

WORK UNITS
SUBSCRIBER LINE TESTING AND ASSIGNMENT
FORM E-4438

1. GENERAL

1.01 Form E-4438, Work Units — Subscriber Line Testing and Assignment; is designed to report data on plant service center work operations. The form:

- (a) Develops work units covering subscriber line testing and assignment work for distribution to the various accounts to which hours for this work are charged, and
- (b) Provides, on an optional basis, for an overall statement of service center work units per hour covering all such identified hours regardless of the accounts to which they are charged.

1.02 This section is reissued for the following reasons:

- (a) To renumber it into the Plant Series.
- (b) To change the title from Exchange Testing and Assignment to Subscriber Line Testing and Assignment.
- (c) To cover Form E-4438 (5-64) which has been revised to refer to subscriber line testing rather than exchange testing. The revised form will not be available until present stock of Form E-4438 (1-63) is exhausted.

1.03 Work units for Subscriber Line Testing will be summarized under this plan on Form E-2741.

1.04 Work units for Cable Assignment will be summarized under the Construction Results Plan on Form E-4654. However, in as much as these work units are a small part of the total developed for splicing operations, the Form E-4438 and these notes are not included as a section in the Construction Results Plan.

1.05 The balance of the work units on this form, Service Order Testing and Installation Assignment, will be summarized on Form

E-4050. For this reason, Form E-4438 and comparable notes are also included in the Installation Cost Results Plan.

1.06 In general, the count of work operation items on this form will be compiled for the smallest administrative unit for which work unit data are regularly desired on a monthly basis. Work units will then be transcribed and accumulated on the hours summaries of the related plans.

1.07 Where it is desired to measure service center functions in terms of work units per hour, the hours data may be filled in and the work units per hour calculated. It is suggested that such use of the form be limited to individual service centers where virtually all testing and assignment hours can be clearly identified.

2. DESCRIPTION OF FORM E-4438, WORK UNITS — SUBSCRIBER LINE TESTING AND ASSIGNMENT

2.01 *Column A: Number of Items:* Enter plant items in service on Lines 2 through 6. On all other lines, enter the number of plant items completed during the report period.

2.02 *Column B: Work Units per Item:* This column provides a work unit factor for each kind of plant item which, when applied to the number of items in Column A, gives the number of work units.

2.03 *Column C: Work Units:* Enter the number of work units determined by multiplying items in Column A by work units per item in Column B. Express results to the nearest whole number.

2.04 Column D: Hours: The use of Column D is optional (see Paragraph 1.07). When used enter the productive occupational hours charged to testing and assignment work. Show the hours charged to, subscriber line testing, service order testing, installation assignment and cable assignment on the appropriate line. The hours should include those charged to final accounts as well as those charged to testing or assignment field accounts (before prorate to the final accounts).

2.05 Column E: Work Units per Hour: This column is optional as described in Paragraph 1.05. When used, enter the results obtained by dividing the number of work units in Column C by the number of hours in Column D. Express the results to two decimal places.

SUBSCRIBER LINE REPAIR TESTING

2.06 Line 1: Customer Report: Enter from Form E-2700 (Customer Trouble Report Summary), the number of customer reports on Company stations plus the customer reports on local private line (Telephone and Telegraph), for the period under report.

ITEMS IN SERVICE

2.07 Line 2: Company Telephones: Main (Excluding Mobile): Enter the total main telephones (excluding mobile) in service at the beginning of the quarter under report. Data should agree with the source material used to compile the M. R. No. 7.

2.08 Line 3: Company Telephones: P.B.X. and Centrex. Enter the total P.B.X. and centrex telephones, (company and customer) in service at the beginning of the quarter under report. Data should agree with the source material used to compile the M.R. No. 7.

2.09 Line 4: Company Telephones: Mobile (Excluding Pocket Type): Enter the total number of general mobile stations in service at the beginning of the quarter under report. Include only two-way general mobile sets. Data should agree with the source material used to compile the M.R. No. 7.

2.10 Line 5: Private Line Telephones: Enter the total number of private line telephones in service at the beginning of the quarter under report. Data should agree with the source material used to compile the M.R. No. 7.

