ENGINEERING COMPLAINTS FOR GENERAL TRADE PRODUCTS ORIGINATING AND PROCESSING

Contents Page

1. GENERAL

1.01 This section outlines procedures used to originate and process Engineering Complaints in regards to certain telecommunications products manufactured outside the Bell System, otherwise referred to throughout this practice as General Trade Products (GTP).

1.02 It is reissued to update practices and instructions in accordance with organizational changes in Pacific Company (PAC).

Note: Marginal arrows used to denote changes are omitted.

1.03 Engineering Complaints may be issued for any GTP except those which are manufactured for Western Electric (WE). Also, this procedure is not used for products purchased by WE for Pacific Company use. The source of the product can be determined by whether it is listed in the GTP Catalog or by its designation (W) in the Standard Supplies Catalog.

1.04 The General Trade Engineering Complaint (GTEC) Program is administered by the GTP Administrator. The Administrator is the primary interface between the Company and the AT&T-Bell System Purchased Products Division (BSPPD) and/or GTP vendors for GTEC matters. The GTP Administrator for Pacific Company (PAC) (includes Nevada Bell) is the:

District Purchasing Manager
140 New Montgomery, Room 226
San Francisco, CA 94105

1.05 Operating Companies issue GTECs to report unsatisfactory conditions and improper performance of products. They are a means of requesting an investigation and resolution of the reported difficulties with GTPs. GTECs are used to assist in resolving product performance problems, to evaluate product performance and, where appropriate, assess the adequacy of quality inspection programs. The GTECs are *not* used, however, to request repair, replacement, or credit from the supplier for the product (see Part 2).

1.06 Reporting and processing of a GTEC is similar to the procedures described in Section 010-700-010PT, *as modified by the procedures specified here.*

2. USE OF GENERAL TRADE ENGINEERING COMPLAINTS

2.01 GTECs shall be used to report *factual* information about product performance.

2.02 GTECs should be issued to cover GTPs which:

- Do not function as they should
- Fail to meet a specified requirement
- Fail in a relatively short period of time, or excessive quantities are inoperative when received
- Require excessive field maintenance
- Result in a fire or safety hazard
- Repetitive damage due to improper packaging.

2.03 GTECs may also be submitted for:

- Obvious drawing and typographical errors in the suppliers technical documentation.
- Installation errors found after turnover when installation is done by the supplier.
- Product repaired or reconditioned by the supplier, which are in the category of 2.04.
- Significant problems with supplier-provided documentation.

2.04 GTECs shall *not* be used to enter claims against a supplier (ie, they shall *not* be used to request repair, replacement, or credit for defective products). Defective products may be returned to the supplier under the terms and conditions of the contract governing warranty and out-of-warranty repair and return.

2.05 Occurrence of initial or in-service product failures at normally expected frequencies should *not* be cause for initiating GTECs. The return and repair under these situations is considered a normal supplier interface which need not involve GTEC reporting. However, if the number of failures is excessive, or if reasonable service life has not been achieved, a GTEC should be submitted in addition to pursuing repair, replacement, or credit from the supplier.

2.06 The procedures outlined in this section *do not* pertain to:

- Products manufactured by WE or products purchased through WE.
- Shipping or billing discrepancies and products found to be damaged on receipt (where the product was obviously damaged in transit). These shall be handled in accordance with the governing contract. Repetitive damage due to inadequate packaging, however, should be covered by a GTEC.
- Local modification of the supplier's arrangements.
- Products that fail due to improper use or handling by the Telephone Company (TELCo).
- Requests for new designs or features.
- Employee suggestions.
- Repairs made by an organization other than the supplier when the repair order is not entered through the supplier.

3. ORIGINATING GENERAL TRADE ENGINEERING COMPLAINTS

3.01 GTEC reports should be originated by the organization which encounters the complaint condition, generally the plant or engineering organization.

