of Total |
| A. Business Office                              |                      | _____      |
| B. Comptrollers                                 |                      | _____      |
| C. Installation And Repair                      |                      | _____      |
| D. Network                                      |                      | _____      |
| E. Marketing                                    |                      | _____      |
| F. Total  |                      | _____      |
| 8. <u>% Bills In Error</u>                      | WBQ7 (L. 7F ÷ L. 1)  | _____ %    |
| 9. <u>Total Adjusted Dollars</u>                |                      |            |
| A. Recurring And Nonrecurring                   | WBQ1 - L. 26 Col. G  | _____      |
| B. Usage  | WBQ1 - L. 26 Col. H  | _____      |
| C. Total  |                      | \$ _____   |
| 10. <u>Adjusted Dollars - % Billed Revenues</u> |                      |            |
| A. Recurring And Nonrecurring                   | WBQ7 (L. 9A ÷ L. 3A) | _____ %    |
| B. Usage  | WBQ7 (L. 9B ÷ L. 3B) | _____ %    |
| C. Total  | WBQ7 (L. 9C ÷ L. 3C) | _____ %    |
| 11. <u>Delayed Service Orders</u>               | WBQ2 - L. 26         | % of Total |
| A. Business Office                              |                      | _____ %    |
| B. Comptrollers                                 |                      | _____ %    |

Fig. 6—Form WBQ7 (Sheet 1 of 2) (2.01, 3.02)

**WATS BILLING QUALITY MEASUREMENT PLAN  
SUMMARY REPORT**

M327  
Part 3  
Attachment 1  
Page 2 of 2

Company/RAO/Billing Office \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

| Component                                      | Source               | Total            |
|--|----------------------|------------------|
| C. Installation And Repair                     |                      | _____ %          |
| D. Network                                     |                      | _____ %          |
| E. Marketing                                   |                      | _____ %          |
| F. Total                                       |                      | _____ %          |
| 12. <u>% Delayed Orders</u>                    | WBQ7 (L. 11F ÷ L. 4) | _____ %          |
| 13. <u>Delayed Service Order Dollars</u>       | WBQ2 - L. 26 Col. I  | \$ _____         |
| 14. <u>Delayed Dollars - % Billed Revenues</u> | WBQ7 (L. 13 ÷ L. 3C) | _____ %          |
| 15. <u>Hours Of Unidentified Usage</u>         | WBQ3 - L. 26 Col. F  | _____ %          |
| 16. <u>Unidentified Usage - % Total Hours</u>  | WBQ7 (L. 15 ÷ L. 5)  | _____ %          |
| 17. <u>Lines With Zero Usage</u>               | WBQ3 - L. 26 Col. I  | _____ %          |
| 18. <u>% Lines With Zero Usage</u>             | WBQ7 (L. 17 ÷ L. 2A) | _____ %          |
| 19. <u>Delayed Issuance Of Bills</u>           | WBQ4                 | _____ % of Total |
| A. 6 Workdays Or Less                          |                      | _____ %          |
| B. 7 Workdays                                  |                      | _____ %          |
| C. 8 Workdays                                  |                      | _____ %          |
| D. 9 Workdays                                  |                      | _____ %          |
| E. 10 Workdays And Over                        |                      | _____ %          |
| F. Total                                       |                      | _____ %          |

**SUPPLEMENTAL DATA**

|   |  |            |
|---|--|------------|
| 20. <u>Billing Errors Disclosed Through<br/>Planned Records Reconciliations</u> | 21. <u>Response To Usage Inquiries</u><br>Prior Month (WBQ3 - L. 26) | % of Total |
| A. Interdepartmental Records Check _____  | A. 1 - 5 Days _____  | _____ %    |
| B. Scheduled WATS Inventory _____   | B. 6 - 10 Days _____   | _____ %    |
| C. Other (explain) _____  | C. 11 - 20 Days _____  | _____ %    |
|   | D. Over 20 Days _____  | _____ %    |
|   | E. Total _____   | _____ %    |

Fig. 6—Form WBQ7 (Sheet 2 of 2) (2.01, 3.02)