

RADIO ADMINISTRATION MOBILE RADIO

REPAIR REPORTS—ANOTHER POINT OF REGISTRY—FORM E-3587

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1. GENERAL

1.01 This section covers the description and use of Form E-3587, Report of Mobile Station Repairs, Fig. 1. The form is to be used for reporting the detail of a subscriber's trouble report cleared on a mobile station at a location other than its own point of registry.

1.02 This section is revised to accomplish the following:

- (a) Include preparation of Form E-4732, or equivalent, for trouble report.
- (b) Make minor changes in procedures.

Since the changes are general in nature, change arrows have been omitted.

1.03 The form is 3-1/4 in. x 5-1/2 in. in size and is designed to be filled out at the Mobile Repair Service or Mobile Repair Center of the city where the trouble is cleared, and mailed to the Mobile Repair Service at the point of registry of the repaired station. The address may be obtained from either FCC Form 452-C or Form E-4973, Transmitter Identification Tag, which is attached to the station equipment. See Section 400-200-020.

1.04 Upon receipt of the Form E-3587, the Mobile Repair Service at the point of registry should enter the details of the trouble on the appropriate subscriber mobile station card, and also prepare Form E-4732, Customer Trouble Report Ticket, as a Customer-Relayed (Cust-Rel) report. See Section 400-200-008.

1.05 Form E-3587 provides spaces for indicating the nature of the trouble reported, the trouble found, units replaced, if any, etc. Frequency, power, and modulation deviation measurement should always be made in connection with all repair visits to "out-of-town" stations when the transmitter is worked on, and if practicable, in all other cases. Record the results on Form E-3743, Mobile Transmitter Technical Log, and forward it with Form E-3587 to the distant Mobile Repair Service. This will tend to avoid costly frequency and modulation deviation measurements at a later date on these roving stations. See Section 400-200-020 for preparation of Form E-3743.

2. PREPARATION OF FORM E-3587

2.01 *City of Registry and Mobile Telephone No.:* Enter in this space the name of the point of registry and the mobile telephone number as they appear on the number designation strip of the mobile station control unit.

2.02 *Date Rec. and Time Rec.:* Show the date and time of the initial subscriber report.

2.03 *Nature of Trouble Reported:* Enter the details of the subscriber trouble report.

2.04 *Repairs Made At:* Enter a check mark in appropriate square.

2.05 *Repaired During:* Enter a check mark in the appropriate square to indicate whether repairs were made during normal working hours or at "other" times.

2.06 *Trouble Found, Cause, Work Done, and Units Replaced:* Sufficient information should be shown to permit complete entries to be made at the point of registry on the subscriber Mobile Station Card, Form E-3569 or E-3570, and on the Mobile Service Trouble Summary, Form E-2700. If the trouble investigation indicated that the trouble was caused by the battery or other equipment for which the subscriber is responsible,

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indicate what action was suggested to the customer. When work is performed on the transmitter, it will be satisfactory to enter the words "See attached Form E-3743" on which such data must be entered.

2.07 Serial Number Replacing Units: If the transmitter and/or receiver are replaced, enter the serial number of the new replacing units in this space. If no replacement is made, enter "None" in these spaces.

2.08 Trouble Code: Enter the trouble disposition code assigned to the trouble report. See Bell System Practices 660 series.

2.09 Time O.K. and Date O.K.: Enter the time and date on which service was restored, either by repair or unit replacement.

2.10 City and State in Which Repairs Were Made: Enter the city and state in which the repairs were made.

2.11 Name of Telephone Company and Repairmen: Enter this information as indicated including the name of the repairman in the space provided.

2.12 The Mobile Repair Service or Mobile Service Center at the location where the repairs are made is responsible for preparation of Form E-3587, obtaining the frequency, power, and modulation deviation measurement from Form E-3743 prepared by the repairman and mailing both forms to the proper Mobile Repair Service as indicated in Paragraph 1.03.

REPORT OF MOBILE STATION REPAIRS

City of Registry and Mobile Telephone No.		Date Rec.	Time Rec.
Nature of Trouble Reported		Repairs Made At <input type="checkbox"/> Mobile Repair Center <input type="checkbox"/> Subscriber's Premises <input type="checkbox"/> Other	
Trouble Found, Cause, Work Done and Units Replaced		Repaired During <input type="checkbox"/> Regular Hours <input type="checkbox"/> Other	
		Serial Number Replacing Units	
		Trans. _____	
		Recvr. _____	
		Trouble Code _____	
		Time O.K.	Date O.K.
City and State in which Repairs were Made	Name of Telephone Co.		Note Enter New Freq. and Modulation Measurement on Form E-3743 and Forward it with this Card
	----- Repairman		

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Fig. 1—Report of Mobile Station Repairs—Form E-3587