2.11 Line 6: Miscellaneous Circuits: Enter the total number of miscellaneous items in service at the beginning of the quarter. These items and their source are as follows:

ITEM	SOURCE
(a) Teletypewriters— Exchange and Private	Source material M.R. No. 7
(b) Access Lines — WATS and WADS	Source material M.R. No. 7
(c) Mobile Signalling Sets (Excluding Pocket Type)	Radiotelephone Form E-4416
(d) Mobile Tele- phones — Private	Source material Form E-4416
(e) PBX Trunks	Source material M.R. No. 7

2.12 Line 7: Control Terminal in Service (General Mobile): Enter the number of control terminals in service on general mobile systems at the beginning of the quarter. Data may be taken from the Radiotelephone equipment inventory on Form E-4408B, covered in Section 015-708-010.

Note: The work unit factors for Lines 2 through 7 are monthly units; on quarterly reports, they should be multiplied by three.

2.13 Line 8: Cable Pair Transfer (Working Lines) — Total: Enter the total number of *working lines* on completed cable transfer forms. Data may be taken from line with same title on Form E-4437.

2.14 Line 9: Line and Station Transfer — Other: Tally one for each transfer of a line circuit from one cable pair to another cable pair or main station(s) from one line circuit to another line circuit made for other than service order reasons. Do not count more than one transfer for associated party line stations transferred to the same line circuit. Transfers counted on this line include party line reassociations, trans-

fers to clear clashes, reconcentrations, etc. Data may be taken from line with same title on Form E-4437.

2.15 Line 10: Station in Dial Conversion: Enter the total stations involved in dial conversion work during the period covered by this report. Where dial conversion work extends over more than one report period, the total stations may be prorated to this form in a manner suitable to the reporting service center. In this case, however, care should be taken to include in the aggregate of all reporting periods no more stations than working at time of cutover. Data may be taken from line with same title on Form E-4437.

2.16 Line 11: Station in Number Change: Enter the number of stations involved in number changes during the period covered by this report. Where the number change work extends over more than one report period, the total stations may be prorated to this report in a manner suitable to the reporting service center. In this case, however, care should be taken to include in the aggregate of all reporting periods no more stations than working at time of cutover. Data may be taken from line with same title on Form E-4437.

2.17 Line 12: Traffic Department Line Transfer: Enter the number of transfers of central office lines shown on completed Traffic Department line transfer forms. Data may be taken from line with same title on Form E-4437.

2.18 Line 14: Total Subscriber Line Testing: Enter the sum of the work units in Column C for Lines 1 to 13, inclusive. The use of Columns D and E is optional. When used, Column D should show the total hours charged to Account 603-01 (Subscriber Line Testing).

SERVICE ORDER TESTING

Inward Items

2.19 Line 15: Company Telephones: Main (Excluding Mobile): Enter the total number of main (residence and business) telephones (excluding mobile) classified as *inward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.20 Line 16: Company Telephones: P.B.X. and Centrex: Enter the total number of P.B.X. (residence and business) and centrex (company and customer) telephones classified as *inward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.21 Line 17: Company Telephones: Extensions: Enter the total number of extension (residence and business) telephones classified as *inward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.22 Line 18: Private Line Telephones: Enter the total number of private line telephones classified as *inward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.23 Line 19: Miscellaneous Circuits: Enter the number of miscellaneous items *installed* during the period under report. These items and their source are as follows:

ITEM	SOURCE
(a) P.B.X. Trunks	Source material M.R. No. 7
(b) Teletypewriters— Exchange and Private	Source material M.R. No. 7
(c) Access Lines — WATS and WADS	Source material M.R. No. 7
(d) Program Circuits (equalized)	Part 5 — Form E-4434
(e) Special Service Lines (unequalized)	Part 5 — Form E-4434

2.24 Line 20: Special Stations: Enter the total number of special stations installed during the period under report. The data may be obtained from the special station count on Form E-4434.

Outward Items

2.25 Line 21: Company Telephones: Main (Excluding Mobile): Enter the total number of main (residence and business) telephones (ex-

cluding mobile) classified as *outward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.26 Line 22: Company Telephones: P.B.X. and Centrex: Enter the total number of P.B.X. (residence and business) and centrex (company and customer) telephones classified as *outward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.27 Line 23: Company Telephones: Extensions: Enter the total number of extensions (residence and business) telephones classified as *outward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.28 Line 24: Private Line Telephones: Enter the total number of private line telephones classified as *outward movement* for the period under report. Data should agree with the source material used to compile the M.R. No. 7.

