

MAINTENANCE TICKET AND CABLE LOCATION ASSIGNMENT - FORM S-6218B  
OUTSIDE PLANT DAMAGE REPORT - FORM S-6218A

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1. GENERAL

- 1.01 This Section describes the use and preparation of Form S-6218B and 6218A.
- 1.02 This Section is reissued to include revisions to Form S-6218A to aid in claims processing procedures.
- 1.03 The revised Form S-6218B will replace and eliminate the use of Form S-6219 in Southwestern Bell.
- 1.04 This Section replaces Section 469-060-922SW, Issue D, January, 1988.

2. DESCRIPTION

- 2.01 The front side of Form S-6218B (Figure 1) is used by field technicians to record information received from the Maintenance Center (MC) or Technician Access Network (TAN) regarding exchange or cable trouble conditions and for reporting the investigation and disposition of these conditions.
- 2.02 The back side of Form S-6218B (Figure 2) is used by field technicians to record cable location or service order assignments received from the Maintenance Center or Technician Access Network and for reporting the disposition and completion data of these assignments.

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2.03 Form S-6218A (Exhibit 1) is used by field technicians to report accidental damage to the Company's telephone plant such as poles, cables, conduit, etc., caused by automobiles, trucks, excavating equipment, etc.

3. PREPARATION OF FORM S-6218B

3.01 Field technicians shall prepare Form S-6218B for each exchange/cable trouble, cable location, or service order assignment and attach the form to their daily work report.

A separate ticket should be prepared for time not spent on trouble or location assignments, such as training or meetings.

3.02 Following is the description of entries to be made by the field technician in the space identified by the numeric "Call-Outs." (See Figure 1.)

NOTE: The numbers and pound symbol (#) located next to certain items corresponds to the Job Item number for TAN.

3.03 The reverse side of Form S-6218B is used for recording cable location or service order assignments, and reporting additional exchange/cable trouble or repair information. The cable location assignment and disposition information or service order assignment and completion data should be accurate, specific and as complete as possible. If the cable or other plant is subsequently damaged, this information may be very useful in damage claim preparation.

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S-6218 B  
(Rev. 11-87)

**Southwestern Bell Telephone**  
Retain 3 months, until \_\_\_\_\_

**MAINTENANCE TICKET**

Port Number \_\_\_\_\_ / \_\_\_\_\_

1# LMOS TTN \_\_\_\_\_ 2# Tel. No. \_\_\_\_\_ TT

3# Comm. Time \_\_\_\_\_ 4# Comm. Date \_\_\_\_\_

5# OOS YES  NO  6# Ckt. Type \_\_\_\_\_

7# Cust. Name \_\_\_\_\_

8# Cust. Add. \_\_\_\_\_

9# Cust. Loc. \_\_\_\_\_ Contact \_\_\_\_\_  
10# Number \_\_\_\_\_

11# Acc. Rmk. \_\_\_\_\_

12# Trbl. Des. \_\_\_\_\_

13# Link Job TTN \_\_\_\_\_ 14# Link Job Status \_\_\_\_\_

15# MLT Test \_\_\_\_\_

16# Scr. Narr. \_\_\_\_\_

	CABLE	PAIR	BP	COLOR	TERMINAL
F1	17#	18#	19#	20#	21#
F2					
FZ	22#	23#	24#	25#	26#

27# CTTN \_\_\_\_\_ 28# Mtee. Contract YES  NO

29# INLINE  INLINE +  OWMP  Last Cleared Date \_\_\_\_\_

Rec. Date \_\_\_\_\_ Time \_\_\_\_\_ Disp. Date \_\_\_\_\_ Time \_\_\_\_\_

Cust. Ntfd. YES  NO  Clear Date \_\_\_\_\_ Time \_\_\_\_\_

Type \_\_\_\_\_ Disp. \_\_\_\_\_ Cause \_\_\_\_\_ FL1 \_\_\_\_\_ FL2 \_\_\_\_\_ FL3 \_\_\_\_\_

Customer Billing YES  NO  Charge Type \_\_\_\_\_

Initial Incr. + \_\_\_\_\_ Additional/O. E. \_\_\_\_\_

Ckt. Type 1#TL 2#TK 3#EX RPT.SRC. \_\_\_\_\_ REPAIR CAT. \_\_\_\_\_

Core Cond. 1#P 2#V 3#F 4#O 5#U 6#R Sheath Type 1#L 2#P 3#A

Type of Insulation 1#PC 2#PP 3#DP Conductor Type 1#A 2#C

Special Study \_\_\_\_\_ BUR  AER  SUBM  UG

Opening No. \_\_\_\_\_ Closing No. \_\_\_\_\_ OVER

Trouble Address \_\_\_\_\_

Trouble Cause \_\_\_\_\_

Narr./Remarks \_\_\_\_\_

Protector Routed YES  NO  Job Complete YES  NO

Claim No. \_\_\_\_\_ OSP Damage Report (S-6218A) Prepared YES  NO

\_\_\_\_\_ Bad Plant Condition Report Prepared YES  NO

BWWO# \_\_\_\_\_ Database Correction Form Prepared YES  NO

TELEPHONE NO.	PTY	TELEPHONE NO.	PTY	EMP. INIT.
				TECH NO.
				CREW

S-6218 B  
(Rev. 11-87)

