

RIL #1



American Telephone and
Telegraph Company
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Abt 6/74

The purpose of this letter is to enlist your cooperation in an effort to minimize aborted calls in connection with an upcoming change on IDDD.

Effective on July 20, 1974, customer dialed calls to Belgium will require 10 digits instead of 9 as is currently required. The additional digit will appear in either the routing code or the line number but not in the country code. Our routing documents are generally sufficient to convey this type of information with a reasonable surety that the necessary work functions will be performed. In this case, however, that one line entry on page 1 dated 2/25/74 in section 12 of the TRG might not be enough to communicate to all of the people that must know of the change. It is therefore felt, that a supplementary means should be utilized to insure a successful routing or screening change.

In ESS offices providing IDDD service to Belgium, instructions currently employed indicate 9D EXACT, and treatment as follows

1. if less than 9 digits are received, the calls will be blocked.
2. if more than 9 digits are received, only the first nine will be stored and outpulsed.

The instructions should be changed on 7/20/74 to 10D EXACT, and similar treatment. It is obvious, therefore, if the change information does not reach those people responsible for initiating orders to make the necessary card write changes, IDDD to Belgium will suffer and an increase in operator handled calls will result.

If your Company has ESS(s) that provide IDDD to Belgium and you are responsible for routing and screening changes, the TRG information was probably all that was necessary to effect all the required changes. If however, that responsibility is charged to another organization, we would appreciate your assistance in making sure that group is aware of the work to be done.

It would be beneficial to the System if, in the latter case, you would establish procedures to care for future similar occurrences. Questions may be directed to C. D. Sutton on 212 466-1096 or me on 212 393-3579.

Sincerely,

W. B. Plossl

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