

**Traffic Studies
For
Resale Services
22-State**

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1. Overview

The information contained in this document applies to all CLECs engaged in reselling AT&T 22-State's retail services.

A CLEC reseller requests a traffic study by completing and submitting an AT&T Traffic Study Request form. AT&T 22-State will process the request form, initiate the requested study, email the results to CLEC, and where appropriate, bill CLEC for the study.

2 Traffic Studies

A traffic study is a periodic report of network traffic measurement data. AT&T 22-State performs traffic studies on telecommunications facilities that originate or terminate in an AT&T 22-State central office. All CLEC resellers are eligible to request and receive traffic studies on compatible resold services. The output report of a traffic study varies by central office, equipment availability, and services or facilities studied.

Traffic studies are known by many different names, including:

- Midwest Region:
 - Customer Line Measurement Report (AT&T Illinois)
 - Special Network Studies (AT&T Michigan)
- Southeast Region
 - Network Usage Information Service (all states)
 - Traffic Reports (all states)
- Southwest Region
 - Network Traffic Measurement Report Service (AT&T Arkansas and AT&T Oklahoma)
 - Customer Study (AT&T Arkansas and AT&T Oklahoma)
- And generally as Traffic Study and Busy Study.

This document will use only the term: "traffic study".

2.1 Service Publications

Traffic studies are billable in some states, but not in others. The retail discount does not apply to traffic study charges. Traffic study charges are published in AT&T 22-State service publications. "Service publications" is a collective reference to documents known as tariffs, guidebooks, or service guides. CLEC can access service publications from [CLEC Online](#) and instructions for locating them are [here](#). The following table lists the main Service Publication reference(s) for each state where traffic study charges apply:

State	Service Publication Reference
Midwest	
IL	AT&T Illinois tariffs, including Tariff 19, Part 20, Section 5 and Tariff 19, Part 8, Section 8
MI	AT&T Michigan Guidebook, including Part 8, Section 8
Southwest	
AR	AT&T Arkansas tariffs, including General Exchange Tariff, Section 19 or AT&T Arkansas Guidebook, including Part 8, Section 8
OK	AT&T Oklahoma Guidebook, including Part 8, Section 8

State	Service Publication Reference
Southeast	
AL	AT&T Alabama Guidebooks, including General Exchange Guidebook, Section A32.1.4
FL	AT&T Florida Guidebooks, including General Exchange Guidebook Section A32.1.4
GA	AT&T Georgia Guidebook, including General Exchange Guidebook, Section A32.1.4
KY	AT&T Kentucky Guidebook, including General Exchange Guidebook, Section A32.1.4
LA	AT&T Louisiana Guidebook, including General Exchange Guidebook, Section A32.1.4
MI	AT&T Mississippi Guidebook, including General Exchange Guidebook, Section A32.1.4
NC	AT&T North Carolina Guidebook, including General Exchange Guidebook, Section A32.1.4
SC	AT&T South Carolina Guidebook, including General Exchange Guidebook, Section A32.1.4
TN	AT&T Tennessee Guidebook, including General Exchange Guidebook, Section A32.1.4

2.2 Study Availability

Traffic studies are not available for all resold services. The availability of a traffic study depends upon the central office type and whether the needed study equipment exists within the office. In general, CLEC can request traffic studies for POTS, PBX Trunks, ISDN (both PRI and BRI) and Remote Call Forwarding (RCF). AT&T does not maintain a list of switch/service/equipment incompatibilities. If AT&T 22-State is not able to perform a requested study, AT&T 22-State will identify the reason when it responds to the request.

2.3 Study Types

CLEC does not request a particular type of study. CLEC requests a study on a main telephone number. The types of traffic studies AT&T 22-State will run for CLEC's selected main telephone number are determined by a combination of switch type and network element. The following table summarizes these switch type and network element combinations.

Switch Type	Study Type
DMS100	Single Line and Series Hunt
	Multi-line Hunt
	Automatic Call Distribution (ACD)
	Uniform Call Distribution (UCD)
	Trunk Group(s)
EWSD	Single Line and Series Hunt
	Multi-line Hunt
	Simulated Facilities Group (SFG)
	Trunk Group(s)
5ESS and AXE	Single Line and Series Hunt
	Multi-line Hunt
	Trunk Group(s)
DMS10 and DS0 Stromberg	Traffic Studies are not available for any resale services provided from DMS10 and Stromberg Carlson switches

2.4 Study Output

Depending upon the type of study, results might contain data on:

- Usage
- peg counts
- overflow measurements for Network Access Registers (NARs)
- trunk groups
- multiline hunt groups
- subscriber line measurements
- customer facilities groups
- attendant consoles
- universal call distribution
- simulated facility groups

3 Data Collection

3.1 Time Frames

AT&T Arkansas' and AT&T Oklahoma's service publications limit traffic studies to business days. All other regions and states can collect study data on calendar days (although study start dates are generally a Monday). CLEC can request traffic studies for a variety of different time frames, anywhere from one-day up to a continual time-frame.