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**MAINTENANCE TICKET**

Port Number 1 / 2

1# LMOS TTN 3 2# Tel. No. 4 TT

3# Comm. Time 5 4# Comm. Date 6

5# OOS YES  NO  7 6# Ckt. Type 8

7# Cust. Name 9

8# Cust. Add. 10

9# Cust. Loc. 11 Contact 12  
10# Number \_\_\_\_\_

11# Acc. Rmk. 13

12# Trbl. Des. 14

13# Link Job TTN 15 14# Link Job Status 16

15# MLT Test 17

16# Scr. Narr. 18

	CABLE	PAIR	BP	COLOR	TERMINAL
F1	19	20	21	22	23
F2					
FZ	22#	23#	24#	25#	26#

27# CTTN 24 28# Mtee. Contract YES  NO  25

29# INLINE  INLINE +  OWMP  Last Cleared Date 27

Rec. Date \_\_\_\_\_ Time 28 Disp. Date \_\_\_\_\_ Time 29

Cust. Ntfd. YES  NO  30 Clear Date \_\_\_\_\_ Time 31

Type 32 Disp. 33 Cause 34 FL1 \_\_\_\_\_ FL2 35 FL3 \_\_\_\_\_

Customer Billing YES  NO  36 Charge Type 37

Initial Incr. + 38 Additional/O. E. 39

Ckt. Type 1#TL 2#TK 3#EX RPT.SRC. 40 REPAIR CAT. 41

Core Cond. 1#P 2#V 3#F 4#O 5#U 6#R Sheath Type 1#L 2#P 3#A

Type of Insulation 1#PC 2#PP 3#DP Conductor Type 1#A 2#C

Special Study 43 BUR  AER  SUBM  UG  44

Opening No. 45 Closing No. 46 OVER

Trouble Address 47

Trouble Cause 48

Narr./Remarks 49

Protector Routed YES  NO  50 Job Complete YES  NO  51

Claim No. 55 OSP Damage Report (S-6218A) Prepared YES  NO  52

\_\_\_\_\_ Bad Plant Condition Report Prepared YES  NO  53

BWWO# 56 Database Correction Form Prepared YES  NO  54

TELEPHONE NO.	PTY	TELEPHONE NO.	PTY	EMP. INIT.
<u>57</u>	<u>58</u>			TECH NO. <u>60</u>
				CREW <u>61</u>

Figure 1

MAINTENANCE TICKET

- 1 Port Number: Enter the port number provided by TAN for a new job. (The port number will be needed to report trouble to the system administrator for TAN if trouble is experienced accessing TAN)
- 2 Port Number: Enter the port number provided by TAN to close a job. (This port number will be the same as position 1 if a new job is requested after a close out)

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- 3 LMOS TTN: Enter the LMOS ticket number.
  
- 4 Tel. No.: Enter the customer's telephone number. If the customer has touchtone service, TT should be circled.
  
- 5 Comm. Time: Enter the commitment time given to the customer when service will be restored.
  
- 6 Comm. Date: Enter the commitment date given to the customer when service will be restored.
  
- 7 OOS: Check that the appropriate block that describes the service condition of the customer's service.  
  
      YES = Out of service  
      NO = Not out of service
  
- 8 Ckt. Type: Enter the customer's circuit type.
  
- 9 Cust. Name: Enter the customer's name.
  
- 10 Cust. Add.: Enter the customer's address.
  
- 11 Cust. Loc.: Enter the customer's location.
  
- 12 Contact Number: Enter the contact number provided by the customer for access.
  
- 13 Acc. Rmk.: Enter any special access information provided by the customer for the field technician.
  
- 14 Trbl. Des.: Enter the trouble description reported by the customer.
  
- 15 Link Job TTN: Enter the trouble ticket number of a Linked Job.
  
- 16 Link Job Status: Enter the job status of the Linked Job.
  
- 17 MLT TEST: Enter the test provided by MLT when the trouble report was received by CRSAB.
  
- 18 Scr. Narr.: Enter the screening narrative provided by the Maintenance Center or Auto-Screener.

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- 19 Cable: Enter the cable number in which the trouble was reported. If the trouble was a major cable failure, enter the cable size in addition to the cable number. Space has been provided for the F1, F2, and FZ or last cable.
- 20 Pair: Enter the pair number in which the trouble was reported.
- 21 BP: Enter the binding post number of the pair.
- 22 Color: Enter the color of the pair.
- 23 Terminal: Enter the terminal address.
- 24 CTTN: Enter the cable trouble ticket number used for CRAS. (cable case number)
- 25 Mtce. Contract: Check "YES" or "NO" to indicate if the customer has a maintenance contract.
- 26 Inline Inline+ OWMP: Check the appropriate block to indicate the appropriate maintenance contract.
- 27 Last Cleared Date: Enter the last date a trouble report was received on the customer's number.
- 28 Rec. Date/Time: Enter the date and time the trouble report was received by CRSAB.
- 29 Disp. Date/Time: Enter the date and time the trouble report was dispatched out. (This information is only available on a new job)
- 30 Cust. Ntfd.: Check "YES" or "NO" to indicate whether or not the customer was notified the trouble was cleared.
- 31 Clear Date/Time: Enter the date and time the customer's service was cleared.
- 32 Type: Enter the valid type code indicated by the trouble description.
- 33 Disp.: Enter the four digit disposition code that describes the type of equipment in which the trouble was located and repaired.
- 34 Cause: Enter the three digit cause code that describes the cause of the trouble condition.