3.02 Form E-5141 is to be used for reporting details of a GTEC and should be completed in accordance with these instructions, except where special routines apply (see Part 8). It must contain only factual information about such product. Information required on the form is similar to that described in Section 010-700-010PT, *as modified by the following procedures.*

3.03 The GTP Administrator, in conjunction with other appropriate Engineering persons involved, have final responsibility for determining that the GTEC is valid, assigning a number to it, and forwarding it in accordance with Part 4 of this section.

3.04 Before a GTEC form is prepared, the originator must be reasonably certain that the defect and related conditions meet the requirements that have been outlined in Parts 1 and 2. Also, he/she must be reasonably certain that all applicable current instructions for installing, operating, and maintaining the product involved have been applied.

3.05 The GTP Administrator will assign the GTEC number. The number will consist of seven characters: three alphas and four numerics. The three alphas identify issuing Company and District. The first numeric will be the final digit of the current year. (See 4.03 for obtaining GTEC numbers.)

Preparation/Routing of Form E-5141 (Exhibit 1)

3.06 The person originating the GTEC should complete blocks numbered 1 through 10 (Exhibit 1).

3.07 The form may be prepared by any employee and approved by any responsible supervisor, in accordance with local procedures.

3.08 Type (preferably) or print legibly in the appropriate space provided on Form E-5141.

3.09 The GTEC shall be routed to the GTP coordinator in accordance with local procedures and those shown in Fig. 1 or 2.

4. PROCESSING GENERAL TRADE ENGINEERING COMPLAINTS

Technical Support Staff

4.01 The terms Network, Motor Vehicles, Business, Residence, and Public Services denote the staff organization(s) which provides direct technical support to its coordinate operating (line) organizations. The functions which the technical support staff performs with respect to GTECs are similar to those outlined in Section 010-700-010PT. Note that in the Network segment, Technical support is the responsibility of the Maintenance Engineering District.

4.02 The Technical Support Staff organization receiving a GTEC should process it according to Section 010-700-010PT and the guidelines in Part 6 of this section. If the matter is not a proper subject for a GTEC (see Part 2), a reply advising the originator of this should be sent without delay. If the GTEC is "closed", a copy of the closed complaint should be sent to the GTP Coordinator (see Part 6).

4.03 The GTP Administrator should be contacted to obtain a GTEC number, and items 12 through 16 of Form E-5141 should be completed. The telephone number for obtaining GTEC numbers is (415) 542-4725.