2.29 Line 25: Miscellaneous Circuits: Enter the total number of miscellaneous items *removed or disconnected* during the period under report. These items and their source are as follows:

ITEM	SOURCE
(a) P.B.X. Trunks	Source material M.R. No. 7
(b) Teletypewriters— Exchange and Private	Source material M.R. No. 7
(c) Access Lines — WATS and WADS	Source material M.R. No. 7
(d) Program Circuits (equalized)	Form E-4434
(e) Special Service Lines (unequalized)	Form E-4434

Other Items

2.30 Line 26: Miscellaneous Service Orders: Enter the number of miscellaneous service orders completed during the period under report.

Data may be taken from line with same title on Form E-4437.

2.31 Line 27: Line and Station Transfer—Service Order: Tally one for each transfer of a line circuit from one cable pair to another cable pair or main station(s) from one line circuit to another line circuit made in connection with the assignment of service orders. Do not count more than one transfer for associated party line stations transferred to the same line circuit. Transfers counted on this line include transfers made to create vacancies for new or regrade service orders. Data may be taken from lines with the same title on Form E-4437.

2.32 Line 29: Total Service Order Testing: Enter the sum of the work units in Column C for Lines 15 through 28. The use of Columns D and E is optional. When used, Column D should show the total hours charged to service order testing work before hours are prorated to the field accounts.

INSTALLATION ASSIGNMENT

Inward Items

2.33 Line 30: Business: Main Telephones, Miscellaneous Circuits and Private Line Telephones: The *inward* items tallied on this line and their source are as follows:

ITEM	SOURCE
(a) Main Telephones— Business (exclud- ing Mobile)	Source material M.R. No. 7
(b) Miscellaneous Circuits	Same as Line 19
(c) Private Line Telephones	Same as Line 18

2.34 Line 31: Business: P.B.X. and Centrex: Enter the total number of *inward* P.B.X. and Centrex telephones as shown on Line 16.

2.35 Line 32: Business: Special Stations: Enter the total number of *inward* special stations as shown on Line 20.

2.36 Line 33: Residence: Main: Enter the total number of main residence telephones classified as *inward movement* for the period un-

der report. Data should agree with the source material used to compile the M.P. No. 7.

2.37 Line 34: Business and Residence: Extensions: Enter the total number of *inward* extension telephones as shown on Line 17.

Outward Items

2.38 Line 35: Business and Residence: Main Telephones, Miscellaneous Circuits, and Private Line Telephones: The *outward* items tallied on this line and their source are as follows:

ITEM	SOURCE
(a) Main Telephones (excluding Mobile)	Same as Line 21
(b) Miscellaneous circuits	Same as Line 25
(c) Private Line Telephones	Same as Line 24

2.39 Line 36: Business and Residence: P.B.X. and Centrex: Enter the total number of *outward* P.B.X. and Centrex telephones as shown on Line 22.

2.40 Line 37: Business and Residence: Extensions: Enter the total number of *outward* extension telephones as shown on Line 23.

Other Items

2.41 Line 38: Miscellaneous Service Orders: Enter the number of miscellaneous service orders completed during the period under report. Data may be taken from line with same title on Form E-4437 or from Line 26 of this form.

2.42 Line 39: Line and Station Transfer — Service Order: Enter the total number of line and station transfers made in connection with service order work as shown on Line 27.

2.43 Line 40: Line and Station Transfer — Other: Enter the total number of line and station transfers made in connection with work other than service order as shown on Line 9.

2.44 Line 41: Station in Dial Conversion: Enter the total stations involved in dial conversion work during the period covered by this report. This is the same figure as on Line 10, Column A.

2.45 Line 42: Station in Number Change: Enter the number of stations involved in number changes during the period covered by this report. This is the same figure as on Line 11, Column A.

2.46 Line 43: Traffic Department Line Transfer: Enter the same figure as on Line 12, Column A.

2.47 Line 45: Total Installation Assignment: Enter the sum of the work units in Column C for Lines 30 through 43. The use of Columns D and E is optional. When used, Column D should show the total assignment hours charged to station accounts before hours are prorated to the field accounts.

CABLE ASSIGNMENT

2.48 Line 46: Cable Pair Transfer — Aerial (Working Lines): Enter the total number of working lines on completed cable transfer forms associated with aerial cable. Data may be taken from line with same title on Form E-4437.

2.49 Line 47: Cable Pair Transfer — Underground (Working Lines): Enter the total number of working lines on completed cable transfer forms associated with underground cable. Data may be taken from line with same title on Form E-4437.

2.50 Line 48: Cable Pair Transfer — Other (Working Lines): Enter the total number of working lines on completed cable transfer forms not associated with aerial or underground cable. Data may be taken from line with same title on Form E-4437.

