

SPECIAL SERVICES—OTHER COMMON CARRIERS

ADDITIONAL BILLING ACTIVITIES

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1. GENERAL

1.01 The purpose of this section is to describe the methods and procedures governing the

computation and billing of miscellaneous charges incurred in connection with the provision of facilities and terminations to Other Common Carriers (OCCs). Miscellaneous charges include charges for additional engineering, additional labor, and for cancellation of pending requests.

1.02 Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

2. DESCRIPTION OF CHARGES

2.01 Additional Engineering for which charges may apply consist of:

(a) **Engineering Design Change**—With two exceptions, an OCC may request changes in the design of End Links and, in so doing, will incur an additional charge for the added engineering time required. The request for a change will result in a one time nonrecurring flat rate charge for each facility involved in the request. The two exceptions are:

(1) When the Design Layout Report (DLR) prepared by the Design Control Office (DCO) indicates that the facility design consists of a combination of 2-wire and 4-wire facilities (2/4 type configuration), the OCC may, on the Confirming Design Layout Report (CDLR), request of Bell Company to change the 2/4 wire design configuration to a straight 4 wire type.

(2) When the OCC, after reviewing the Bell Company's design described on the DLR, determines that a different receive signal level should be specified, it may request the Bell Company to change the receive level.

Note: These exceptions *do not* apply if the CDLR has been previously waived by the OCC. If the CDLR has been waived, *all* requests for changes in the Bell Company

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provided design are subject to the appropriate Engineering Design Change charge.

(b) **Engineering Consultation**—OCC engineer to Bell engineer consultation is permitted to discuss general design criteria and for the OCC to obtain certain general information required in its overall circuit design. Where such consultations are over and above those necessary to deliver the basic design information to an OCC (not concerning a specific order), a charge per half hour will be incurred by the OCC.

Note: These engineering consultations may be conducted by the Bell Company's designated Engineering Point of Contact (EPOC) or by the DCO.

(c) **Expedited Engineering**—Where an OCC requires a facility and/or termination in a shorter than normal interval, and a shortened date is possible through expedited engineering, the OCC will incur a charge for such expediting procedures.

2.02 Additional labor is labor performed at the specific request of the OCC on a given facility and may consist of:

(a) **Overtime Installation**—Overtime installation is that Bell Company installation effort performed outside of regularly scheduled working hours.

(b) **Additional Installation Testing**—Additional installation testing consists of testing operations performed by the Bell Company at the time of installation which are over and above normal preservice acceptance testing.

(c) **Overtime Repair**—Overtime repair is that Bell Company maintenance effort requested by the OCC, performed outside of regularly scheduled working hours.

(d) **Stand by**—Stand by time includes all time in excess of one-half hour during which Bell personnel stand by at the OCC's request to make cooperative tests on a given facility.

(e) **Other Labor**—Other labor is additional labor performed by Bell personnel as agreed to between the Bell Company and the OCC, which is not included in (a) through (d).

2.03 An OCC may cancel a pending facility order and thereby incur certain charges. Where installation of facilities has been started prior to the cancellation, the lesser of the following two charges applies:

(a) A charge equal to the costs incurred in such installation less estimated net salvage. These costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way, and other associated costs.

(b) The charges for the minimum period of facilities ordered by the OCC.

3. ENGINEERING DESIGN CHANGE

DCO Responsibilities

3.01 Upon receiving from the BPOC the CDLR indicating a design change, the DCO should determine if the requested change is subject to additional engineering charges. [See 2.01(a).]

3.02 The DCO should then arrange for performance of the required design work in order to meet the OCC's requirements.

3.03 Following redesign of the facilities, the DCO should prepare and issue a supplemental DLR (see Section 471-010-004, Interactive Design) and forward the new DLR to the BPOC. The new DLR should indicate whether Engineering Design Change Charges apply by entering a notation in the Other space provided on the DLR.

3.04 If applicable, the DCO should then prepare an Engineering Charge Worksheet (Form E-6804 — Fig. 1), complete the identification header portion of the form, compute the charges, enter a brief narrative describing the design change, review and sign the form, and forward to the BPOC for issuance of the billing service orders.

Note: If the Engineering Charge Worksheet is required and can be prepared simultaneously with the supplemental DLR, then the DCO should forward both documents to the BPOC at the same time.