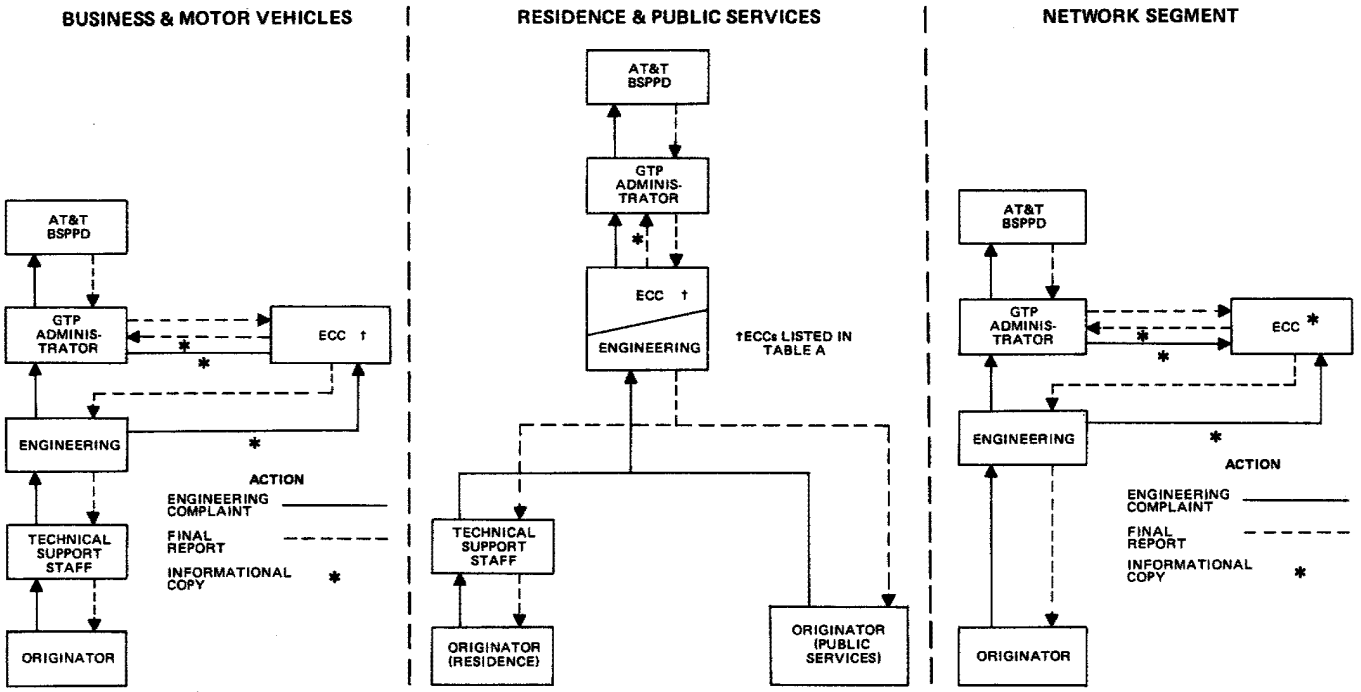
Engineering

4.04 The term Engineering denotes the organization assigned maintenance engineering responsibilities for the particular category of plant or service. The functions which Engineering performs with respect to GTECs are similar to those outlined in Section 010-700-010PT.

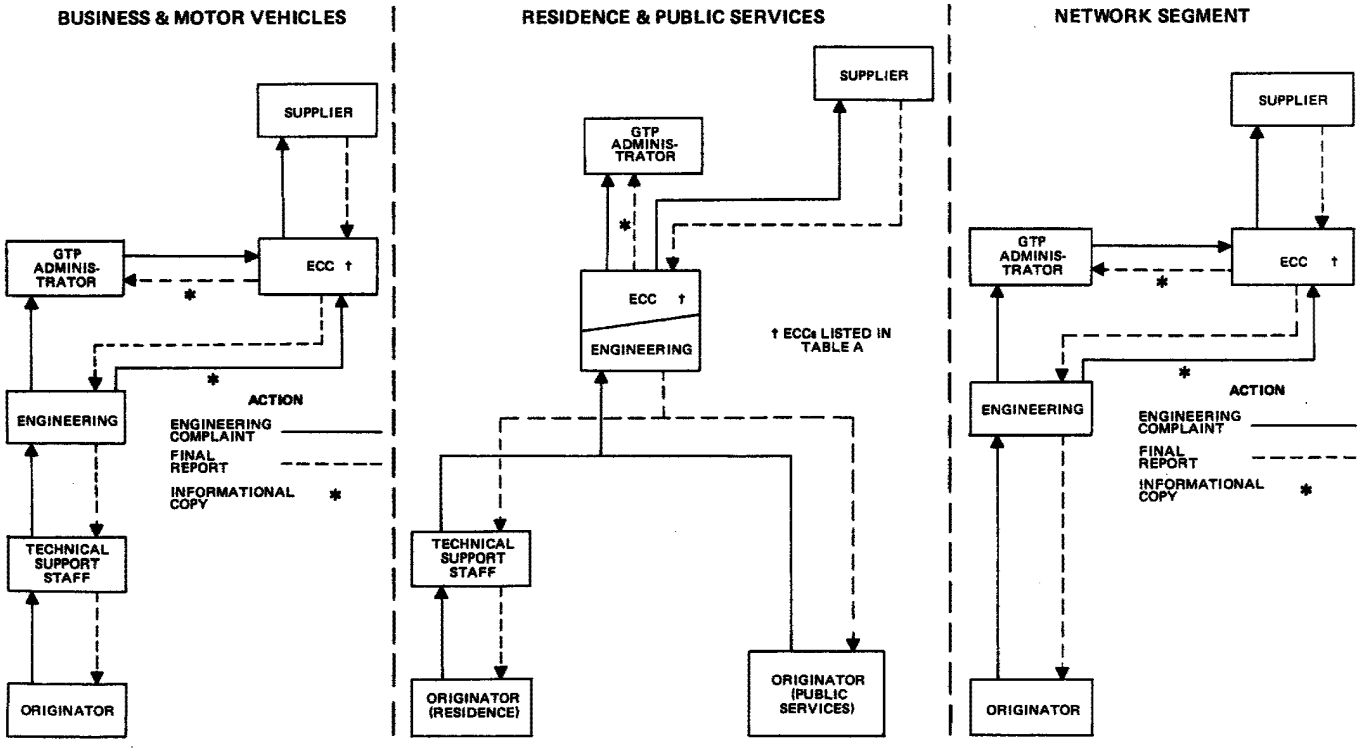
4.05 Processing of GTECs by Engineering should begin as soon as possible after their receipt from the Technical Support Staff and generally be completed within 5 working days. The staff should be notified of the intended disposition of the report and also advised if the processing time is to be extended beyond the normal interval because of the need for further investigation. In any event, the processing through Engineering should be completed within 30 calendar days.

