

CUSTOMER OWNED CUSTOM TELEPHONE SETS

1. GENERAL

1.01 This section defines installation and maintenance procedures for customer-owned custom telephone sets, including approved housings, antique/decorator sets and genuine antique sets.

1.02 This section is reissued to:

- (A) Make reference to the 581A Telephone Set Base, and 6T/6U Dials.
- (B) Include new wording of approved housing identification.
- (C) Rearrange format.
- (D) Delete reference to Form 369.
- (E) Revise reference to Form 5498.

2. IDENTIFICATION

2.01 Customer-owned custom telephone sets are divided into two general categories:

- (A) Approved Housings - Consists of an empty shell stenciled by the manufacturer with his name, model and the following: "This enclosure conforms to Specification CAK, Bell System Identification Number XXX-XXX." (The first two characters of the number indicate the year of approval, the third the manufacturer code and the last three will be assigned in numerical sequence, i.e. "70T-111").

Note: The older approval designation "This enclosure conforms to drawing B 696501" shall continue to be honored as an approved housing.

- (B) Non-approved Telephone Sets - Any housing or complete telephone set not meeting the requirements as outlined above.

3. SERVICE ORDER CODES

3.01 CAK - Approved Housing
CAW - Non-approved Set - (standard procedure)
F87 - Non-approved Set (requiring special-assembly routine by reason of unusual conversion cost)
CAN - Set previously modified (customer move)

3.02 Cord color - fourth suffix:

B - Black	G - Green	T - Turquoise	V - Ivory
D - Grey	L - Blue	Y - Yellow	W - White
E - Beige	P - Pink	R - Red	

3.03 Finger wheel color - fifth suffix:

C - Chrome	T - Transparent (non-approved set only)
G - Gold	X - No dial

4. INSTALLATION - CUSTOMER OWNED APPROVED HOUSING (CAK)

4.01 Upon receipt of a service order the Dispatch Center shall:

(A) Order the appropriate components in colors as indicated by the service order.

1. Base, Set, Telephone, 581A
2. Dial, 6T, (Chrome) or Dial, 6R, (Gold)
3. Cord, Handset, H4CJ-(color code and length)
4. Cord, Mounting, D4BJ-(color code and length)

(B) Process the service order in the normal manner.

4.02 The installer shall:

(A) Verify that the housing is approved in accordance with 2.01 (A).

Note: Housings not meeting the above requirement shall be treated as a Non-approved Telephone Set, (CAW) (F87).

(B) Install components in the housing in accordance with BSP 503-100-102. This work will be done on the customer's premises. If difficulty is encountered with an approved housing, the installer shall notify his foreman. The foreman shall, if appropriate, furnish the Station Methods group with all pertinent information to assist in their resolving of the difficulty.

5. INSTALLATION - CUSTOMER-OWNED NON-APPROVED SET (CAW) (F87)

5.01 Upon receipt of a service order the Dispatch Center shall:

- (A) Attach Form 5498 (Special Telephone Receipt) to the service order and lay out for set pickup.
- (B) Alert the responsible installation foreman.

5.02 The installer shall:

- (A) Pick-up set, complete Form 5498 and provide the customer with the original copy.
- (B) Pack set to provide adequate protection in transit to garage.
- (C) Deliver the telephone set, service order, the duplicate and triplicate copies of the Form 5498 to the installation foreman.

5.03 The installation foreman shall:

- (A) Insure that the Form 5498 contains the following information.

- ① Customer's name and address.
- ② Service Order number.
- ③ Customer telephone number.
- ④ Date set picked-up.
- ⑤ Installer's signature.
- ⑥ Estimate value.
- ⑦ Description of set. (Note any defects such as missing or broken parts or physical damage to the housing).
8. Location of dial if applicable, be specific, i.e. inside, outside, center of shelf, center 8 inches from bottom of set, etc.

Note: Requests for Touch-Tone dial will require a special assembly routine (F87).

9. Type or color of finger wheel (see service order)
10. Color of cords (see service order).

Note: Wooden antique magneto sets will be equipped with a R2DW brown fabric cord at the W.E. Co. shop.

11. Serial number and manufacturer's name if obtainable.
12. Return address, Installation and Dispatch Foreman's telephone numbers.

- (B) Attach the duplicate copy of Form 5498 to the service order and return to the Dispatch Center for retention and filing with PD copy until a due date has been established.
- (C) Arrange to pack set in a carton with Kimpak, enclose triplicate copy of Form 5498, mark carton "Custom Modification" and ship via the Supply Truck to:

Supply Department
48 Boston Post Road
Orange, Conn.

Note: Do not ship via company mail.

5.04 The Supply Department shall follow one of the following procedures:

- (A) Notify the dispatch foreman when the set is modified and is ready for shipment.
- (B) Notify the dispatch foreman that unusual costs require the special assembly routine be followed.
- (C) Notify the dispatch foreman that the set cannot be modified and is ready to be returned.

5.05 The dispatch foreman shall follow one of the following procedures:

- (A) Contact the local Business Office to request a due-date and access for completion of the associated service order.