BPOC Responsibilities

3.05 Upon receiving the CDLR from the OCC, the BPOC should determine if the CDLR is requesting a change in the design from that previously furnished on the DLR. (See Section 471-010-004, Interactive Design.)

3.06 If the OCC, on the CDLR, is requesting a change in the Bell provided facility design, the BPOC should post that fact accordingly in the BPOC Tracking Ticket by checking the Design Change block, and forward the CDLR to the DCO.

3.07 The BPOC should then establish tracking of the design change request (CDLR) for issuance of a supplemental DLR and Engineering Charge Worksheet by the DCO.

3.08 Upon receiving the supplemental DLR, and if required, an Engineering Charge Worksheet from DCO, the BPOC should determine supplemental service order requirements, change the critical dates as appropriate, and arrange for issuance of the necessary service order supplements to change the critical dates and/or to bill the OCC for the design change by application of the billing instructional Field Identifier (FID) ECH for each involved **facility**.

Note: The BPOC must notify the OCC if the due date must be changed because of the additional time required for the redesign and other related work operations.

3.09 After entering the new DLR receipt date on the BPOC Tracking Ticket the BPOC should forward the supplemental DLR to the OCC.

3.10 Upon receipt of a copy of the OCC billing statement, the BPOC should review the bill and validate the billing information applicable to the Engineering Design Change Charge. The Billing Verification Date should then be posted to the BPOC Tracking Ticket.

Note: In those cases where the DCO cannot generate the Engineering Charge Worksheet while the service order is pending, it will be necessary for the BPOC to track the worksheet requirement and arrange for issuance of any subsequent service orders as soon as possible after completion of the order(s).

4. ENGINEERING CONSULTATION**Engineering Point of Contact (EPOC) and DCO Responsibilities**

4.01 If the Engineering Consultation involves the EPOC, it is the EPOC's responsibility to forward the necessary information to the DCO, who will, in turn, forward the required Engineering Charge Worksheet to the BPOC. In this manner the DCO is kept current of the general information being conveyed to the various OCCs.

4.02 If the DCO is involved in engineering consultations directly or after the EPOC forwards information concerning engineering consultations to the DCO, the DCO should prepare an Engineering Charge Worksheet, indicating the appropriate Engineering Consultation Charges.

4.03 A brief narrative describing the consultation must be entered on the form. After preparing or receiving the Engineering Charge Worksheet, the DCO should forward the form to the BPOC.

4.04 Personnel involved in the engineering consultation with the OCC (EPOC or DCO) should inform the OCC engineer that the particular conversation is considered Engineering Consultation. In order to insure prompt processing of the Engineering Consultation Charge, the preparation and issuance of the worksheet form to the BPOC should occur within 5 working days following the consultation date.

4.05 All OCC engineering consultations should be recorded by entries on the OCC Engineering Contact Log (Form E-6803 — Fig. 2). Chargeable as well as nonchargeable situations should be reflected on the contact record. The OCC Engineering Contact Log may be used by the DCO to record OCC contacts regarding specific service order activity not billable as consultations. It is recommended that a separate log be maintained for service order activity contacts.

BPOC Responsibilities

4.06 Upon receipt of the Engineering Charge Worksheet from the DCO, the BPOC should post the receipt date of the worksheet to the BPOC Tracking Ticket and initiate the necessary service order(s) to bill the OCC for the charges computed

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on the worksheet. The standard billing instructional FID for consultation is ECO.

4.07 The BPOC should then prepare and forward the necessary OCC notification form as set forth in Section 471-010-005, Completion Activities.

4.08 The BPOC should post the BPOC Tracking Ticket with the date of the OCC notification in the Completion block and of the supplemental service order issuance by entering the issue date in the S.O.Supp. Issue Date entry and file the OCC request as work completed awaiting billing verification.

Note: The BPOC should perform these functions within 10 working days following completion of the service orders.

4.09 Upon receipt of a copy of the OCC billing statement, the BPOC should review the bill and validate the billing information applicable to the Engineering Consultation Charge. The verification date should then be posted to the BPOC Tracking Ticket.

5. EXPEDITED ENGINEERING

DCO Responsibilities

5.01 Upon receipt of a request to expedite an OCC order, the DCO should arrange for expedited performance of the required design functions in order to meet the expedited Design Layout Report Date (DLRD) and subsequent Engineering Due Date (ED).