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- 35 FL1/FL2/FL3: Enter the numeric value for the first, second, and third special study codes.
- 36 Customer Billing: Check "YES" or "NO" to indicate if the customer was billed for time sensitive repair or a maintenance of service charge.
- 37 Charge Type: Enter the appropriate charge type from the charge type menu. (only if billing was involved)
- 38 Initial Incr. + \_\_\_\_\_ Additional: Enter the number of additional increments.
- 39 O.E.: Enter the office equipment and additional line information associated with the telephone number.
- 40 RPT. SRC.: Enter the appropriate report source for CRAS.
- 41 REPAIR CAT.: Enter the appropriate repair category for CRAS.
- 42 Cable Description: Circle the appropriate letters describing the circuit type, core condition, sheath type, conductor type, and type of insulation.
- 43 Special Study: Use this block to identify special studies that may be conducted.
- 44 BUR/AER/SUBM/UG: Check the appropriate box which describes the classification of cable.
- 45 Opening No.: Enter the opening number given to the field technician by the Maintenance Center prior to opening the cable.
- 46 Closing No.: Enter the closing number given to the field technician by the Maintenance Center prior to closing the cable.
- 47 Trouble Address: Enter the street, pole, or terminal address where the trouble was found.
- 48. Trouble Cause: Enter a brief statement of what caused the trouble.
- 49. Narr./Remarks: Enter the narrative or remarks used when closing out the trouble report.

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- 50 Protector Routined: Check "YES" or "NO" to indicate if a routine check of the protector was performed.
- 51 Job Complete: Check "YES" or "NO" to indicate the status of the repair job.
- 52 OSP Damage Report (S-6218A) Prepared: Check "YES" or "NO" if telephone plant is damaged. If "YES" prepare Form S-6218A.
- 53 Bad Plant Condition Report Prepared: Check "YES" or "NO" if an existing bad plant condition associated with the dispatch was not corrected and Form SW-6989 is prepared as specified in Section 469-060-923SW.
- 54 Database Correction Form Prepared: Check the appropriate block to indicate whether a Database Correction Form (SW-7803) was prepared. Specific use and preparation of this form is explained in Section 469-060-924SW.
- 55 Claim No.: Enter the Claim Number associated with the OSP Damage Report (S-6218A).
- 56 BWVO#: Enter the Buried Wire Work Order number requesting a temporary drop wire to be buried.
- 57 TELEPHONE NO.: Enter the telephone numbers of the associated party line members.
- 58 PTY: Enter the party position of the associated party line members.
- 59 EMP. INIT.: The field technician should enter his/her initials.
- 60 TECH. NO.: The field technician should enter his/her number.
- 61 CREW: The technician should enter his/her crew number.

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3.04 Following is the description of entries to be made on the reverse side of Form S-6218B by the field technician in the space identified by the numeric "Call-Outs." (See Figure 2)

CABLE LOCATION ASSIGNMENT			
SER. NO.	DATE	TIME ASSIGN	TIME OK
COMMITMENT	Date & Time	FIELD CONTACT	Name & Rep. Tel. No.
NAME OF CONTR OF CUST.			
LOCATION OF JOB			Plat or Job No
TYPE OF PLT. INVOLVED:			
NO. & SIZES OF CABLE:			
Arrival on Job Site	Date & Time	Contact On Job	Name & Title
ACTION TAKEN:	YES NO	PLANT MARKED BY:	
Cable Located	<input type="checkbox"/> <input type="checkbox"/>	Stakes	<input type="checkbox"/>
Excav. In Conflict With PLT.	<input type="checkbox"/> <input type="checkbox"/>	Painting	<input type="checkbox"/>
Loc. Info. Given to Contact	<input type="checkbox"/> <input type="checkbox"/>	Warning Signs	<input type="checkbox"/>
Follow Up Visit Required	<input type="checkbox"/> <input type="checkbox"/>	Est. Duration Of Work	____ DAYS
COMMENTS OF ABOVE:			
RPT. SRC.	REPAIR CAT	DISP. CODE	CAUSE CODE
OSP DAMAGE REPORT PREPARED:	YES NO	CLAIM NO.	
BAD PLANT CONDITION PREPARED:	YES NO		
SERVICE ORDER ASSIGNMENT			
Serv. Ord. No.	Tel. No.	DD	CD
Cust. Name			
Cust. Address			
SERVICE AND EQUIPMENT:			
ASSIGNMENT INFO:			
F1 CA/ PR/ BP/ TEA/			
F2 CA/ PR/ BP/ TEA/			
STAT. INFORMATION:			
OCB-Y	OCB-N	CN N	THY THN
SWO	AE	HRS	
IIML	RAML	DML	DPN DPR
CT	LST -A -B -S -I	REA	-I -S
EMPLOYEE NAME	TECH NO.	CREW	

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CABLE LOCATION ASSIGNMENT			
SER. NO.	DATE	TIME ASSIGN	TIME OK
COMMITMENT	Date & Time	FIELD CONTACT	Name & Rep. Tel. No.
NAME OF CONTR OF CUST.			
LOCATION OF JOB			Plat or Job No
TYPE OF PLT. INVOLVED:			
NO. & SIZES OF CABLE:			
Arrival on Job Site	Date & Time	Contact On Job	Name & Title
ACTION TAKEN:	YES NO	PLANT MARKED BY:	
Cable Located	<input type="checkbox"/> <input type="checkbox"/>	Stakes	<input type="checkbox"/>
Excav. In Conflict With PLT.	<input type="checkbox"/> <input type="checkbox"/>	Painting	<input type="checkbox"/>
Loc. Info. Given to Contact	<input type="checkbox"/> <input type="checkbox"/>	Warning Signs	<input type="checkbox"/>
Follow Up Visit Required	<input type="checkbox"/> <input type="checkbox"/>	Est. Duration Of Work	____ DAYS
COMMENTS OF ABOVE:			
RPT. SRC.	REPAIR CAT	DISP. CODE	CAUSE CODE
OSP DAMAGE REPORT PREPARED:	YES NO	CLAIM NO.	
BAD PLANT CONDITION PREPARED:	YES NO		
SERVICE ORDER ASSIGNMENT			
Serv. Ord. No.	Tel. No.	DD	CD
Cust. Name			
Cust. Address			
SERVICE AND EQUIPMENT:			
ASSIGNMENT INFO:			
F1 CA/ PR/ BP/ TEA/			
F2 CA/ PR/ BP/ TEA/			
STAT. INFORMATION:			
OCB-Y	OCB-N	CN N	THY THN
SWO	AE	HRS	
IIML	RAML	DML	DPN DPR
CT	LST -A -B -S -I	REA	-I -S
EMPLOYEE NAME	TECH NO.	CREW	