3.2 Limitations and Restrictions

3.2.1 Eligible Telephone Numbers

AT&T 22-States conducts traffic studies only on numeric telephone numbers. CLEC cannot request a traffic study on an alphanumeric telephone number.

3.2.2 Multiline Hunt Studies

Traffic studies for multiline hunt groups generally study calls terminating to the multiline hunt group. CLEC can obtain a traffic study on originating calls but CLEC must request a study for each individual line in the multiline hunt group.

3.2.3 Study Interruptions

Certain central office events can interrupt data collection. Examples of such interruptive activity include, but are not limited to, routine maintenance, generic updates, and peak switching conditions. The study output report will identify that an interruption of data collection occurred. However, the report will not identify the cause of the interruption. If CLEC requires an explanation of the data interruption, CLEC can contact AT&T at the email address where CLEC submitted its study request. That email address is located [here](#).

3.2.4 Feature Incompatibility

AT&T 22-State cannot perform traffic studies on call waiting, circular hunt features, and hunting lines that have call forwarding. CLEC must remove these features prior to starting a traffic study or the study results will be inaccurate.

3.2.5 Service Incompatibility

AT&T 22-State cannot perform traffic studies on:

- Circuits
- Centrex interior line calls (i.e., intercom and 4- or 5-digit dialing calls)
- Individual DID numbers associated with a PRI trunk. PRI trunk studies provide information for the trunk as a whole.¹
- Services provided by any entity other than AT&T 22-State, including entities affiliated with AT&T 22-State
- Any resale service provided from a DMS10 or Stromberg Carlson switch
- Electronic Key Telephone Set directory numbers in a Siemens switch

3.2.6 Study Data

Report results do not provide daily totals, they provide daily averages. CLEC must save a report to an Excel document in order to edit the study data. AT&T does not guarantee the completeness or accuracy of a study's results.

4 Pre-Ordering

4.1 Overview

Pre-ordering is the overarching term used to describe the various activities a CLEC reseller and AT&T 22-State need to complete before CLEC can order a traffic study for resold services. These activities include, but are not limited to:

1. CLEC evaluates AT&T Service Publication to determine whether charges apply to its study request and its willingness to pay.
2. CLEC locates, downloads, completes, and signs form RF-110 (AT&T Traffic Study Request). CLEC can find a blank copy of form RF-110 in [CLEC Online](#). Instructions for locating it are [here](#).
3. CLEC proceeds directly to ordering by submitting a completed and signed form RF-110 to AT&T 22-State.

4.2 Study Charges

CLEC's pre-ordering activities includes an evaluation of whether charges will apply to its requested study and determination of CLEC's willingness to pay. The section below titled "Application of Charges" summarizes which states charge and don't charge for Traffic Studies. When AT&T 22-State does charge for traffic studies, the rates, terms and conditions for those studies are set forth in the applicable Service Publication. CLEC can access service publications from [CLEC Online](#) and instructions for locating those publications are [here](#). CLEC's submission of a completed and signed form RF-110 constitutes CLEC's acceptance of all study-related charges.

¹ If CLEC requests more than one DID number on a PRI trunk study, CLEC will receive the same trunk-level report multiple times.

4.3 Form RF-110 Handling

CLEC should download a copy of form RF-110 (AT&T Traffic Study Request) to a local drive before beginning to work with it. CLEC should complete all entries, sign and date the form, and then return the form by scanning it back into electronic format and emailing it to AT&T 22-State. AT&T 22-State's email address for returning the form is located [here](#). A form sent to any other email address will not be accepted or processed by AT&T 22-State. AT&T 22-State will validate the form and, if appropriate, schedule the requested study.

5 Order Requirements

CLEC will submit all requests for a traffic study on resold services by submitting a completed and signed RF-110 form to AT&T 22-State's designated email address. Blank copies of RF-110 and instructions for completing it are located in [CLEC Online](#). Instructions for locating RF-110 and its instructions are [here](#). AT&T 22-State's designated email address for returning the completed and signed form is located [here](#). CLEC's submission of a completed and signed form RF-110 will constitute CLEC's acceptance of all applicable study-related charges.

5.1 Ordering Intervals

5.1.1 Small Traffic Studies

CLEC must provide at least five business days between submitting form RF-110 and the start date of a small traffic study. For example, If CLEC wants a study to begin on a Monday (and there are no intervening AT&T 22-State recognized holidays), CLEC must submit its form RF-110 no later than the preceding Monday. For purposes of this document, a small traffic study is one that occurs outside of major urban areas or busy central offices and studies less than 100 telephone numbers.

5.1.2 Large Traffic Studies

CLEC must provide at least 10 business days between submitting form RF-110 and the start date of a large traffic study. A Large traffic study is one that contains any of the following:

- a hunt group with more than 100 numbers
- any combination of main telephone number(s) and working telephone number(s) that totals 100 or more (e.g., two main telephone numbers with forty-nine hunting numbers each)
- Large studies in major urban areas or busy central offices.