Note: Notification of an expedited request should occur when the OCC first submits its request to the BPOC—(Pre negotiation Phase). However, there may be situations when the OCC may request an expedite during the Interval Negotiation Phase, or after the service order has been issued—(Order Issuance Phase).

5.02 The DCO should record the time associated with the expedited order, determine the type of engineering work involved (administrative, design, and other), and the category in which the engineering work was performed (regular hours or overtime hours).

5.03 The DCO should next prepare the Engineering Charge Worksheet (Form E-6804—Fig. 1) and forward it to the BPOC.

Note: The processing of the worksheet should, whenever possible, be completed no later than the expedited ED. If this cannot be accomplished, the worksheet should be processed as soon as possible but not later than the expedited Plant Test Date (PTD).

BPOC Responsibilities

5.04 After receiving a request from the OCC to expedite an order, the BPOC should perform the normal functions involved in the Pre negotiation, Interval Determination, and Order Issuance Phases in an expedited manner, and initiate service order memo(s) on an expedited basis per local instructions.

Note: The service orders should be identified as expedited orders and should contain the appropriate shortened critical dates, including the expedited Due Date (DD).

5.05 The BPOC should then post the BPOC Tracking Ticket for tracking of the Engineering Charge Worksheet.

5.06 Upon receiving the appropriate Engineering Charge Worksheet from the DCO, the BPOC should verify the expediting charges generated during the order processing phase, include therein the charges submitted by the DCO, and initiate the applicable service order memo(s) (supplements or record orders) to include the expediting charges on the billing statement.

5.07 The BPOC should then notify the OCC of the applicable Expedited Engineering Charges, post the BPOC Tracking Ticket, and file the OCC request as completed work awaiting billing verification.

5.08 Upon receipt of a copy of the OCC's billing statement, the BPOC should validate the billing information relating to the Expedited Engineering Charges and post BPOC Tracking Ticket accordingly.

6. ADDITIONAL LABOR

6.01 Provision has been made for billing the OCC for craft labor costs which are in excess of those the Bell Company would have incurred

had normal installation and repair functions been performed during regularly scheduled hours. Provision has also been made for billing craft labor charges for time used for other than normal installation and repair work.

6.02 Craft labor charges which are in excess of those the Bell Company would have incurred had normal installation and repair functions been performed during scheduled hours are referred to as Overtime Installation and Overtime Repair Charges.

6.03 Craft labor charges for work other than that associated with normal installation and repair functions are referred to as Additional Labor Charges for Additional Installation Testing, Stand by Time, and Other Labor.

6.04 Overtime Installation and Repair Charges are computed on the basis of a fixed rate per hour or major fraction thereof, regardless of when the nonscheduled hours were used. Charges for time spent in connection with additional Testing, Stand by Time, and Other Labor are computed on the basis of a rate per hour or major fraction thereof with the rate dependent on when the work is done.

- (a) During scheduled hours
- (b) Outside scheduled hours but on a scheduled day
- (c) Outside a scheduled day.

Overtime Installation and Repair

6.05 Overtime is defined as the time spent by a craft person performing installation and repair functions outside scheduled working hours.

6.06 When an OCC requests work to be done outside regularly scheduled hours, such requests should be made by an OCC management employee and should be received by a TRCO management employee.

6.07 The TRCO management employee should ascertain the nature of the work being requested, the specific date, and time the OCC wishes to begin the work.

6.08 If the requested start day and time is *less* than 72 hours hence, and if such work requires the use of nonscheduled people, the TRCO must notify the OCC that overtime charges will apply.

6.09 If the requested start date and time is more than 72 hours hence, the TRCO should notify the OCC that the Bell Company will attempt to reschedule people but, if unable to do so, any nonscheduled hours which are required will be billable.

6.10 The TRCO should determine the various craft groups that would be involved in the work and notify local management so that rescheduling can be considered.

6.11 If rescheduling of the required people is possible, only the hours in excess of the scheduled hours are billable.

6.12 When rescheduling is not possible, any nonscheduled hours are billable.

Note: The Bell Company should attempt to use scheduled people whenever possible and to reschedule only when sufficient notice has been received and when it is possible to do so.

