ENGINEERING COMPLAINTS FOR GENERAL TRADE PRODUCTS ORIGINATING AND PROCESSING

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1. GENERAL

1.01 This section outlines procedures for originating and processing engineering complaints regarding certain telecommunications products manufactured outside the Bell System, otherwise referred to throughout this practice as General Trade Products (GTP).

1.02 Since this reissue covers a general revision, arrows ordinarily used to indicate changes have been omitted. This section is reissued to:

(a) Insert current Engineering Complaint Form E-5141

(b) Add responsibility for General Trade Products (GTPs) not evaluated or covered by AT&T Contract

(c) Change terminology to decribe organizations within the Operating Telephone Companies (OTCs)

(d) Add/correct Operating Area Code Designations.

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1.03 These complaints may be issued for GTPs purchased under AT&T contracts for GTPs which have been rated suitable or conditionally suitable, or for unevaluated GTPs purchased directly by OTC. This procedure should not be used for any products manufactured or supplied by Western Electric.

1.04 The program for General Trade Engineering Complaints (GTEC) is administered by AT&T-Bell System Purchased Products Division (BSPPD), which is responsible to the OTCs for arranging investigations and resolution of reported complaint conditions. Resolution and investigation of GTECs may be carried out by the General Trade Supplier, AT&T-BSPPD, and/or its engineering and inspection agents, including WE-Purchased Products Engineering and Purchased Products Inspection. All replies to the OTCs will, however, come from AT&T-BSPPD.

1.05 The GTEC program within an OTC is administered by the GTP administrator. The administrator serves as the primary interface between AT&T and the OTC for GTEC matters.

1.06 Operating Companies issue GTECs to report unsatisfactory conditions and improper performance of products to AT&T. They are a means of requesting AT&T to initiate an investigation and resolution of the reported difficulties with GTPs. AT&T will use GTECs to assist the OTCs in resolving product performance problems, to evaluate product performance, and where appropriate, access 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.)

1.07 In an effort to resolve complaints, eliminate product difficulties, and keep General Trade Suppliers informed of all reported conditions, AT&T will submit a GTEC to the General Trade Supplier to which the complaint refers, whether or not the supplier is responsible for preparing the final report of investigation.

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:

(a) Do not function as they should

(b) Fail to meet a specified requirement

(c) Fail in a relatively short period of time or excessive quantities are inoperative when received

(d) Require excessive field maintenance

(e) Result in a fire or safety hazard

(f) Repetitive damage due to improper packaging.

2.03 GTECs may also be submitted for:

(a) Obvious drawing and typographical errors.

(b) Installation errors found after turnover when installation is done by the supplier.

(c) Product repaired or reconditioned by the supplier, which are in the category of paragraph 2.04.

(d) 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. Where products are purchased under AT&T contracts, the contract specifies these procedures. For General Trade Products purchased through Western Electric, the claims procedures are per existing practices between the OTC and Western Electric.

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 OTC supplier interface which need not involve GTEC reporting. If, however, the OTC believes the number of failures to be excessive or that 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:

(a) Products manufactured by WE or products purchased through WE.

(b) 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 or with instructions provided in the General Letter which transmitted the AT&T contract to the OTC. Repetitive damage due to inadequate packaging, however, should be covered by a GTEC.

(c) Local modification of the supplier's arrangements.

(d) Products that fail due to improper use or handling by the OTCs.

(e) Requests for new designs or features.

(f) Employee suggestions.

(g) 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 OTC craftspersons.

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 products. Information required on the form is similar to that described in Section 010-700-010, as modified by the following procedures.

3.03 The OTC GTP administrator, in conjunction with other appropriate involved persons of the OTC Engineering Department, have final responsibility for determining that the GTEC is valid, assigning a number to it, and forwarding it to AT&T 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 of this section. Also, he 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 of the originating OTC will supply the GTEC number. The number will consist of nine characters: three letters, four numerals, and the suffix GT. The three letters will designate the OTC and area within the OTC originating the GTEC. The list of approved letter combinations is found in Part 9. The first numeral will be the final digit of the current year. The last three numerals will be specified by the originating OTC, eg, CPW-9001-GT.