4.06 Engineering should complete the applicable portion (items 17 through 28) of Form E-5141 (see Exhibit 1). The name of the responsible Engineering district level must be typed or printed on line 28.

4.07 The responsible Engineer should survey other locations within the area using similar product. If any of those locations have product exhibiting symptoms similar to those being reported in the GTEC, the information should be noted on the form (item 21).



GTEC Processing – for products for which there is a Product Evaluation Report (PER) or an AT&T Contract
Fig. 1



GTEC Processing – for products *not* covered by a Product Evaluation Report (PER) or an AT&T Contract
Fig. 2

4.08 Samples or photographs of the defective product may be desirable. If available, photographs should accompany the GTEC. Samples should be held for instructions. Indicate in item 23 where the complaint samples are being held (see Part 7).

4.09 Any supporting information obtained from investigation, or from discussion with the Technical Support Staff or the originator, should be added or attached. The form should be reviewed to see that it includes other information which may be needed and that the report includes appropriate information. Any additional information available concerning the extent or severity of the trouble condition should be added. The form should be signed, a contact telephone number provided, and the forwarding date shown.

4.10 The GTEC (original) should be forwarded to the GTP Administrator for processing, with a copy to the ECC. A copy of the GTEC should be retained for Engineering files, in accordance with Part 6. Each district should maintain a separate log of GTECs, for their own record, using Form CE-2346 (see Section 010-700-010PT).

General Trade Product Administrator

4.11 The GTP Administrator should assure that the GTEC is properly prepared. The coordinator should also assure that all necessary supporting information and, if appropriate, product samples are available.

4.12 The GTP Administrator should maintain a file of all GTECs in accordance with Part 6. The Administrator will maintain a log of GTECs using Form CE-2346 (see Section 010-700-010PT). Copies of the GTEC Log will be forwarded at the end of each quarter to the headquarters Engineering Complaint Coordinators (ECC) as a cumulative status report of GTECs.

4.13 When the GTP Administrator is satisfied that the complaint condition is properly documented and substantiated, the GTEC should be forwarded in accordance with the following.

(a) GTECs on products purchased under AT&T contracts or which are covered by Product Evaluation Reports (PER) are forwarded to the AT&T — BSPPD. An informational copy should be sent to the appropriate ECC. (See 3.09 and Fig. 1.)

(b) GTECs on other GTPs are forwarded to the appropriate ECC. (See Fig. 2 and 3.09.)