6.13 The considerations as to whether or not work done outside regularly scheduled hours is billable are summarized as follows:

(a) If the OCC requests work to be done outside regularly scheduled hours and does not make the request at least 72 hours in advance, any nonscheduled hours that must be worked **are** billable to the OCC.

(b) If the OCC requests work to be done outside regularly scheduled hours at least 72 hours in advance, the Bell Company will attempt to reschedule. However, if the Bell Company is unable to do so, any nonscheduled hours will be billable.

6.14 Billable overtime charges will be based on an hourly rate or major fraction thereof; that is, thirty (30) minutes or less are not considered to be a major fraction of an hour and are, therefore, not billable. More than thirty (30) minutes are

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considered a major fraction of an hour and are billable.

(a) Overtime which is worked consecutively with regularly scheduled hours is billable as follows:

(1) In the event the overtime hours precede the regularly scheduled hours, overtime stops when the regular hours begin.

(2) In the event the overtime hours follow the regularly scheduled hours, overtime starts when the regular hours end.

(b) In the event a craft person is required to work on a nonscheduled basis, the billable overtime hours begin at the time the OCC requests the start of the work and end when the job is completed or the craft person has been released by the OCC.

6.15 The minimum call-out period *does not* apply in regard to Overtime Installation and Repair. In the event a craft person is called out for OCC installation or repair work, the normal travel time from home, the work time, and the normal travel time back home are billable. In the event the person who was called out is assigned to another job prior to returning home, the billable time ceases when the reassignment is made.

6.16 The TRCO will be responsible for accumulating data relative to billable overtime and for the preparation of the Additional Labor Charges Worksheet (Form E-6647—Fig. 3) to effect billing.

6.17 The following information will be needed to prepare the Form E-6647—Fig. 3:

- (1) The name of the OCC
- (2) The date and time billable hours started and ended
- (3) The service order number if installation work was done
- (4) Circuit identification code
- (5) A description of the work done
- (6) The craft designation and work activity code

(7) The name or initials of the craft people who did the work

The craft designation codes are as follows:

I—Installer

R—Repair person

F—Frame person

S—Switch person

T—Tester

C—Construction person

D—Dispatcher/Coordinator

The work activity codes are:

I—Installation

R—Repair

M—Maintenance of Facility [See 6.37(b).]

P—Maintenance of Facility [See 6.37(a).]

6.18 The following examples will illustrate how overtime is requested by the OCC and whether or not it is billable.

Example 1 (Overtime-Repair)

Assume the regularly scheduled hours of a repair group to be from 8 AM to 5 PM and one person is scheduled 1 PM to 9 PM. Then assume that a trouble report is received at 4:50 PM, that the scheduled 1 to 9 man is tied up on another job, and that the OCC requests immediate coverage.

The TRCO should inform the OCC that immediate coverage of the trouble report will require overtime.

In the event the OCC requests immediate coverage, even though overtime is required, and a regularly scheduled 8 to 5 person is dispatched, the time, beginning at 5 PM and continuing until the return of that person to the report location or assignment to

another job, is billable to the OCC as overtime.

Assume completion at 6:20 PM

In this example the time from 5:00 PM to 6:20 PM (1 hour and 20 minutes) is billable as 1 hour overtime.

Exhibit 3(a) shows a sample Form E-6647—Fig. 3 properly prepared to effect billing of the Overtime Repair Charges.

Example 2 (Overtime Installation)

Assume that the regular tours of an installation group are scheduled Monday through Friday, with one person scheduled on Saturday.

Assume that the OCC calls on Thursday and requests that normal installation work be done on Saturday of that week.

Assume that the person scheduled on Saturday has already been committed to another job.

The TRCO should inform the OCC that compliance with the request to do the work on Saturday will require overtime.

In the event the OCC requests that the work be done on Saturday, even though overtime is involved, the TRCO should request a start time.

Assume that the OCC requested an 8 AM start time,

Assume that the person doing the installation left the normal reporting location at 8 AM, completed the installation and normal installation tests with the OCC, and returned to the normal reporting location or was assigned to another job at 11:45 AM.

In this example the time from 8:00 AM to 11:45 AM (3 hours and 45 minutes) is billable as 4 hours overtime since the OCC did not give 72 hours advance notice.