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Figure 2

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CABLE LOCATION ASSIGNMENT SECTION

- 1 Ser. No.: Enter the serial number assigned by the MC for the plant location request.
- 2 Date: Enter the date the job is received by the field employee.
- 3 Time Assign: Enter the time the job assignment is received by the field technician or the time when the dispatched technician leaves a previous job to start on this assignment.
- 4 Time OK: Enter the time the job assignment is reported to the Maintenance Center as complete or the time the field employee is ready to start on a new assignment.
- 5 Commitment: Enter the date and time of commitment made with the calling party for the location request.
- 6 Field Contact: Enter the name of the person to contact at the job site and the reference telephone number of the contact or calling party.
- 7 Name of Contr. of Cust.: Enter the name of the contractor, utility, etc., responsible for digging.
- 8 Location of Job: Enter the location of the excavation; use address or other description for positive location.
- 9 Plat or Job No.: Enter plant location plat number or engineering work order number.
- 10 Type of Plt. Involved: Enter the type of plant involved such as; 4 duct conduit, buried PIC cable, etc.
- 11 No. & Sizes of Cable: Enter the number and sizes of all involved cables.
- 12 Arrival on Job Site: Enter the date and time the field employee arrives at the job site.
- 13 Contact on Job: Enter the name and title of contractor's job supervisor, machine operator, etc. contacted on the job responsible for the excavation work.

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- 14 Action Taken-Plant Marked By: Check the appropriate boxes to indicate on a positive basis all actions taken by the locator regarding the plant involved with the excavation, method of marking the plant and if a follow up visit(s) will be required. Also enter the estimated number of days the contractor will require to complete the excavation work.
- 15 Comments of Above: Enter any other pertinent information available concerning the location assignment.
- 16 RPT. SRC.: Enter the appropriate report source for CRAS.
- 17 REPAIR. CAT.: Enter the appropriate repair category for CRAS.
- 18 DISP. CODE: Enter the four digit disposition code that describes the type of equipment in which the trouble was located and repaired.
- 19 CAUSE CODE: Enter the three digit cause code that describes the cause of the trouble condition.
- 20 OSP Damage Report (S-6218A) Prepared: Circle "YES" or "NO" if telephone plant is damaged. If "YES" prepare Form S-6218A.
- 21 Bad Plant Condition Report (SW-6989) Prepared: Circle "YES" or "NO" if an existing bad plant condition associated with the dispatch was not corrected and Form SW-6989 is prepared as specified in Section 469-060-923SW.
- 22 Claim No.: Enter the Claim Number associated with the OSP Damage Report (S-6218A).
- 23 Serv. Ord. No.: Enter the service order number.
- 24 Tel. No.: Enter the telephone number associated with the service order.
- 25 DD: Enter the due date of the service order.
- 26 CD: Enter the completion date of the service order.
- 27 Cust. Name: Enter the customer's name associated with the service order.
- 28 Cust. Address: Enter the customer's address.

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- 29 Service and Equipment: Enter the service and equipment to be installed on the service order.
- 30 Assignment Info.: Enter the assignment for the service order.
- 31 OCB-Y: Enter the initials of the employee completing the order and the time the order was completed. This field identifier (FID) should be used for Customer Premises Related Work and be reported in conjunction with THY and HRS.
- 32 OCB-N: Enter the initials of the employee completing the order and the time the order was completed. This FID should be used for Network Related Work and be reported in conjunction with THN.
- 33 CN N: Enter the crew number of the employee responsible for completing the order.
- 34 THY: Enter the total amount of time spent completing Customer Premises Related Work and be reported in conjunction with OCB-Y and HRS.
- 35 THN: Enter the total amount of time spent completing Network Related Work and be reported in conjunction with OCB-N.
- 36 SWO: Enter the number of lines worked on and the segment responsible for completing the order.
- 37 AE: Enter the crew number and hours spent by additional employee assisting the primary employee completing the service order.
- 38 HRS: Enter the amount and type of billable time spent completing Time Sensitive Premises Wiring. This FID should be used in conjunction with OCB-Y and THY.
- 39 IIML: Enter the number of main lines initially installed.
- 40 RAML: Enter the number of main lines reactivated when existing service wires are reused.
- 41 DML: Enter the number of main lines deactivated or removed from service.
- 42 DPN: Enter the number and type of new service wires (drops) placed.

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- 43 DPR: Enter the number of service wires reused in connection with re-installs, re-connects, regrades or other change work.
- 44 CT: Enter the status of outside facilities at the time an inward service order is worked.
- 45 LST -A -B -S -I: Enter the quantity and type of line transfers involving service wire.
- 46 REA -I -S: Enter the number of lines that are reassociated or regraded using service wire as a result of service order activity.
- 47 Employee Name: Enter the name of the employee completing the cable locate or service order assignment.
- 48 Tech. No.: Enter the number of the employee completing the cable locate or service order assignment.
- 49 Crew: Enter the crew number of the employee completing the cable locate or service order assignment.