Note: The ECCs are listed in Table A.

AT&T — Bell System Purchased Products Division Procedures

4.14 Upon receipt of a GTEC from the GTP Administrator, the BSPPD will review the complaint for adequacy of information and completeness. Each complaint will then be classified and assigned to an appropriate organization for answering. At this time, appropriate information from the complaint will be sent to the supplier, whether or not a formal investigation by the supplier is requested.

4.15 Receipt and disposition of the GTEC will be communicated to the OTC through a formal acknowledgment from the BSPPD.

4.16 General Trade Reports will be classified as follows:

Class 1 — The reported difficulty appears to be a major design deficiency which may affect product evaluation results. It therefore warrants investigation or action by the BSPPD Technical Services Group. All reports involving safety or fire hazards are considered to be in this category.

Class 2 — The reported difficulty warrants investigation or action by the supplier only (ie, no formal investigation or action by AT&T or its agents is required, beyond review of investigation or action results from the supplier).

Class 3 — The reported difficulty appears to be caused by manufacturing or quality problems. It therefore warrants investigation or action by BSPPD and/or its agents for engineering and inspection, including WE-Purchased Products Engineering and Purchased Products Inspection organizations.

4.17 The BSPPD will inform the GTP Administrator of the disposition instructions for any samples being held in connection with a specific GTEC.

4.18 The BSPPD will provide monthly reports to the GTP Administrator, indicating the status of their company's open GTECs.

Engineering Complaint Coordinator Procedures

4.19 Upon receipt of a GTEC from the GTP Administrator, the ECC will review the complaint for adequacy of information and completeness. The complaint will then be assigned to the appropriate headquarters organization for investigation and answering.

4.20 The investigating organization will forward the complaint to the GTP supplier for formal investigation when required. Information from the complaint may also be forwarded to the supplier even though formal investigation is not required.

4.21 The investigating organization will consult with and keep the GTP Administrator informed regarding any written or verbal communication with the supplier involving a GTEC.

4.22 The ECC will inform the GTP Administrator of the disposition instructions for any samples being held in connection with a GTEC.

5. FINAL REPORT OF INVESTIGATION

5.01 Upon completion of the investigation of a GTEC, a final report of investigation will be written by AT&T or the ECC as appropriate. Final reports will be written as soon as it has been established that:

- The reported condition is understood.
- The cause for the condition has been determined.
- The corrective action, if any, will be implemented.

5.02 The final report will contain a technical evaluation of the reported problem and a recommended solution, if one is required. The report will also give disposition of complaint samples when any are involved. The final report may, when practicable, consist of the GTP supplier's report on the results of their investigation.

5.03 The GTP Administrator will forward final reports received from AT&T-BSPPD to the ECC for review.

5.04 The ECC will transmit final reports to the originating Engineering District with a copy to the GTP Administrator.

5.05 Engineering will transmit final reports to the Technical Support Staff or the originator, as appropriate. (See Fig. 1 and 2).

5.06 Upon receipt of a final report, both the Technical Support Staff and Engineering should review its contents to ensure that it is appropriate. If the disposition does not appear satisfactory, the staff should confer with engineering to reach a mutual agreement.

5.07 If the Technical Support Staff and Engineering are not in agreement with the final report, the matter should be discussed with the GTP Administrator. If concurrence cannot be obtained the final report should be returned to BSPPD/ECC by the GTP Administrator, stating the reasons for rejection. The report will be returned to the investigating organization for further study.

5.08 The Technical Support Staff will transmit final reports to the originator.

6. GTEC CLOSURE AND FILING — PROCEDURES

6.01 Distribution copies of GTECs shall only be made for the purpose of submitting the GTEC through the process described in Parts 3, 4, and 5. *No* other copies or distribution of GTECs or final reports of investigation shall be made.

6.02 All GTECs must be formally "closed" via a written final report of investigation. This applies to any GTEC which has been originated, regardless of the point of origination and the degree to which the GTEC has been processed.