Exhibit 3(b) shows a sample Form E-6647—Fig. 3 properly prepared to effect billing of the Overtime Installation Charges.

Example 3 (Overtime Installation—two people)

Assume that the regular tours of an installation group are scheduled Monday through Friday and the regular tours for people working on the frame are also scheduled Monday through Friday.

Assume that the OCC calls on Monday and requests the job to be done on Saturday of that week.

The TRCO should inform the OCC of the acceptance of the job and request a start time. Assume that the OCC requests a 9 AM start.

Assume that the TRCO determines that an installation and a frame person are both needed to do the job. The TRCO should notify the local installation and frame management people of the request for Saturday work.

Assume that the installation group can reschedule one person to do the installation work on Saturday but that the frame person cannot be rescheduled.

Assume that local management requests both people to report at 9 AM on Saturday.

Assume that the work is completed on the frame at 10:20 AM and the installation and normal installation acceptance testing is done at 11:35 AM.

In this example the overtime hours for the frame work are billable to the OCC because the frame work was done on a nonscheduled basis. (People could not be rescheduled.)

The time from 9:00 AM to 10:20 AM (1 hour and 20 minutes) is billable to the OCC as 1 hour overtime.

Exhibit 3(c) shows a sample Form E-6647—Fig. 3 properly prepared to effect billing of the Overtime Installation charge.

Example 4 (Overtime Installation)

Assume that the regular tours of an installation group are scheduled Monday through Friday

with one person scheduled 8 AM to 5 PM on Saturday.

Assume that the OCC calls on Thursday and requests that normal installation work be done on Saturday beginning at 10 AM.

Assume that the scheduled Saturday person can be assigned to the job.

Then assume that the job was not completed until 6:25 PM.

The time spent up until 5 PM is not billable as overtime because the person was working scheduled hours. The time from 5:00 PM to 6:25 PM is billable as 1 hour overtime.

Exhibit 3(d) shows sample Form E-6647—Fig. 3 properly prepared to effect billing of the Overtime Installation Charge.

Additional Installation Acceptance Testing

6.19 Time required to perform additional installation transmission or signaling tests over and above those required in normal Installation Acceptance Testing is considered as additional labor and is billable to the OCC. The OCC must be advised that additional charges will be billed for these tests.

Additional Installation Acceptance Testing Charges are as follows:

- (a) Charges for work done during a craft person's scheduled hours.
- (b) Charges for work done outside a craft person's scheduled hours on a scheduled day.
- (c) Charges for work done outside the craft person's scheduled day.

6.20 The TRCO will be responsible for accumulating data relating to Additional Installation Acceptance Testing and for the preparation of Form E-6647—Fig. 3 to effect billing of the additional charges. Work records must be noted to show details relative to a request to perform Additional Installation Acceptance Testing. The OCC employee making the request, the TRCO employee, and any other involved employees must be identifiable.

6.21 Charges for Additional Installation Acceptance Testing will be billed for the time spent by any craft employee required to perform such additional tests.

Note: All request for Additional Installation Acceptance Testing should be specified on the initial request submitted by the OCC to the Bell Company.

6.22 Billable hours for Additional Installation Acceptance Testing are computed on the basis of a full hour or any major fraction thereof. That is, thirty (30) minutes or less are not considered to be a major fraction of an hour and are therefore not billable. More than 30 minutes are considered to be a major fraction of an hour and are, therefore, billable.

6.23 The following example illustrates the time to be considered as Additional Installation Acceptance Testing.

Example:

Assume that the OCC has requested the following additional tests to be made on a nonconditioned voice grade facility:

- (a) Frequency response across the voice band
- (b) Envelope delay
- (c) Impulse noise

Assume that the installer has completed the normal Installation Acceptance Testing.

The time from when the Additional Installation Acceptance Testing begins until completion of such testing is billable to the OCC.

Assume that the installer is working during a regularly scheduled period which, in this example, will be considered 8 AM to 5 PM. Further assume that the installer has completed the installation and the normal Installation Acceptance Testing at 10:20 AM and begins the Additional Installation Acceptance Testing at that time.

Assume that the additional testing is completed at 11:05 AM.

In this case, the elapsed time from 10:20 AM to 11:05 AM (45 minutes) is billable to the OCC as 1 hour.