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4. PREPARATION OF FORM S-6218A

- 4.01 Field technicians shall prepare Form S-6218A to accompany the S-6218B whenever there is evidence that Telephone Company plant, poles, cable, conduit, etc. have been damaged.
- 4.02 Form S-6218A is illustrated in Exhibit 1. Each item to be completed on the report is numbered and is self-explanatory, with possible question of item number 25.
- 4.03 Explanation of "no bill" abbreviations in item 25:
- a. BLO (Bad Locate): A loop in the cable and locator fails to mark loop; not enough cable is located; locator marks one cable when multiple cables are present; locator verbally informs excavator the presence of buried cable, however, fails to mark the cable; etc.
  - b. NLO (Not Located): Locator fails to respond to locate request.
  - c. OOE (Out of Easement): Situations where cable is located on private property without permission or cable wanders out of easement onto private property.
  - d. MUN (Municipality): Local practice will prevail.
  - e. UNK (Unknown): Every effort to identify adverse party(ies) must be expended. If initial investigation is unsuccessful and subsequent investigation would prove futile, damage would be so classified.
  - f. NCD (No company Damage): Initial damage has been reported only to later discover that SWB has suffered no significant loss.
  - g. CCO (Company Contribution Other): Damage occurring as a result of company act or omission.

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- h. NAC (Not Applicable to Claims): Damage that involves "acts of God", criminal activity, or caused by SWB employees and/or equipment.
- i. FOD (Found Old Damage): Damages found where a lapse of time precludes identification of the responsible party.
- j. OTHER All other non billable damages not included in above.

5. PROCEDURES

- 5.01 All Forms S-6218A and S-6218B shall be reviewed by the responsible management employee.
  - a. All billable damages to Southwestern Bell property must be reported to the Claims Department.
  - b. Form S-6218A shall be utilized by the responsible management employee when reporting damage to the Claims Department.
  - c. Form S-6218A and associated S-6218B must be put together and retained for a period of time that is in compliance with statutes of the individual states.
- 5.02 All forms S-6218B not associated with a S-6218A may be filed with the technician's work report or, if filed separately, by completion dates. The forms shall be retained for a minimum of ninety days, or longer if required.

6. ORDERING INFORMATION

- 6.01 Forms S-6218B (Rev. 11/87) Maintenance Ticket and Cable Location or Service Order Assignment (Exhibit 2) are bound 30 per book. Each book will also include:
  - (a) Three Forms S-6218A (Rev. 09/88), Report of Damage to Telephone Plant. (Exhibit 1)
  - (b) Three Forms SW-6989 (Rev. 7/81), Bad Plant Condition Report specified in Section 469-060-923SW. (See Exhibit 3)

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- (c) Three S-6490 (Rev. 6/82), "Sorry We Missed You", No Access Card. (Exhibit 4)
- 6.02 Form S-6218B will be stocked at the Materials Distribution Center and may be ordered via the Order Invoice Plan (OIP).
- 6.03 In addition, Form S-6218A is available in separate books and stocked at the Materials Distribution Center and may be ordered via the Order Invoice Plan (OIP).
- 6.04 The various system commands for the Technician Access Network (TAN) are located throughout the maintenance ticket booklet to assist the field technician. The system commands are self-explanatory and are illustrated in Exhibits 5, 6, 7, 8 and 9.

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EXHIBIT 1

SOUTHWESTERN BELL TELEPHONE COMPANY REPORT OF  
DAMAGE TO TELEPHONE PROPERTY

FORM S-6218A

**Southwestern Bell Telephone** S-6218A (Rev. 9-88)  
Ref: 469-060-922SW

Retain 3 months, until \_\_\_\_\_

**REPORT OF DAMAGE TO COMPANY PROPERTY**

1. Date of Report \_\_\_/\_\_\_/\_\_\_ 2. CLAIM# \_\_\_\_\_  
3. Reported by/Title \_\_\_\_\_  
4. Supervisor Name/Title \_\_\_\_\_

5. Respon. Code \_\_\_\_\_ 6. Loc. Code \_\_\_\_\_  
7. Description of Damage \_\_\_\_\_  
8. How did damage happen? \_\_\_\_\_

9. Date & Time of Damage \_\_\_/\_\_\_/\_\_\_ AM. \_\_\_ PM.  
10. Location of Damage \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ County \_\_\_\_\_ State \_\_\_\_\_

11. Pole or Terminal Address \_\_\_\_\_  
12. NPA of Damage Loc. \_\_\_\_\_ 13. NNX of Damage Loc. \_\_\_\_\_  
14. Adverse Party Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Telephone # \_\_\_\_\_

15. Witness (Indicate if Employee) Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Telephone # \_\_\_\_\_

16. Photos? Yes No 17. Municipality Involved? Yes No  
18. Plant Damage Type: AC BC UC OP BD P  
19. Case # \_\_\_\_\_ 20. R.O. # \_\_\_\_\_  
21. Cable Type: Exchg. Toll Trunk  
22. Cable Code: \_\_\_\_\_ Pair \_\_\_\_\_ Gauge \_\_\_\_\_  
23. SWB Eng. involved? Yes No Eng's Name/Tele # \_\_\_\_\_  
24. Type of Equip. causing Damage? \_\_\_\_\_

25. Recommend Billing? Yes No If No, reason (circle)  
BLO OOE UNK CCO FOD  
NLO MUN NCD NAC OTHER

26. Name of person causing damage, if different from adverse party:  
Name \_\_\_\_\_ Street Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Telephone # \_\_\_\_\_

27. Did person admit causing damage? Yes No  
28. Deny it? Yes No  
29. How did you determine respon. party? \_\_\_\_\_

30. Statements/Admissions: \_\_\_\_\_  
\_\_\_\_\_

31. Statements/Admissions made by whom? \_\_\_\_\_  
32. Employer of person causing damage \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_ City/State \_\_\_\_\_ Telephone # \_\_\_\_\_

