

MAINTENANCE REPLACEMENT OF LARGE AND SMALL PBX

1. GENERAL

1.01 This section outlines the basic administrative procedures needed to accomplish an orderly replacement of large and small PBX or associated apparatus for maintenance reasons.

1.02 It is reissued to:

- Include information sources
- Update job titles
- Revise and supplement the review procedures
- Include the appropriate legend on Page 1 in accordance with AT&T's "Guideline and Procedure for Safeguarding Information" and Pacific Company's System Instruction (SI) 178.

Note: Marginal arrows used to denote changes are omitted.

1.03 *Large PBX* is generally defined as multiple manual or dial PBX systems designed to handle 100 or more lines or which can normally be expanded to 100 or more lines for either customer or company use. Also included are large station, teletypewriter, or other equipment installations which require special treatment because of their complexity or distinctive characteristics. The accounting classification of this plant is *R/C(-)58* (parcelized). Refer to Section 4.51 of the Accounting Handbook if detailed information is needed.

Note: (-) indicates the variable digit in the report code associated with the type of equipment; i.e., 158, 258, 178, 278, etc.

1.04 *Small PBX* is defined as non-multiple manual, including cordless, or dial PBX systems

designed to handle no more than 99 lines. The accounting classification of this plant is *R/C(-)78* and is covered in Section 4.21 of the Accounting Handbook.

2. RESPONSIBILITIES AND PROCEDURES

2.01 Before undertaking the maintenance replacement of any PBX or associated apparatus, the field is to make a thorough study of the trouble history to establish a general trend of problems. A 90-day study of the trouble reports is recommended for this purpose.

2.02 To accomplish this, the Repair Supervisor-Complex, should obtain from the Repair Service Bureau (RSB) a complete summary of the PBX trouble history. This information should be obtained from BSAMP/TREAT Reports, RMATS Trouble Logs, Engineers' Records and PBX Logs. The summary is then to be analyzed and categorized for:

- Nature and frequency of trouble
- Apparatus or equipment involved
- Trouble found
- Routine maintenance performed
- Time spent on maintenance.

2.03 The Repair Supervisor must visit the subscriber's premises to survey the apparatus or equipment in an attempt to substantiate the facts brought out by the analysis. *If there is a customer contact at this time, the supervisor should avoid any commitments concerning contemplated replacement; for when the analysis is complete it will require specific approvals if a replacement is justified.*

NOTICE

Not for use or disclosure outside the
Bell System except under written agreement

3. FIELD RECOMMENDATION

3.01 A written recommendation regarding the proposed maintenance replacement is the next step. *The Repair Supervisor will prepare and submit this, through his/her Repair Manager to the District Level Manager.* The recommendation should provide the strength to justify the expenditure. Some items to cover in the recommendation are:

- Specific reasons for replacement
- Maintenance expense
- Customer satisfaction
- Location, if related.

3.02 Attach to the recommendation a copy of the trouble history, analysis, and any other information to help with further evaluation.

4. APPROVALS — AUTHORIZATION — ORDERING

4.01 The district office will handle the field recommendations in accordance with the accounting classification of the item. If a small PBX or associated apparatus (R/C(-)78) is involved, the District Level Manager will either approve or disapprove the replacement by indicating such on the recommendation and returning it through lines to the originator.

4.02 Having received the returned recommendation with the District Level Manager's approval, the Repair Supervisor will accept this as authorization to proceed with the replacement.

4.03 At the time an approved recommendation is returned, the district will also prepare a memo to Marketing informing them of this decision. Whenever a replacement involves a planned interruption of service or interferes with the customer's business operations, Marketing will contact the customer and review the purpose of the replacement, establish the replacement date and determine whether the equipment is to be replaced "in service" or "out of service," during business hours or after business hours, etc. In these cases, Marketing will advise the Repair Supervisor how to proceed. This will afford Marketing an opportunity to review the customer's service and make appropriate recommendations for improved service.

4.04 *Large* PBX classified R/C(-)58 (parcelized) requires a letter from the District Level Manager to the Business Services Installation and Maintenance (I&M) Staff, with the complete recommendation and back-up trouble history. The staff will evaluate the recommendation and if in agreement, will forward it to the District Staff Engineer, Business Premises Engineering/Switching.

4.05 The District Staff Engineer will review the request and the accompanying data, and upon concurrence, will inform Marketing of the Request and let them know it has been submitted to the District Manager, (BSE), for review by the Maintenance Engineer.

4.06 The Maintenance Engineer shall review the PBX records to determine:

- (a) If Customer Premises Change Notice (CPCN) activity is current and complete.
- (b) If, in the case of connectorized or plug-in type PBX equipment, partial replacement will satisfy the need for improved service.
- (c) That reasonable effort to repair the PBX has been attempted through escalation procedures.
- (d) Whether *Like* or *Un-like* replacement of the PBX is most economical.

4.07 The Maintenance Engineer upon concurrence, will issue a maintenance recommendation (MR) to *authorize* the proposed action and have the work done.

4.08 The District Manager, BSE will return the recommendation to the District Manager I&M with the following information:

- MR number
- Estimate or Routine Order number
- Requisition number and date of delivery
- Work force involved.

4.09 The district returns the recommendation to the originator for his/her information.

4.10 Material for large PBX is ordered by the BSE. This includes jobs authorized by service orders or routine orders. A PBX replacement of estimate proportions requires appropriate level of approval before work can proceed.