Exhibit 3(e) shows a sample Form E-6647—Fig. 3 properly prepared to effect billing of the Additional Installation Acceptance Testing charges made for the work done during regularly scheduled hours.

Stand By Time

6.24 Stand by time is all time in excess of one-half (1/2) hour during which Bell Company personnel stand by to make cooperative tests on a given facility.

6.25 Requests to standby must come from the OCC. Such requests must be jointly agreed to by the OCC and the Bell Company and the work records must be noted in this regard. Bell Company employees must notify the TRCO when a request to stand by has been received from the OCC. The TRCO should note its local records and contact the OCC to verify the request, to ascertain the name of the OCC employee making the request, and to notify the OCC that billing applies after 30 minutes.

6.26 Stand by charges will be computed on an hourly rate or any major fraction thereof which is in excess of the initial one-half (1/2) hour period; that is, thirty (30) minutes or less in excess of the initial period are not billable, and more than thirty minutes in excess of the initial period are billable.

Note: Actual time spent in testing, after such work has begun, following a request to stand by, is not considered to be a stand by time.

6.27 Stand by time includes time waiting to work with the OCC for cooperative tests. When delays occur because the OCC cannot work with the Bell Company and the Bell Company employee cannot proceed to the point of being ready for cooperative tests without participation of the OCC, the TRCO management employee should notify the OCC that the Bell employee will be unable to wait for more than 1/2 hour and, if the OCC is not ready at that time that the work should be rescheduled to a mutually agreeable time.

6.28 Three separate charges established to bill the OCC for stand by time are as follows:

- (a) Charges for standing by during the craft person's scheduled hours.
- (b) Charges for standing by outside the craft person's scheduled hours on a scheduled day.
- (c) Charges for standing by outside the craft person's scheduled day.

6.29 The TRCO will be responsible for accumulating data relative to stand by time and for the preparation of Form E-6647—Fig. 3 to effect billing of the stand by time charges. Work records must be noted to show details relative to a request to stand by. The OCC employee making the request, the TRCO employee, and any other involved employees must be identifiable.

6.30 Stand by time charges will be made for the time spent by any craft employees who must stand by. The types of work during which stand by time may occur and for which stand by charges may apply are:

- (a) Installation
- (b) Repairing
- (c) Frame work
- (d) Switch work
- (e) Testing
- (f) Construction
- (g) Dispatching/Coordinating

6.31 The following examples will illustrate how stand by is requested by the OCC and whether or not stand by charges are billable.

Example 1

Assume that an installer is at the patron's premises, has completed installation and local testing activities and is ready for normal Acceptance Testing at 3 PM.

Assume that the OCC tester informs the installer that the normal Installation Acceptance Tests are required, but cannot perform the work at that time.

The OCC should then be asked if the Bell installer should stand by. If the installer is to stand by, then the TRCO should be so informed.

The TRCO should note local records and contact the OCC to verify the request and to ascertain the name of the OCC employee making the request.

The TRCO, if agreeable to the stand by request, should notify the OCC that charges for stand by will be made if stand by time exceeds 30 minutes.

The TRCO should note local records as to the time of the request to stand by and the agreement to do so.

The installer should be notified to stand by and should remain readily available to begin testing as soon as the OCC is ready to begin.

Assume that normal Installation Acceptance Testing began at 3:45 PM.

Stand by time ceases when the testing begins.

In this example the stand by time is from 3 PM when the OCC requested "stand by" until 3:45 PM when testing began.

No stand by charges are billable since only 15 minutes in excess of the initial period of 1/2 hour was used.

Example 2

Assume that all steps in example 1 were followed, except that the OCC was not ready to test until 4:10 PM.

In this event, the stand by time is from 3 PM when the OCC requested "stand by" until 4:10 PM when testing began. The total stand by time is 1 hour and 10 minutes. The billable time is the 40 minutes in excess

of the initial 1/2-hour period and is billable as 1 hour stand by time.

Exhibit 3(f) shows a sample Form E-6647—Fig. 3 properly prepared to effect billing of the stand by charges.

Other Labor

6.32 As agreed to by the Bell Company and the OCC, additional craft labor, *not* identified by the following may also be undertaken:

- (a) Overtime Installation
- (b) Additional Installation Testing
- (c) Overtime Repair
- (d) Stand by

6.33 Request from the OCC to provide Other Labor, not identified in (a) through (b) above, must be mutually agreed to by the Bell Company and the OCC before such work is undertaken.