33. If employer was sub. or general contractor \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_ City/State \_\_\_\_\_ Telephone # \_\_\_\_\_

34. Request made to loc. cables? Yes No If yes, when \_\_\_/\_\_\_/\_\_\_  
35. Date cable located \_\_\_/\_\_\_/\_\_\_ 36. Loc. log# \_\_\_\_\_  
37. Locator name \_\_\_\_\_ 38. Was locate correct? Y N U  
39. If Loc. correct, was excavation at requested loc? \_\_\_\_\_  
40. If excavation not at requested loc., explain: \_\_\_\_\_

41. Did excavation parallel or cross cable? \_\_\_\_\_  
42. Depth/height of cable \_\_\_\_\_ 43. Type of easement \_\_\_\_\_  
44. Police Agency and Police Rpt.# \_\_\_\_\_  
45. Are repairs complete? \_\_\_\_\_ (Est. Compl. \_\_\_/\_\_\_/\_\_\_)  
46. More than one work group involved? \_\_\_\_\_  
(Supv. Name/Title) \_\_\_\_\_

47. Outside contractor required? \_\_\_\_\_  
Name \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Telephone # \_\_\_\_\_

48. Contractor Amount \_\_\_\_\_ (Est. Yes No )  
49. SWB Labor: Date \_\_\_\_\_ Name \_\_\_\_\_ Hrs. \_\_\_\_\_  
\_\_\_\_\_/\_\_\_/\_\_\_ Reg. OT  
\_\_\_\_\_/\_\_\_/\_\_\_ Reg. OT  
\_\_\_\_\_/\_\_\_/\_\_\_ Reg. OT

50. Materials/Quantity \_\_\_\_\_  
\_\_\_\_\_

51. Signature \_\_\_\_\_ Date \_\_\_\_\_  
Sketch/Remarks \_\_\_\_\_

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EXHIBIT 2

MAINTENANCE TICKET/CABLE LOCATION ASSIGNMENT

FORM S-6218B

**Southwestern Bell Telephone**  
 Retain 3 months, until \_\_\_\_\_ S-6218 B  
 (Rev. 11-87)

**MAINTENANCE TICKET**

Port Number \_\_\_\_\_ / \_\_\_\_\_

1# LMOS TTN \_\_\_\_\_ 2# Tel. No. \_\_\_\_\_ TT

3# Comm. Time \_\_\_\_\_ 4# Comm. Date \_\_\_\_\_

5# OOS YES  NO  6# Ckt. Type \_\_\_\_\_

7# Cust. Name \_\_\_\_\_

8# Cust. Add. \_\_\_\_\_

9# Cust. Loc. \_\_\_\_\_ Contact \_\_\_\_\_  
 10# Number \_\_\_\_\_

11# Acc. Rmk. \_\_\_\_\_

12# Trbl. Des. \_\_\_\_\_

13# Link Job TTN \_\_\_\_\_ 14# Link Job Status \_\_\_\_\_

15# MLT Test \_\_\_\_\_

16# Scr. Narr. \_\_\_\_\_

CABLE	PAIR	BP	COLOR	TERMINAL
F1	17#	18#	19#	20#
F2				
FZ	22#	23#	24#	25#

27# CTTN \_\_\_\_\_ 28# Mlce. Contract YES  NO

29# INLINE  INLINE +  OWMP  Last Cleared Date \_\_\_\_\_

Rec. Date \_\_\_\_\_ Time \_\_\_\_\_ Disp. Date \_\_\_\_\_ Time \_\_\_\_\_

Cust. Ntfd. YES  NO  Clear Date \_\_\_\_\_ Time \_\_\_\_\_

Type \_\_\_\_\_ Disp. \_\_\_\_\_ Cause \_\_\_\_\_ FL1 \_\_\_\_\_ FL2 \_\_\_\_\_ FL3 \_\_\_\_\_