PREPARATION AND ROUTING OF FORM E-5141 (Fig. 1)

3.06 The person originating the GTEC should complete blocks numbered 1 through 11C (Fig. 1).

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

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

3.09 The GTEC shall be routed to the Segment Services Staff in accordance with local OTC procedures and those shown in Fig. 2.

4. PROCESSING GENERAL TRADE ENGINEERING COMPLAINTS

SEGMENT SERVICES STAFF

4.01 The term "Segment Services Staff" is used here to denote the staff group which is currently performing similar functions for complaints under Section 010-700-010.

4.02 The Segment Services Staff organization receiving a GTEC should edit blocks 12 through 15 and process it according to Section 010-700-010 and the guidelines of Part 6 of this section. If the matter is not a proper subject for a GTEC (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 administrator. (See Part 6.)

4.03 The GTP administrator should be contacted to obtain a GTEC number, and items 16A and 16B of Form E-5141 should be completed.

SEGMENT ENGINEERING STAFF

4.04 The term "Segment Engineering Staff" is used here to denote the maintenance engineering function in the OTC and refers to the organization currently performing similar functions for complaints under Section 010-700-010.

4.05 Processing of GTECs by the Segment Engineering Staff should begin as soon as possible after their receipt from the Segment Services Staff and generally be completed within 5 working days. The Segment Services 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 the Segment Engineering Staff should be completed within 30 calendar days. The Segment Engineering Staff should complete the applicable portion (items 17 through 28B of Form E-5141).

4.06 The responsible engineer should survey other locations within the area using similar products. If any of those locations have products exhibiting symptoms similar to those being reported in the GTEC, the information should be noted on the form.

> ***Note:*** This procedure only applies to locations in the same area using the same 3-letter code in the GTEC number. A separate report should be issued for locations in other operating areas.

4.07 Samples or photographs of the defective products may be desirable. If available, photographs should accompany the GTEC. Samples should be held for instructions. Discussion with AT&T-BSPPD regarding disposition instructions will include matters relating to compensation of the OTC for samples, if appropriate. Indicate in line 23 where the complaint samples are being held. (See Part 7.)

4.08 Any supporting information obtained from investigation or from discussion with the Segment Services 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.

4.09 The GTEC should be forwarded to the OTC GTP administrator for processing and submittal to AT&T-BSPPD. A copy of the GTEC should be retained for Segment Engineering/Staff files, in accordance with Part 6 of this section.

GENERAL TRADE PRODUCT ADMINISTRATOR

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

4.11 The GTP administrator should maintain a file of all GTECs in accordance with Part 6 of this section. Where convenient, these files may be the same as the Segment Engineering Staff GTEC files.

4.12 When the administrator is satisfied that the complaint condition is properly documented and substantiated, the GTEC should be forwarded to AT&T-BSPPD, addressed to Purchased Products Administrative Control Supervisor, AT&T, 295 North Maple Avenue, Room 5208B3, Basking Ridge, New Jersey 07920. Processing should be completed as quickly as possible, normally within 10 calendar days.

AT&T—BELL SYSTEM PURCHASED PRODUCTS DIVISION PROCEDURES

4.13 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.

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

4.15 General Trade complaints 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 Product Management 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 inspection, the WE-Purchased products Inspection Organization.

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

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

5. FINAL REPORT OF INVESTIGATION FROM AT&T

5.01 Upon completion of the investigation of a GTEC, a final report of investigation will be written by AT&T and transmitted to the OTC GTP administrator. Final reports will be written as soon as it has been established that:

(a) The reported condition is understood.

(b) The cause for the condition has been determined.

(c) The corrective action, if any, will be implemented. Normally, it is expected that final reports will be issued within 3 months of receipt.

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.