- (B) Inform the local Business Office that a special assembly routine will be required and request they follow-up on this with the customer.
- (C) Inform the local Business Office that the set cannot be modified, request cancellation of the associated service order and arrange for return of the set to the customer.

5.06 The installer shall:

- (A) Install the modified custom telephone set in accordance with BSP 503-100-120 or attached drawings (to be left on job). Return the customer owned parts removed by W.E. Co.
- (B) Return custom telephone sets, that cannot be modified, to the customer.
- (C) Obtain, in either case, the original receipt (Form 5498) from the customer and attach it to the service order. If the Form 5498 cannot be obtained, this shall be noted on the service order PW copy.

6. INSTALLATION-CUSTOMER OWNED TELEPHONE SET PREVIOUSLY MODIFIED AND CONTAINING BELL SYSTEM COMPONENTS (CAN)

6.01 The installer shall:

- (A) Verify that the telephone set has been modified and contains Bell System components. (If not, the dispatcher shall request the Business Office to renegotiate with the customer).
- (B) Install the set in accordance with BSP 503-100-120 or attached drawings.
- (C) Request the issuance of an exception report.

7. MAINTENANCE-CUSTOMER OWNED APPROVED HOUSINGS (CAK)

7.01 Maintenance shall be limited to repair of Bell System components. The customer is responsible for all repairs to their housing.

7.02 In the event the customer's housing requires repair, the repairman shall:

- (A) Remove all Bell System components from the housing.
- (B) Install a standard telephone set if required. A service order must be requested for a change of equipment.
- (C) Instruct the customer to call the Business Office to arrange for reinstallation when housing repairs are complete.
- (D) Return Bell System components to the Supply Department.

8. MAINTENANCE-CUSTOMER OWNED NON-APPROVED TELEPHONE SETS (CAN)
(F87)

- 8.01 Maintenance shall be limited to repair of Bell System and W.E. Co. modified components. The customer is responsible for all other repairs.
- 8.02 Repairs determined to be customer responsibility shall be processed in the same manner as a Customer Owned Approved Housing.
- 8.03 If repairs to modified components are required and cannot be made in the field and the set must be shipped to W.E. Co. for repairs, the repairman shall:
- (A) Substitute a standard telephone set.
 - (B) Complete a Form 5498 (receipt form) and give the original copy to the customer.
 - (C) Return the telephone set, duplicate and triplicate copies of the Form 5498 to the repair foreman.
 - (D) The repair foreman shall process the telephone set as outlined in 5.03 above, entering a description of required repairs on the Form 5498 as appropriate:
 - (E) If the telephone set cannot be repaired by the W.E. Co., the Business Office must be notified to renegotiate with the customer.

9. MAINTENANCE-CUSTOMER OWNED TELEPHONE SET PREVIOUSLY MODIFIED
(CAN)

- 9.01 Verify whether Approved Housing or Non-Approved Set and proceed as outlined in Part 7 or 8 as appropriate.

10. REMOVAL-ALL CUSTOMER OWNED CUSTOMER TELEPHONE SETS
PERMANENTLY REMOVED FROM SERVICE

- 10.01 Remove all Bell System components and return to the Supply Department.
- (A) If the Bell System components are left in the customer-owned telephone set an exception report will be required.
- 10.02 The customer will retain their telephone housing.

11. CUSTOMER MOVING OR REQUESTING DUAL SERVICE

- 11.01 Substitute a standard telephone set at the F location if requested. A service order to change equipment will be required in these cases.
- 11.02 The customer will be responsible for transporting the custom telephone set to the new location.

FORM 5498 (8-71)

(Ref. B.S.P. 469 - 050 - 906SN)

SPECIAL TELEPHONE RECEIPT

IMPORTANT - PLEASE READ: *The Telephone Company Assumes NO Liability for Maintenance, Repair or Replacement of Customer Owned Parts Including Enclosures, nor for Damage Resulting from Modification.*

CUSTOMER NAME 1		
ADDRESS	CITY	STATE
SERVICE ORDER NUMBER 2	CUSTOMER TELEPHONE NUMBER 3	
DATE SET PICKED UP 4	INSTALLER'S SIGNATURE 5	
CUSTOMER'S ESTIMATED VALUE 6	CUSTOMER'S INITIALS	

Description of Antique or Decorator Type Telephone - Note Any Defects

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LOCATION OF DIAL (WHERE APPLICABLE) 8	TYPE/COLOR OF FINGER WHEEL 9	COLOR OF CORD DESIRED 10
SERIAL NO. OF CUST.'S SET 11	MFG. NAME OF CUST.'S SET	

Return Set To: 12	FOREMAN	
	ADDRESS	CITY
INST. FOREMAN'S TEL. NO.		DISPATCH FOREMAN'S TEL. NO.

CUSTOMER'S SIGNATURE (WHEN SET IS RETURNED) 13	DATE SET RETURNED 14
INSTALLER'S INITIALS	

DISTRIBUTION
 Original - Customer Receipt
 Duplicate - Service Order Copy
 Triplicate - Set Copy