Customer Billing YES  NO  Charge Type \_\_\_\_\_

Initial Incr. + \_\_\_\_\_ Additional/O. E. \_\_\_\_\_

Ckt. Type 1#TL 2#TK 3#EX RPT.SRC. \_\_\_\_\_ REPAIR CAT. \_\_\_\_\_

Core Cond. 1#P 2#V 3#F 4#O 5#U 6#R Sheath Type 1#L 2#P 3#A

Type of Insulation 1#PC 2#PP 3#DP Conductor Type 1#A 2#C

Special Study \_\_\_\_\_ BUR  AER  SUBM  UG

Opening No. \_\_\_\_\_ Closing No. \_\_\_\_\_ OVER

Trouble Address \_\_\_\_\_

Trouble Cause \_\_\_\_\_

Narr./Remarks \_\_\_\_\_

Protector Routed YES  NO  Job Complete YES  NO

Claim No. \_\_\_\_\_ OSP Damage Report (S-6218A) Prepared YES  NO

\_\_\_\_\_ Bad Plant Condition Report Prepared YES  NO

BWOW# \_\_\_\_\_ Database Correction Form Prepared YES  NO

TELEPHONE NO.	PTY	TELEPHONE NO.	PTY	EMP. INIT
				TECH NO.
				CREW

**CABLE LOCATION ASSIGNMENT**

SER. NO.	DATE	TIME ASSIGN	TIME OK
COMMITMENT	Date & Time	FIELD CONTACT	Name & Rep. Tel. No.
NAME OF CONTR OF CUST.			
LOCATION OF JOB			Plat or Job No
TYPE OF PLT. INVOLVED:			
NO. & SIZES OF CABLE:			
Arrival on Job Site	Date & Time	Contact On Job	Name & Title
ACTION TAKEN:	YES	NO	PLANT MARKED BY:
Cable Located	<input type="checkbox"/>	<input type="checkbox"/>	Stakes <input type="checkbox"/>
Excav. In Conflict With PLT.	<input type="checkbox"/>	<input type="checkbox"/>	Painting <input type="checkbox"/>
Loc. Info. Given to Contact	<input type="checkbox"/>	<input type="checkbox"/>	Warning Signs <input type="checkbox"/>
Follow Up Visit Required	<input type="checkbox"/>	<input type="checkbox"/>	Est. Duration Of Work _____ DAYS
COMMENTS OF ABOVE:			
RPT. SRC.	REPAIR CAT	DISP. CODE	CAUSE CODE
OSP DAMAGE REPORT PREPARED:	YES	NO	CLAIM NO.
BAD PLANT CONDITION PREPARED:	YES	NO	_____
SERVICE ORDER ASSIGNMENT			
Serv. Ord. No.	Tel. No.	DD	CD
Cust. Name			
Cust. Address			
SERVICE AND EQUIPMENT:			
ASSIGNMENT INFO:			
F1 CA/	PR/	BP/	TEA/
F2 CA/	PR/	BP/	TEA/
STAT. INFORMATION:			
OCB-Y	OCB-N	CN N	THY THN
SWO	AE	HRS	
IIML	RAML	DML	DPN DPR
CT	LST -A -B -S -I	REA	-I -S
EMPLOYEE NAME	TECH NO.	CREW	
	_____		

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EXHIBIT 3

BAD PLANT CONDITION REPORT

FORM SW-6989

Ref. 469-060-923SW	SW-6989 REV. 7/81
<b>BAD PLANT CONDITION REPORT</b>	
WC:                      CABLE:                      COUNT:	
LOCATION (TERM, POLE OR STREET ADDRESS)	
DESCRIPTION OF BAD PLANT CONDITION	
CORRECTIVE ACTION/	
MATERIALS NEEDED	
TOOLS NEEDED	
EST. REPAIR TIME:	
USE BACK OF CARD FOR ADDITIONAL INFORMATION OR SKETCH	
DATE	ASSOCIATED ORDER OR DEFERRED WORK ORDER NO.
REPORTED BY	CREW
AUTHORIZED BY	DATE
WORK COMPLETED BY	CREW DATE

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EXHIBIT 4

SORRY WE MISSED YOU

FORM S-6490

## Sorry We Missed You

Date \_\_\_\_\_ Time \_\_\_\_\_

I was here to

<input type="checkbox"/> Install	<input type="checkbox"/> Repair
<input type="checkbox"/> Change	<input type="checkbox"/> Remove Equipment

Please call \_\_\_\_\_ for new appt. between 9 a.m. to 4 p.m.

Service Repaired — No access needed.

Trouble is inside your house. Call repair service.

The telephone wire on the ground is temporary. It will be buried by \_\_\_\_\_.

The trouble on your telephone service was located in the cable. We are working to repair the cable, but, it will take a little longer. It will not be necessary to come to your house. We will inform you when service is repaired.

It is a pleasure serving you!

Technician \_\_\_\_\_

## Have A Good Day!


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EXHIBIT 5

MAINTENANCE TICKET  
GENERAL INFORMATION

S-6218

**MAINTENANCE TICKET**

GENERAL INFORMATION

EVERY ENTRY MUST END WITH (#)

YES = 1#

NO = 2#

RETURN TO MENU OPTIONS = \*1#

EXIT TO PREVIOUS STEP = 0#

SYSTEMS COMMANDS

Speak All Command Codes      \*#

Logoff                              \*0#

Return to Menu Options        \*1#

TAN Repeat Previous Data      \*2#

Correct Previous Data         \*3#

Repeat Current TAN Prompt    \*4#

New Login                        \*5#

Spell Data                       \*6#

Voice Rate (select 1 - 9)     \*7#

Voice Tone (select 1 - 9)     \*8#

Character Mode Alphanumeric \*10#  
Input

MENU OPTIONS		CLOSE ITEMS	
Speak Menu Options	#	Speak All Options	#
Logoff	0#	Close Current Job	0#
New Job Items	1#	LMOS TTN	1#
Current Job Items	2#	Receipt Date	2#
Return Job	3#	Receipt Time	3#
Close Job	4#	MLT Summary	4#
Short MLT Test	5#		
Full MLT Test	6#		
Additional Job Items	7#		

REF: 469-060-922SW

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EXHIBIT 6  
 ADDITIONAL JOB ITEMS

ADDITIONAL JOB ITEMS	
Speak All Job Items	#
Interrupt Speaking All Job Items	0#
Exit to Main Menu	0#
Dispatch Date (on new job only)	1#
Dispatch Time (on new job only)	2#
Access After Time	3#
Access Before Time	4#
Last Cleared Date	5#
Subsequents	6#
Class of Service	7#
F2 Cable	8#
F2 Pair	9#
F2 Binding Post	10#
F2 Color	11#
F2 Terminal Address	12#
Office Equipment	13#
Customer Irate	14#
Customer Commented	15#
Priority Circuit	16#
Essential Line	17#

  