6.03 The organization which terminates the GTEC submittal process is responsible for "closing" the report. For example, if the technical support staff or engineering terminates the processing of a GTEC and the GTEC is therefore not submitted to AT&T/ECC, the party terminating the submittal process must prepare the final report of investigation.

6.04 All copies of closed reports shall be physically attached to the associated Final Report of Investigation. A copy of closed reports shall be sent to the GTP Administrator, when the GTEC is closed by any organization.

6.05 Copies and files of GTECs shall be limited to those which are essential to the administration and resolution of GTECs. Copies and files shall not exceed those specified in Parts 3 and 4 (ie, one file in technical support staff, one in engineering, one for the GTP Administrator and one for the ECC).

6.06 The GTP Administrator is responsible for assuring compliance with these closure, distribution, and filing requirements.

7. SELECTION AND HANDLING OF COMPLAINT SAMPLES

7.01 Samples of the defective product, which adequately illustrate the report condition, may be required for a thorough investigation. This is especially true if the defective product results in personal injury or is the cause of a fire or safety hazard.

7.02 The identity and integrity of the sample should be maintained. The defective product or sample should be suitably tagged to identify and associate it with the GTEC. The originator should retain the sample until disposition instructions are received from the BSPPD/ECC.

Note: If samples are required to complete an investigation and none are available, the GTEC will be closed. A new GTEC may be originated when samples are available.

7.03 Before shipment, the defective product must be carefully packaged to prevent damage in shipment and destruction of valuable evidence. Storage and shipment must be in full accordance with commonly accepted safety precautions.

7.04 Samples submitted to AT&T may not be returnable. Notice of disposition to the OTC will state how long samples will be held and it they can be returned. When appropriate, disposition instructions will also indicate any accounting considerations associated with the complaint samples.

8. SPECIAL PROCEDURES

Consumer Product Reports

8.01 In addition to issuing a GTEC, Consumer Product Reports (CPR) should be issued in accordance with the Consumer Product Safety Act (CPSA) of 1972, to report product hazards to consumers. Reporting and processing of CPRs are described in Section 010-700-010PT, Appendix 1.

TABLE A

ENGINEERING COMPLAINT COORDINATORS (ECC)

NETWORK SEGMENT ECC (except Network Distribution):
District Staff Engineer — Maintenance Systems
85 Second Street, Room 450
San Francisco, CA 94105
Contact Tel No: 415-542-0993

NETWORK DISTRIBUTION ECC:
District Staff Manager — Outside Plant Construction
85 Second Street, Room 510
San Francisco, CA 94105
Contact Tel No: 415-542-7419

MOTOR VEHICLES ECC:
District Staff Manager — Motor Vehicles
370 — 3rd Street, Room 653C
San Francisco, CA 94107
Contact Tel No: 415-542-3831

BUSINESS SEGMENT ECC:
District Staff Engineer — Premises Engineer/ Nonswitching
85 2nd Street, Room 412
San Francisco, CA 94105
Contact Tel No: 415-542-9069

RESIDENCE SEGMENT ECC (except Public Services):
District Staff Manager — Residence I&M Support
220 Montgomery Street, Room 786
San Francisco, CA 94104
Contact Tel. No: 415-954-9525

PUBLIC SERVICES ECC:
District Staff Manager — Methods and Operations
65 Battery Street, Third Floor
San Francisco, CA 94111
Contact Tel. No: 415-954-9354

ENGINEERING COMPLAINT

(SEE REVERSE SIDE FOR INSTRUCTIONS)

EC NO.