5.03 The OTC GTP administrator should assure that the final report of investigation is transmitted back through the channels of the GTECs origination and assure that a copy of the final report is physically filed and attached to any copies of the GTEC which are retained in OTC files.

5.04 Upon receipt of a final report, both the Segment Services Staff and Segment Engineering Staff should review its contents to be sure that it is appropriate. If the disposition does not appear satisfactory, the Segment Services Staff should confer with the Segment Engineering Staff to reach a mutual agreement.

5.05 If the Segment Services Staff and Segment Engineering Staff are not in agreement with the final report, the matter should be discussed with the GTP administrator. If concurrence cannot be obtained or if the OTC rejects the final report, it should be returned to AT&T-BSPPD by the GTP administrator, stating the reasons for rejection. The report will be returned to the investigating organization for further study.

6. GTEC CLOSURE AND FILING—OTC 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 of this section. 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 OTC Segment

Services Staff or Segment Engineering Staff terminates the processing of a GTEC and the GTEC is therefore not submitted to AT&T, 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 OTC 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 of this section, ie, one file in Segment Services Staff, one in Segment Engineering, and one for the GTP administrator.

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

7. SELECTION AND HANDLING OF COMPLAINT SAMPLES

7.01 Samples of the defective products, which adequately illustrate the report condition, may be required for a thorough investigation. This is especially true if the defective product results in a 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 OTC should retain the sample until disposition instructions are received from the BSPPD.

> ***Note:*** If samples are required to complete an investigation and none are available, the GTEC will be closed. The OTC may originate a new GTEC when it obtains samples depicting the complaint condition.

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 if 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. The reporting and processing of CPRs are described in Section 010-702-001.

LONG TERM RESOLUTION

8.02 When it is determined that the time required to resolve a valid reported condition will exceed 3 months, an interim report will be written at the third month anniversary of the GTEC. The report will describe the circumstances of the investigation and, if known, indicate the anticipated remedial action. If possible, an estimated date for completion of the final report will be given. Periodic status reports will also be provided to the originating OTC.

9. OPERATING AREA CODE DESIGNATIONS

CODE	OPERATING COMPANY	AREA
BNE	Nevada Bell	
BPC	Bell of Pennsylvania	Central
BPE	Bell of Pennsylvania	Eastern
BPH	Bell of Pennsylvania	Headquarters
BPW	Bell of Pennsylvania	Western
CBI	Cincinnati Bell	
CPC	C&P Telephone	Washington
CPM	C&P of Maryland	Maryland
CPS	C&P of Maryland	Suburban Area of Maryland
CPV	C&P of Maryland	Virginia
CPW	C&P of West Virginia	West Virginia
IBV	Illinois Bell	
INB	Indiana Bell	
LAA	Long Lines Department	Albany District
LAB	Long Lines Department	Buffalo District
LAT	Long Lines Department	Atlanta District
LBB	Long Lines Department	Boston Special Services District
LBF	Long Lines Department	Framingham District
LBH	Long Lines Department	Birmingham District
LBN	Long Lines Department	Boston Network Service District
LBP	Long Lines Department	Providence District
LBS	Long Lines Department	Springfield District
LBW	Long Lines Department	New Haven District
LCA	Long Lines Department	Albuquerque District
LCB	Long Lines Department	North Carolina District
LCC	Long Lines Department	Colorado Springs District
LCD	Long Lines Department	Denver District
LCE	Long Lines Department	Denver International Operations Center
LCF	Long Lines Department	Oakland Overseas District
LCH	Long Lines Department	Charlotte District
LCI	Long Lines Department	Cincinnati District
LCL	Long Lines Department	Cleveland District
LCN	Long Lines Department	Cedar Knolls District
LCO	Long Lines Department	Columbus District
LCP	Long Lines Department	Phoenix District
LCS	Long Lines Department	Salt Lake City District
LCT	Long Lines Department	Central Area
LCA	Long Lines Department	Dallas District—Networks

