

TALES FROM THE ISDN INSTALL SIDE

FOR

FRUUG

FROM

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Before The Install

DO'S BEFORE INSTALLATION

Get your equipment suppliers suggestions on “How to order ISDN”

Our main supplier ISDN equipment supplier is ADTRAN, and they suggest you try to order with Bellcore specified ISDN Ordering Codes (IOCs). Their first suggestion is :

Generic Data M

This gets you :

2B service

Both B channels alternating voice and data

Two directory numbers

US West appears to be running short on directory numbers, so you will get some resistance on this. It is required for Ascend BRI units, and appears to be required if you want to receive phone calls on the second “B” channel while using the first “B” channel for data.

Ordering without IOCs

If your US WEST business office can't cope with IOC's, you may have to specify more details to get the service right for you, such as:

If your CO is an AT&T 5ESS supporting National ISDN-1 (ours is) request:

2B+D Service (so you can get to 128 kilobits)

BOTH B channels enabled simultaneously.

Point-to-Point data

Circuit Switched Voice on any channel

Circuit switched Data on any channel

Number of simultaneous Circuit Switched Data Calls = 2

Terminal Type = A

Disable the following features:

Packet Mode Data

Multiline Hunt

Multiple Call Appearances

Electronic Key Telephone Sets (EKTS)

Shared Dictionary Numbers

Accept **Special Type** of Number

Intercom Groups

Network Resource Selector (Modem Pools)

Message Waiting

Hunting

InterLata Competition

Think about a name for the phone

We're paying \$ to NOT have the phone listed. You can save this money.

Order the line

The best way to get timely answers to

“Can I get it?”,
“What kind of switch is it?”,
“How much will it cost?”
is to

ORDER FIRST

Then you can get these questions answered.

Be Persistent, Follow Up

Write down the names and how you may contact them again of Everybody at US WEST who works on this. Focus on working with people whom you may contact again. If they haven't given you their name and how they may be reached, then they may not have as much motivation to meet their promises.

DON'TS BEFORE INSTALLATION

Be delayed by Voice Mail

This may be the best benefit of placing an order instead of asking questions, US WEST employees generally understand that they are in the business of providing telephone service to people who order that service. Work through your list of people you may contact again when the “person you have to talk to” is “In meetings” or “Out of the Office”. or “Transferred”.

Don't sign on the bottom line until you've got a firm quote(including price and delivery) for the service you need

Firm quotes are unheard of, you may not know the bill until after the line is installed. You may then say NO.

During The Install

DO'S During the Install

Make friends with the Installer THEY HAVE A CARD

The Installer may be your best friend, try to get a way of contacting him if something doesn't work. Be nice, encourage them to use your bathroom whenever they are in the area.

Make every effort to get your SPID(s) before the Installer leaves the premises.

Have your end equipment ready-to go

You can usually get the Installer to hang around for a couple of minutes while you load your SPIDS and attach to the wires. You may save him a return trip

Have a Place to Call

DON'TS During the Install

Don't admit the line is working based on Telco test equipment saying it is working

The line is not working until you can do useful things with it.

Don't make the Installer angry

The Installer is your friend, if something goes wrong the Installer or somebody the Installer talks to will have to do actual work to fix the problem.

After The Install

Your BRI Line is working if you can do ALL these things:

- 2 simultaneous outgoing long distance calls. (Try PIC Codes if you can't)
- 2 simultaneous incoming longdistance calls (Have the person calling try PIC Codes)
- 2 simultaneous outgoing local calls (analog trunks)
- 2 simultaneous incoming local calls (analog trunks)

While Your line is down

Start the trouble call soon.

Call twice a day while it is down

We were down for 10 days at the end of June, and our trouble ticket was cancelled twice during this time without our being notified.

Remember, Service for ISDN is from Seattle

Your Bill

Read your bill

Get your bill adjusted

Give Niwot a call

ISDN BRI 440-3735

SW56 436-9638

Voice 444-7765