1. PRODUCT IDENTITY

1a. CKT (SD,T,ETC. - SHOW COMPLETE NUMBER & NAME) | ISSUE | FIGURE | OPTIONS

1b. EQUIP (J,ED. - SHOW COMPLETE NUMBER & NAME) | LIST | GROUP

1c. SPECIFICATION (KS, AT - SHOW COMPLETE NUMBER & NAME) | LIST

1d. SOFTWARE DOCUMENT (PG,PD,PF - SHOW COMPLETE NUMBER & NAME) | ISSUE

1e. APPARATUS CODE (TEL. SET, DATA SET, ETC. - SHOW NUMBER & NAME) | DATE CODE

1f. COMPONENT APPARATUS (USED ON EQUIP OR OTHER APP - SHOW NUMBER & NAME) | DATE CODE

1g. OTHER (DESCRIBE FULLY:

2. DOES EC REPORT A FIRE OR SAFETY HAZARD? ☐ YES ☐ NO

3. SYSTEM (ESS 1,LMX-2,812 PBX, ETC.)

4. WHERE WAS PRODUCT WHEN IT FAILED (C.O. NAME, PBX LOCATION, ETC.)

5. MANUFACTURER: ☐ WE ☐ OTHER SPECIFY OTHER

6a. HOW MANY DEFECTIVE UNITS DOES THIS EC COVER?

6b. HOW MANY SIMILAR UNITS ARE IN SERVICE AT SAME LOCATION?

7. ☐ NEW ☐ CLASS C

ORIGINATOR

8. STATEMENT OF PROBLEM (DETAILED DESCRIPTION OF TROUBLE, INCLUDING EVENTS PRECEDING FAILURE, ACTION TAKEN DURING TROUBLESHOOTING, TEST FAILED, ETC.)

☐ ADDITIONAL MATERIAL ATTACHED

9. WAS CONDITION CORRECTED LOCALLY? ☐ YES ☐ NO (IF SO, DESCRIBE BRIEFLY. ATTACH EXPLANATION) (SKETCHES, MARKED DRAWINGS, ETC.)

☐ ADDITIONAL MATERIAL ATTACHED

10. PROBLEM ORIGINALLY REPORTED BY: | 11a. REVIEWED AND APPROVED BY: | 11b. TELEPHONE NO. | 11c. DATE

PLANT, CUSTOMER SERVICES OR NETWORK SERVICES STAFF

12. HAS THE ABOVE INFORMATION BEEN VERIFIED THAT IT IS COMPLETE AND ACCURATE? ☐ YES ☐ NO

13. HAS THIS PROBLEM PREVIOUSLY BEEN REPORTED AND CORRECTED IN AREA? ☐ YES ☐ NO

14a. DO OTHER LOCATIONS IN YOUR AREA APPEAR TO HAVE SAME PROBLEM? ☐ YES ☐ NO ☐ WAS UNABLE TO DETERMINE

14b. IF YES, LIST LOCATIONS AND QUANTITY DEFECTIVE AT EACH LOCATION

☐ ADDITIONAL MATERIAL ATTACHED

15. COMMENTS OR RECOMMENDATIONS

☐ ADDITIONAL MATERIAL ATTACHED

16a. REVIEWED AND APPROVED: | 16b. DATE

ENGINEERING

17. OTC REQ. NO. | 18. WE ORDER NO.

19. TOTAL NUMBER OF UNITS FURNISHED ON ABOVE ORDER | 20. HOW LONG HAS EQUIP. OR APP. BEEN IN SERVICE?

21a. DO OTHER LOCATIONS IN YOUR AREA APPEAR TO HAVE SAME PROBLEM? ☐ YES ☐ NO ☐ WAS UNABLE TO DETERMINE

21b. IF YES, LIST LOCATIONS AND QUANTITY DEFECTIVE AT EACH LOCATION

☐ ADDITIONAL MATERIAL ATTACHED

22. ACTION DESIRED ON DEFECTIVE PRODUCT ☐ CREDIT ☐ REPAIR

RETURN MATERIAL DOCUMENT NO | DATE

23. SAMPLES ☐ NONE AVAILABLE ☐ BEING HELD BY: AT:

24. DISPOSITION DESIRED ON SAMPLES ☐ JUNK ☐ REPAIR & RETURN

25. THIS APPEARS TO BE SIMILAR TO EC NO.

26. COMMENTS OR RECOMMENDATIONS (IF POSSIBLE, DESCRIBE SERIOUSNESS OF PROBLEM, E.G., CAUSES WIDESPREAD CUSTOMER REACTION, LOSS OF REVENUE, ETC.)

