

INSTALLATION AND MAINTENANCE (I&M) PROCESSING OF OTHER COMPLAINTS

1. GENERAL

1.01 This section explains how Installation and Maintenance (I&M) employees process complaints other than those received orally by repair service through regular trouble reporting channels.

1.02 It is reissued to:

- Revise the section title
- Conform with Company reorganization
- Include the appropriate legend on Page 1 in accordance with AT&T "Guidelines and Procedures for Safeguarding Information" and Pacific Company's System Instruction (SI) 178.

Note: Marginal arrows used to denote changes are omitted.

1.03 "Other complaints" are defined as those:

- Contained in letters to the Company received by:
 - a. Residence/Business Service Centers (RSC/BSC) or I&M at the local level
 - b. Officers at Company Headquarters
- Received from regulatory bodies as informal complaints or inquiries
- Telephoned to Company employees in RSC/BSC, I&M or to management at higher levels, that are not in the category of a regular trouble report handled by the Repair Service Bureau (RSB).

1.04 Telephone Service Attitude Measurement (TELSAM) action comments are excluded from processing under this section.

1.05 Investigation of "other complaints" involving I&M and contacts with the complainant are handled by I&M management employees.

1.06 It is essential that complaints be investigated and corrected promptly.

2. LETTERS RECEIVED BY I&M

2.01 Complaint letters and copies of letters addressed to regulatory bodies received by I&M should be promptly forwarded to the Consumer Appeal District.

2.02 When a letter is addressed to an I&M employee by name or title, that person shall acknowledge receipt of the letter. A copy of the letter of acknowledgement and the complaint letter shall then be sent to the Consumer Appeal District for disposition.

3. CONSUMER APPEAL DISTRICT

3.01 The Consumer Appeal District serves as the centralized point and last court of appeal for customers who feel compelled to appeal to Pacific Company Officers, other higher management and independent or governmental agencies.

3.02 The purpose of the Consumer Appeal District is to:

- Ensure that appeals are properly resolved to everyone's best interest while projecting a "One Company" image
- Identify potential problem areas and recommend possible solutions
- Consistently interpret Company policy in a uniform manner

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SECTION 001-965-101PT

- Encourage mediation as opposed to confrontation in resolving customer appeals
- Maximize Company participation in public interest
- Encourage a better balance of alternative proposals and supportive rationales in answering customer appeals
- Stress timeliness and innovativeness in answering customer appeals.
- Create opportunities to tell the Regulatory story to as many employees as possible.

4. RESPONSIBILITIES

Consumer Appeal District

4.01 The Consumer Appeal District coordinates all field investigations on complaints received by the Company.

4.02 Their responsibilities are:

- Refer appeals to “operational segments” at District level
- Investigate, analyze and respond to customer appeals
- Satisfy customer appeal
- Pursue prompt answers
- Encourage pre- and post-appeal escalation
- Suggest “operational segments” consider alternatives
- When facts substantiate it, encourage ‘segment’ position reversals
- Forecast potential formal complaints
- Manifest concern for external and higher management irritations over final answers
- Detect appeal trends and causes
- Summarize in an awareness narrative to be used as an operational and general management tool.

Installation and Maintenance

4.03 Requests for investigation of complaints are telephoned or sent by teletypewriter to the I&M District Manager.

4.04 The I&M office receiving the request for investigation shall promptly assign it to a management employee for action. As requested by the Consumer Appeal District, contact the customer within 24-hours after receiving the appeal. If Regulatory input is necessary, defer the customer contact until proposed course of action has been discussed.

4.05 Provide the findings and final disposition to the Regulatory Manager, three days after appeal is received.

4.06 Consider remedial action, as appropriate, to reduce the number of customer appeals.

I&M Headquarters Staff

4.07 The I&M Headquarters Staff will provide all the information on policy matters requested by the Consumer Appeal District.

4.08 This staff will also:

- Analyze completed reports for possible complaint trends and training leads
- Consider policy revisions, as appropriate, to reduce the number of appeals.

5. DISPOSITION

5.01 Form P 5015, Customer Complaint Investigation Report, (See Exhibit 1) is provided for recording complaint data. Retain the form locally until the case is closed. Send this to I&M Headquarters Staff when the case is closed where it will be associated with completed reports and reviewed for possible complaint trends and training leads.

5.02 The person or department that initially receives an oral complaint is responsible for its final disposition.

5.03 The Consumer Appeal District is responsible for the final disposition of complaint letters.

5.04 When cases that involve regulatory bodies are closed, the department affected will be notified by the Consumer Appeal District.

5.05 When a complaint from a regulatory body is pending, the circuit or equipment shall not be altered unless there is a trouble condition which must be corrected or the customer specifically requests a change. When a change is necessary, record on the P 5015 what was done and the reason for the action. Also, notify the Regulatory Relations Manager who requested the investigation of the action taken.

6. RECORDS AND REPORTS

6.01 The Operations Center (OC) shall post the regulatory complaint number, in red, in the

exchange customer cable record and on the subscriber line card. Remove these entries when notified that the case is closed.

6.02 For OCs under LMOS (Loop Maintenance Operations System), the regulatory case number and the nature of complaint should be noted in the Trouble History narrative. This information is available in the microfiche records.

6.03 The Consumer Appeal District provides a monthly report to the departments showing the total number of informal complaints and inquiries.