CODE	OPERATING COMPANY	AREA
LDD	Long Lines Department	Des Moines District
LDE	Long Lines Department	Detroit District
LDN	Long Lines Department	Dallas—Network
LEA	Long Lines Department	Eastern Area
LEK	Long Lines Department	Eastern Area—Construction Supt
LEO	Long Lines Department	Eastern Area—Outside Plant Engr
LGA	Long Lines Department	Georgia District
LHA	Long Lines Department	Harrisburg District
LHD	Long Lines Department	Houston
LIA	Long Lines Department	Chicago No. 1 District
LIB	Long Lines Department	Chicago No. 2 District
LIC	Long Lines Department	Chicago No. 3 District
LID	Long Lines Department	Chicago No. 4 District
LIK	Long Lines Department	Central Area—Construction Supt
LIO	Long Lines Department	Central Area—Outside Plant Engr
LIM	Long Lines Department	Milwaukee District
LIN	Long Lines Department	Indianapolis District
LIR	Long Lines Department	Norway District
LIS	Long Lines Department	Springfield District
LJN	Long Lines Department	Jackson District
LJO	Long Lines Department	Jacksonville District—Overseas
LJX	Long Lines Department	Jacksonville District
LKC	Long Lines Department	Kansas City District
LKK	Long Lines Department	Midwestern Area—Construction Supt
LKO	Long Lines Department	Midwestern Area—Outside Plant Engr
LLD	Long Lines Department	Dallas District—FAC and PVT Lines
LLE	Long Lines Department	Headquarters—Engineering Planning
LLH	Long Lines Department	Headquarters—POE
LLS	Long Lines Department	San Antonio District
LLV	Long Lines Department	Louisville District
LMA	Long Lines Department	Midwestern Area
LMD	Long Lines Department	Minneapolis District
LME	Long Lines Department	Midwestern Plant Design Engineer
LMI	Long Lines Department	Miami District
LNA	Long Lines Department	Northeastern Area
LNC	Long Lines Department	Camden District
LND	Long Lines Department	Newark District
LNI	Long LInes Department	Springfield Int'l Operations Center
LNK	Long Lines Department	Northeastern Area—Construction Supt
LNN	Long Lines Department	New York City Area

CODE	OPERATING COMPANY	AREA
LNO	Long Lines Department	Northeastern Area—Outside Plant Engr
LNV	Long Lines Department	Nashville District
LOC	Long Lines Department	Oklahoma City District
LCD	Long Lines Department	Omaha District
LOO	Long Lines Department	Overseas Operation
LOR	Long Lines Department	Orlando District
LPB	Long Lines Department	Pittsburgh District
LPH	Long Lines Department	Philadelphia District
LPW	Long Lines Department	Western Pennsylvania District
LSA	Long Lines Department	Southern Area
LSB	Long Lines Department	South Bend District
LSK	Long Lines Department	Southern Area—Construction Supt
LSL	Long Lines Department	St. Louis District
LSN	Long Lines Department	St. Louis—Network
LSO	Long Lines Department	Southern Area—Outside Plant Engr
LTO	Long Lines Department	Toledo District
LTP	Long Lines Department	Topeka District
LWA	Long Lines Department	Wayne District
LWB	Long Lines Department	Baltimore District
LWC	Long Lines Department	Charleston District
LWD	Long Lines Department	White Plains District
LWO	Long Lines Department	Western Outside Plant Engr
LWP	Long Lines Department	Potomac District
LWR	Long Lines Department	Richmond District
LWT	Long Lines Department	Western Area
LWV	Long Lines Department	Dranesville District
LWW	Long Lines Department	Washington District
LYA	Long Lines Department	Operations: Network Services NY10, NY11, Suffolk, Bohemia Dist
LYB	Long Lines Department	Operations: Customer Services—Private Line Telegraph Dist.
LYC	Long Lines Department	Operations: Customer Services—Private Line Telephone Dist—Uptown
LYD	Long Lines Department	Operations: Network Services—NY6, NY7 District
LYE	Long Lines Department	Operations: Customer Services—Private Line Telephone Dist—Downtown
LYF	Long Lines Department	Operations: Network Services—NY4 Dist
LYG	Long Lines Department	District Engineer—Building Maintenance
LYH	Long Lines Department	District Engineer—Transmission