2.51 Line 49: Total Cable Assignment: Enter the sum of the work units in Column C for Lines 46 through 48. The use of Column D is optional. When used, Column D should include all hours charged to cable assignment work.

TOTAL SERVICE CENTER

2.52 *Line 50: Total Service Center:* Enter the sum of Lines 14, 29, 45 and 49.

2.53 *District-Division-Company-Area:* Fill in the spaces to clearly identify the reporting service center and administrative unit for which

the report is compiled. Use the blank space to identify service center and any other territorial coverage not otherwise evident from the other entries.

2.54 *Period Covered:* Indicate in the space the period covered by the data on the form.

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E-4438
(5-64)
STANDARD

**WORK UNITS
SUBSCRIBER LINE TESTING AND ASSIGNMENT**

ITEM			A	B	C	D	E	
			NUMBER OF ITEMS	WORK UNITS PER ITEM	WORK UNITS (AxB)	HOURS	WORK UNITS PER HOUR (C÷D)	
SUBSCRIBER LINE TESTING	CUSTOMER REPORTS			1.440				
	ITEMS IN SERVICE	COMPANY TELEPHONES	MAIN (EXCL. MOBILE)		.034			
			P.B.X. AND CENTREX		.009			
			MOBILE (EXCL. POCKET TYPE)		.523			
		PRIVATE LINE TELEPHONES			.034			
		MISC. CIRCUITS (SEE TEXT)			.034			
		CONTROL TERMINAL (GEN'L. MOBILE)			53.600			
		CABLE PAIR TRANSFER - TOTAL (WK. LINES)			.510			
		LINE AND STATION TRANSFERS - OTHER			.885			
		STATION IN DIAL CONVERSION			.663			
		STATION IN NUMBER CHANGE			.502			
		TRAFFIC DEPT. LINE TRANSFERS			.744			
	TOTAL SUBSCRIBER LINE TESTING (SUM OF LINES 1 through 13)							
SERVICE ORDER TESTING	INWARD	COMPANY TELEPHONES	MAIN (EXCL. MOBILE)		.717			
			P.B.X. AND CENTREX		.325			
			EXTENSIONS		.131			
			PRIVATE LINE TELEPHONES			.717		
			MISC. CIRCUITS (SEE TEXT)			.717		
			SPECIAL STATIONS (SEE TEXT)			.728		
	OUTWARD	COMPANY TELEPHONES	MAIN (EXCL. MOBILE)		.533			
			P.B.X. AND CENTREX		.325			
			EXTENSIONS		.131			
			PRIVATE LINE TELEPHONES			.533		
			MISC. CIRCUITS (SEE TEXT)			.533		
			MISCELLANEOUS SERVICE ORDERS			.469		
		LINE AND STATION TRANSFERS - SERVICE ORDER			.808			
	TOTAL SERVICE ORDER TESTING (SUM OF LINES 15 through 28)							
INSTALLATION ASSIGNMENT	INWARD	BUSINESS	MAIN, MISC. CKTS., AND PRI. LINE		3.020			
			P.B.X. AND CENTREX		1.260			
			SPECIAL STATIONS (SEE TEXT)		3.070			
		RESIDENCE	MAIN		2.720			
			BUS. & RES. EXTENSIONS		.441			
	OUTWARD	BUSINESS AND RESIDENCE	MAIN, MISC. CKTS., AND PRI. LINE		2.100			
			P.B.X. AND CENTREX		.681			
		RESIDENCE	EXTENSIONS		.441			
		MISCELLANEOUS SERVICE ORDERS			1.740			
		LINE AND STATION TRANSFERS	SERVICE ORDER		1.300			
	OTHER			1.300				
	STATION IN DIAL CONVERSION			.697				
	STATION IN NUMBER CHANGE			.041				
	TRAFFIC DEPT. LINE TRANSFER			.928				
TOTAL INSTALLATION ASSIGNMENT (SUM OF LINES 30 through 44)								
CABLE ASSIGN.	CABLE PAIR TRANSFER (WORKING LINES)	AERIAL		.627				
		UNDERGROUND		.627				
		OTHER		.627				
TOTAL CABLE ASSIGNMENT (SUM OF LINES 46 through 48)								
TOTAL SERVICE CENTER (SUM OF LINES 14, 29, 45 and 49)								
DIVISION DISTRICT			COMPANY AREA					
			PERIOD COVERED					