5.1.3 Maximum Interval

CLEC can provide a longer lead time than listed above. However, AT&T 22-State recommends that CLEC limit any advance notice to no greater than 30 calendar days ahead of the study start date. AT&T 22-State will not accept any requests for a traffic study with a lead time greater than 50-calendar-days.

5.2 Telephone Numbers

CLEC can request a maximum of twenty main telephone numbers per study (the number of auxiliary or working telephone numbers associated with these main telephone numbers is not limited). CLEC will enter its main telephone numbers into the Excel spreadsheet that is incorporated into form RF-110.

When submitting a request for a traffic study on a hunt group, CLEC should not list all telephone numbers in the hunt group. Instead, CLEC should list only the main or lead telephone number for the hunt group and AT&T 22-State will study all lines in the hunt group.

When submitting study requests for PRI trunks, CLEC should submit only the main telephone number for the trunk. PRI trunk studies provide information for the trunk as a whole. Submitting more than one DID number on a PRI trunk study will result in duplicate trunk-level reports (and multiple report charges in those states that charge for traffic studies).

5.3 Multiple Studies

CLEC should not submit multiple studies for the same central office at the same time. Doing so could cause the study requests to fail.

5.4 Error and Reject Notices

If CLEC's request for a traffic study is rejected or otherwise errors, AT&T 22-State will work directly with CLEC to either correct the study inputs or identify any technical infeasibility that interferes with AT&T 22-State's ability to run the requested study.

6 Study Results

6.1 Returned Reports

CLEC will receive all study results by email. AT&T 22-State will return all study results to the email address CLEC used to submit its form RF-110 (that requested the study). AT&T 22-State does not guarantee the completeness or accuracy of a study's results.

6.2 Report Retention

CLEC can request a traffic study duplicate for up to 90-days following the study's completion date. If CLEC wants an additional or duplicate report after this 90-day period, CLEC's only option is to order a new study.

7 Billing

7.1 Application of Charges

AT&T 22-State bills for traffic studies depending on the state where the study is requested. The following table summarizes where charges occur. The resale discount does not apply to the retail rates for a traffic study.

Region	States that Charge	States that don't Charge
East		CT
Midwest	IL, MI	IN, OH, WI
Southeast	AL, FL, GA, KY, LA, MI, NC, SC, TN	
Southwest	AR, OK	KS, MO, TX
West		CA, NV

CLEC should reference the appropriate service publication for all applicable terms, conditions, and rates. CLEC can access service publications from [CLEC Online](#) and instructions for locating them are [here](#). CLEC's completed and signed form RF-110 will constitute CLEC's acceptance of all study-related billing.

7.2 Billing Inquiries and Claims

Please refer to the Billing Adjustments and Claims section of [CLEC Online](#) for information on how to accurately submit a billing claim. Instructions for locating this information are [here](#).

8 References and Resources

8.1 Billing Inquiries and Claims

[CLEC Online](#)

- Select CLEC Handbook
- Select Region for Michigan
- Select Billing
- Select Bill Documentation: General Options Systems and Arrangements
- Select Billing Systems, Bills, Credits, Reports
- Select Billing Adjustments and Claims
- Select Dispute Resolution – Formal Informal or select Billing Claims Dispute Form Process as appropriate

8.2 Email Address

g13818@att.com

8.3 Form RF-110

[CLEC Online](#)

- Select CLEC Handbook
- Select Region for study
- Select Forms & Exhibits from left-hand side of page
- Select Traffic Study Request from left-hand side of page
- Select Traffic Study Request Form

8.4 Service Publications

[CLEC Online](#)

- Select Links from the left-hand side of the page
- In the section on AT&T Online Services/Tariff Search, select the appropriate link and follow the menus

9 Glossary/Abbreviations

Abbreviation	Term	Definition
	AT&T 22-State	A combination of AT&T East Region, AT&T Midwest Region, AT&T Southeast Region, AT&T Southwest Region, and AT&T West Region.
	AT&T East Region	AT&T Connecticut
	AT&T Midwest Region	A combination of AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, and AT&T Wisconsin
	AT&T Southeast Region	A combination of AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee
	AT&T Southwest Region	A combination of AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, and AT&T Texas
	AT&T West Region	A combination of AT&T California and AT&T Nevada.
BRI	Basic Rate Interface	A type of ISDN that provides for 2 voice (bearer) channels and 1 data channel (D Channel)
CSR	Customer Service Record	A record that provides an itemization of a customer's services along with account information.
ISDN	Integrated Services Digital Network	A service that provides for the simultaneous digital transmission of voice, video, data, and other network services.
NAR	Network Access Register	Network Access Register is the tariffed name for customer facilities groups in AT&T Southeast Region.
PRI	Primary Rate Interface	A type of ISDN that provides for 23 voice (or bearer) channels and one data (or D) channel.
	Service Publications	A collective reference to documents known as tariffs, guidebooks, or service guides.
RF-110	AT&T Traffic Study Request form	The form number of the document used to request a traffic study.