CODE	OPERATING COMPANY	AREA
LYI	Long Lines Department	Operations: Overseas All Districts
LYJ	Long Lines Department	Operations: Customer Services—Broadcast Services District
LYK	Long Lines Department	Operations: Network Services—Network Service Division Staff
MET	Michigan Bell	
MSA	Mountain Bell	Arizona
MSC	Mountain Bell	Colorado
MSG	Mountain Bell	General
MSI	Mountain Bell	Idaho
MSM	Mountain Bell	Montana
MSN	Mountain Bell	New Mexico
MST	Mountain Bell	Texas
MSU	Mountain Bell	Utah
MSW	Mountain Bell	Wyoming
NEA	New England Telephone	Massachusetts—CO Equipment
NEB	New England Telephone	New Hampshire—CO Equipment
NEC	New England Telephone	Vermont—CO Equipment
NED	New England Telephone	Maine—CO Equipment
NEE	New England Telephone	Rhode Island—CO Equipment
NEF	New England Telephone	PBX and Station Equipment
NEG	New England Telephone	TTY and Data Equipment
NEH	New England Telephone	Outside Plant Equipment
NJB	New Jersey Bell	Business Services
NJR	New Jersey Bell	Residence Services
NJD	New Jersey Bell	Network Distribution
NJN	New Jersey Bell	Network Services
NTB	New York Telephone	Bronx
NTL	New York Telephone	Brooklyn-Queens
NTM	New York Telephone	Manhattan
NTN	New York Telephone	Nassau-Suffolk
NTS	New York Telephone	Headquarters
NTU	New York Telephone	Upstate
NTW	New York Telephone	Westchester
NWD	Northwestern Bell	North Dakota
NWI	Northwestern Bell	Iowa
NWM	Northwestern Bell	Minnesota
NWN	Northwestern Bell	Nebraska
NWS	Northwestern Bell	South Dakota
OBN	Ohio Bell	Northwestern
OBS	Ohio Bell	Southwestern

CODE	OPERATING COMPANY	AREA
PTB	Pacific Telephone	Bay Sector
PTC	Pacific Telephone	Central Counties (discontinued)
PTF	Pacific Telephone	LAN1 (Foothills) (discontinued)
PTL	Pacific Telephone	Los Angelos Sector
PTN	Pacific Telephone	Northern Sector
PTS	Pacific Telephone	Southern Sector
PTV	Pacific Telephone	LAN2 (Valley) (discontinued)
PNO	Pacific Northwest Bell	Oregon
PNW	Pacific Northwest Bell	Wash-Idaho
PRN	Pacific Telephone	Pacific Region-North
PRS	Pacific Telephone	Pacific Region-South
SPA	Southern Bell	Atlanta
SBF	Southern Bell	North Florida
SBG	Southern Bell	Outstate
SBH	Southern Bell	Headquarters
SBL	Southern Bell	Southeast Florida
SBM	Southern Bell	South Florida
SBN	Southern Bell	North Carolina
SBS	Southern Bell	South Carolina
SCA	South Central Bell	Alabama
SCH	South Central Bell	Headquarters
SCK	South Central Bell	Kentucky
SCL	South Central Bell	Louisiana
SCM	South Central Bell	Mississippi
SCT	South Central Bell	Tennessee
SNE	Southern New Eng Extended	New Haven
SNT	Southern New Eng Telephone	New Haven
SWA	Southwestern Bell	Arkansas
SWD	Southwestern Bell	Dallas
SWE	Southwestern Bell	Missouri East
SWG	Southwestern Bell	General Headquarters
SWH	Southwestern Bell	Houston
SWK	Southwestern Bell	Kansas
SWO	Southwestern Bell	Oklahoma
SWS	Southwestern Bell	San Antonio
SWW	Southwestern Bell	Missouri West
WTC	Wisconsin Telephone	

ENGINEERING COMPLAINT

(SEE REVERSE SIDE FOR INSTRUCTIONS)

EC NO.