☐ ADDITIONAL MATERIAL ATTACHED

27a. AREA CONTACT | 27b. TEL. NO.

28a. REVIEWED & APPROVED BY: (TYPE OR PRINT NAME) | 28b. DATE

E-5141 (1-78)

Engineering Complaint Form E-5141
(See Exhibit 2)
Exhibit 1

INSTRUCTIONS FOR COMPLETING
ENGINEERING COMPLAINT FORM

(Type or Print Legibly)

The following instructions for completing the "ORIGINATOR" portion of the engineering complaint (EC) form on the reverse side cover only those items which are felt may need further explanation. BSP Section 010-700-010 contains the complete instructions for submitting complaints. An attempt should be made to furnish all information.

1. This EC should cover only one type of defective product although any number of items of the same type may be included in the complaint. The complete correct name (or approved abbreviation) and product number should be supplied.

1E. This entry should be used for code of apparatus such as telephone sets, data sets or other units designated as apparatus. Also, loose component parts such as capacitors, resistors, transistors, etc., not used as a part of any specific apparatus should be listed here. Copy Date Code just as it is stamped on item.

1F. This entry refers to apparatus that is used on equipment or other apparatus. When this entry is used, an entry should be made in either 1B, 1C or 1E, to show where the apparatus was being used. Copy Date Code just as it is stamped on item.

2. Check the appropriate box whether or not EC is reporting fire or safety hazard condition. (If hazard is being reported, notify supervisor immediately; condition should then be corrected to prevent accidents or disruption of service.)

3. Enter the system which broadly categorizes where the product under complaint was being used when it failed, e.g., announcement systems, PBX-770, data sets, crossbar No. 5, T-carrier, 806 power plant, station coin telephone set, etc.

4. Give the name and address of central office or other location where the defect occurred.

5. Make the appropriate entry. If manufacturer is other than WE, specify the name of the manufacturer, if known.

6A. Enter here only the number of units that are defective.

6B. Show here the number of similar units that are in service at the location where the defect occurred.

8. In this space enter a concise, accurate and complete description of the difficulty. Attempt to anticipate all the questions that may be asked by anyone reviewing the complaint. Accuracy and completeness are more important than brevity. If necessary, the description may be continued on additional pages (not Form E-5141). Additional pages or attachments should be stapled to this form.

   Include description of any hazardous or service reaction events preceding failure, actions taken during troubleshooting, complete description of failed tests, or anything else that may help the investigator understand and resolve the problem. Attach explanatory sketches, drawings or photographs if they are available.

   - For product of outside manufacturer purchased through WE, furnish complete nameplate data and WE inspection number if available.
   - For storage batteries, furnish service history of individual cell voltage and specific gravity readings for entire string.
   - For product that contains serial number, include that number.
   - For cable, furnish WE reel and requisition number. Where field repairs have been made, furnish a breakdown of all costs incurred in the repair operation.
   - For teletypewriter apparatus, completely identify all parts and units involved; give BSP Section, TTY Bulletin or "S" specifications involved.
   - For electron tubes, show circuit application; give a reasonable estimate of service life and show serial number if there is one. If there is no serial number, list them numerically and tag each tube with corresponding number.

9. If condition was corrected locally, briefly describe the technique used. Attach explanatory sketches, marked drawings or photographs if they are available.

10. This entry should contain the name of the individual who actually discovered the problem being reported.

11. The form should be reviewed and approved in accordance with established OTC procedures.

NOTE: Instructions for completing the Staff and Engineering portion of this form can be found in BSP Section 010-700-010.

Instructions for Completing Engineering Complaint Form E-5141
Exhibit 2