CHARGE TYPE	Alphanumeric Input Code		
MSC Flat Rate Only = 1#	A = 21#	Q = 74#	
Regular PWC = 2#	B = 22#	R = 72#	
Overtime/Saturday PWC = 3#	C = 23#	S = 73#	
Holiday/Sunday PWC = 4#	D = 31#	T = 81#	
MSC and Regular PWC = 5#	E = 32#	U = 82#	
MSC and Overtime PWC = 6#	F = 33#	V = 83#	
MSC and Holiday PWC = 8#	G = 41#	W = 91#	
	H = 42#	X = 92#	
	I = 43#	Y = 93#	
	J = 51#	Z = 94#	
	K = 52#	space = 11#	
	L = 53#	period = 12#	
	M = 61#	comma = 13#	
	N = 62#	dash = 14#	
	O = 63#	slash = 15#	
	P = 71#		

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## EXHIBIT 7

## VALID ENTRIES FOR CRAS

VALID ENTRIES FOR CRAS

Facility 1 = 1# (TAN echoes F1 cable in voice mode)  
 Facility 2 = 2# (TAN echoes F2 cable in voice mode)  
 Facility Z = 3# (TAN echoes last cable in voice mode)  
 Cable Number = (N)# (TAN echoes appropriate cable  
 information in voice mode)

Note: If F2 is the last cable 3# must be used. If the Cable  
 Number entry is used and the cable number or pair is 1,  
 2, or 3 the entry must be 01#, 02#, and 03#.

Tasks = 1# - 999#

Defective Pairs Cleared = 1# - 99#

Closures = 1# - 9#

Special Study Code = 6 character alphanumeric

Remarks = Alphanumeric entry must begin with \*10#.  
 Up to 40 characters followed by #.

Note: The # entry can be used during the closing to bypass  
 any field that does not require an edit.

VALID CLEAR AND CLOSE ENTRIES

Clear Date	MMDDYY#
Clearing Time	0000# - 2359#
Type	100# - 899#
Disposition	0100# - 0499#
	or 0500# - 0599#
	or 0600# - 0699#
	or 0730# - 0739#
	or 0800# - 0899#
	or 0900# - 0999#
	or 1100# - 1399#
	or 2000# - 3999#
Cause	100# - 699#
First Special Study Code	000# - 999#
Second Special Study Code	000# - 999#
Third Special Study code	000# - 999#
or # to bypass Special Study Code Input	
Canned Narrative Code	500# - 999#

Narrative (optional) = Alphanumeric entry must  
 begin with \*10#. Up to 50 characters followed by #.

Note: The # entry can be used during the closing  
 to bypass any field that does not require an edit.

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EXHIBIT 8

REPORT SOURCE ENTRIES

REPORT SOURCE ENTRIES			
APA = 272#	Air Pressurization Work - Alarms		
APD = 273#	Air Pressurization Work - Discretionary Maintenance		
CGX = 249#	Cable Work - General		
CLX = 259#	Cable Location - Work		
COA = 262#	Central Office Alarms - ALIT		
COE = 263#	Central Office Alarms - ESS (NO LIT)		
COC = 264#	Central Office Alarms - Carrier		
COF = 265#	Central Office Alarms - Main Frame		
COP = 267#	Predictor Alarm Necessary		
COT = 268#	Central Office Alarms - Toll		
COX = 269#	Predicator Alarm Optional		
CRC = 274#	Cable Work - Reclaimed		
CRP = 277#	Cable Work - Replaced		
CTC = 282#	Cable Work - Temporary Closures		
CVE = 283#	Cable Work - Vented		
DBK = 325#	Defective Pair Work - Bulk		
DSO = 376#	Defective Pair Work - Service Orders		
DST = 378#	Defective Pair Work - Sectionalization & Test		
DWX = 399#	Drop Wire		
ELN = 328#	Electronic Work Necessary		
ELX = 329#	Electronics Work		
ENG = 364#	Engineering		
EOX = 369#	Employee Originated		
FON = 405#	Fiber Optics Necessary		
FOX = 425#	Fiber Optics Optional		
MAF = 623#	Service Affecting - Major Failure		
MSX = 679#	Miscellaneous Production Work		
NFO = 636#	Not Found Outside		
PIN = 746#	Pole Work - Inspection		
PLI = 754#	Power or Lightning Investigation		
PRH = 774#	Pole Work - Rehabilitation		
PRP = 777#	Pole Work - Replace		
SAX = 729#	Service Affecting		
TRH = 877#	Terminal Work Rehabilitation		
TRP = 880#	Terminal Work Replacement		
TTR = 887#	Tree Trimming		
TTX = 889#	Transmission Testing		
Note: TAN will ask for a Report Source entry only if the job is NSA (non-service-affecting). If the job is service-affecting, TAN will proceed to the Repair Category entries.			
REPAIR CATEGORY			
1000	1000#	7B00	7200#
2000	2000#	7A00	7300#
3000	3000#	DW00	3900#
4000	4000#	NC00	6200#
5000	5000#	NFCC	6322#
6000	6000#	NFDD	7333#
7000	7000#	NFNA	6362#
8000	8000#	NFNC	6363#
9000	9000#	NFPT	6378#
		NFTP	6387#

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## EXHIBIT 9

## TEST ITEM

<u>TEST ITEM</u>	
Speak All MLT Items	#
Interrupt Speaking all MLT Items	0#
Exit to Menu Option	0#
MLT Summary	1#
<u>Craft DC Signature</u>	
DC Kohms Tip to Ring	2#
DC Kohms Tip to Ground	3#
DC Volts Tip to Ground	4#
DC Kohms Ring to Ground	5#
DC Volts Ring to Ground	6#
<u>MLT AC Signature</u>	
AC Kohms Tip to Ring	7#
AC Kohms Tip to Ground	8#
AC Volts Tip to Ground	9#
AC Kohms Ring to Ground	10#
AC Volts Ring to Ground	11#
Dial Tone _____	12#
Capacitance _____ %	13#
Decibels	14#
Loop Length _____ Feet	15#

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