ORIGINATOR

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-2,612 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

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)

Fig. 1—Engineering Complaint Form E-5141

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; 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 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.

Fig. 2—Instructions for Completing Engineering Complaint Form E-5141

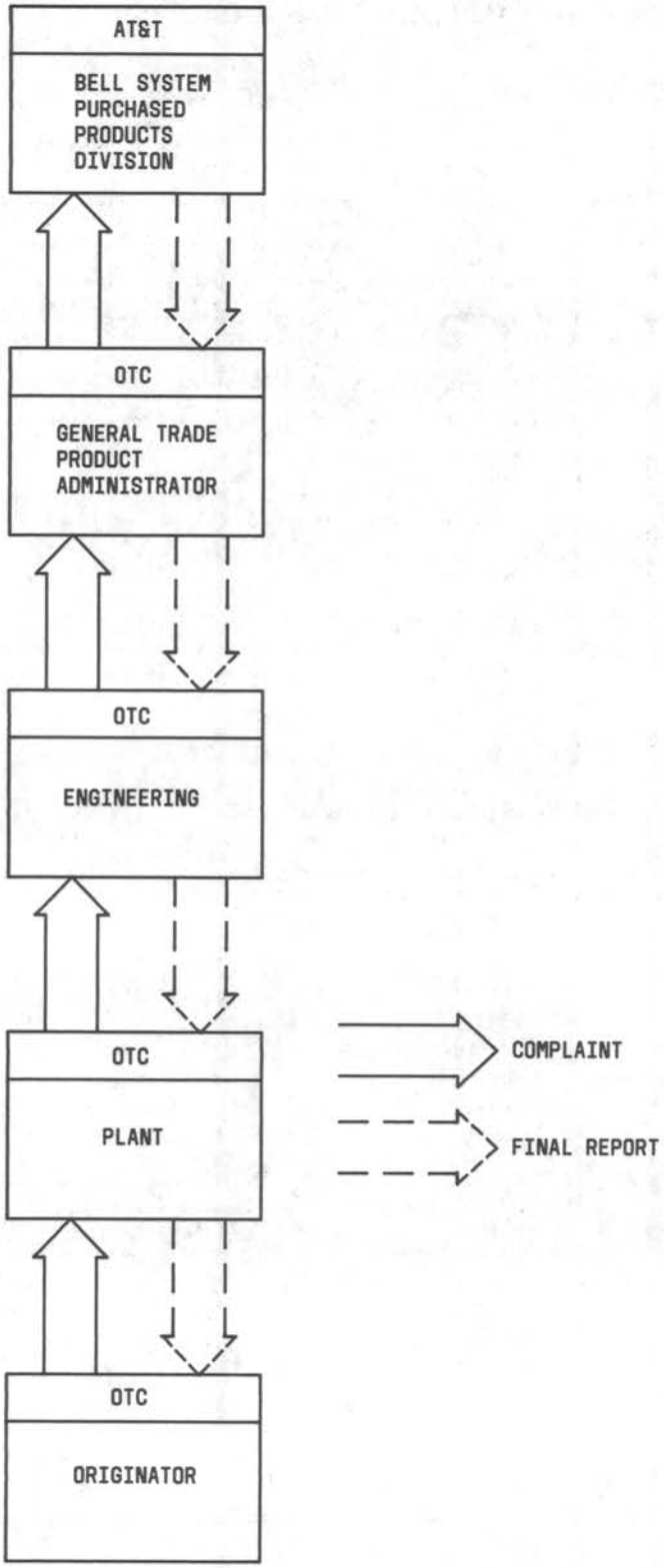

Fig. 3—GTEC Processing and Reporting