6.34 TRCO will be responsible for recording details relative to such labor and will also be responsible for preparation of Form E-6647—Fig. 3 to effect billing for such labor.

6.35 Three separate charges established to bill the OCC for Other Labor are as follows:

- (a) Charges for Other Labor during a craft person's scheduled hours.
- (b) Charges for Other Labor *outside* a craft person's scheduled hours on a scheduled day.
- (c) Charges for Other Labor *outside* the craft person's scheduled day.

6.36 Additional charges for Other Labor will be computed on the basis of a rate per hour or any major fraction thereof that is, 30 minutes or less are not considered to be the major fraction of an hour and are, therefore, not billable. More than 30 minutes are considered a major fraction of an hour and are billable.

Maintenance of Facility Charges

6.37 The OCC is responsible for payment of a Maintenance of Facility Charge for *visits* by Bell Company personnel to the OCC terminal location, the premises of patrons of the OCC, or to the point of connection with a facility provided by Independent Telephone Company, as follows:

(a) Where the trouble report results from equipment or communications systems provided by other than the Bell Company or the OCC, such as when the trouble was caused by Patron (Customer) Provided Equipment (CPE) or located in the facilities of an Independent Telephone Company. (Use activity code "P" on Form E-6647—Fig. 3.)

(b) In the event the trouble is not found to be in Bell Company facilities and the OCC has specifically requested a dispatch of Bell Company personnel, such as when a previous visit did not show trouble, the OCC has requested another dispatch, and the Bell Company deems further testing unnecessary. The Bell Company should advise the OCC that in the event another dispatch is made and no trouble is found, a Maintenance of Facility Charge will apply. (Use activity code "M" on Form E-6647—Fig. 3.)

Note: It is not intended that a Maintenance of Facility Charge be billed each time a no-trouble-found condition is encountered. The cases to be billed under 6.37(b) should include only the ones for which the Bell Company deems further visits and testing *unnecessary* and makes a subsequent visit at the specific request of the OCC after advising that billing would apply.

6.38 Maintenance of Facility Charges may be billed at an hourly rate or a fixed rate. Bell Company personnel must ensure that the proper activity code and craft hours are entered on Form E-6647—Fig. 3. The billing rate will be determined by the Bell Company Comptrollers Department.

6.39 Three separate charges established to bill the OCC for the Maintenance of Facility Charges described in 6.37(b) are as follows:

(a) Charges for work done during a craft person's scheduled hours.

(b) Charges for work done outside a craft person's scheduled hours on a scheduled day.

(c) Charges for work done outside the craft person's scheduled day.

6.40 The recommendation to bill Maintenance of Facility Charges must be forwarded to the BPOC on Form E-6647—Fig. 3. Activity code "P" is used for the cases described in 6.37(a) and activity code "M" is used for the cases described in 6.37(b). Form E-6647—Fig. 3 must show details relative to a specific request from the OCC to dispatch a Bell Company craft person and any other pertinent data.

6.41 The TRCO is responsible for forwarding Form E-6647—Fig. 3 to the BPOC. In some TRCOs, trouble reports on facilities provided to an OCC will appear on the CPE Number 2 Report. In all such cases, double billing must be avoided.

6.42 Maintenance of Facility Charges may apply for visits to the OCC terminal location, the premises of patrons of the OCC, or to the point of connection with a facility provided by an Independent Telephone Company.

6.43 A four (4) hour minimum call-out charge will apply in the event it was necessary to call out a craft person and the Maintenance of Facility Charge described in 6.37(b) does apply.

Note: Maintenance of Facility Charges do not apply unless a visit is made.

Additional Labor Charges Worksheet (Form E-6647—Fig. 3)

6.44 The Additional Labor Charges Worksheet (Form E-6647—Fig. 3) is prepared weekly by the TRCO and is forwarded to the BPOC.

6.45 The Additional Labor Charges Worksheet (Form E-6647—Fig. 3) notifies the BPOC whether or not labor activities which are billable to the OCC have occurred during the week and provides details relative to the work done and the hours used when applicable.

A separate Form E-6647—Fig. 3 must be prepared weekly for each OCC which the TRCO serves.

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A form must be forwarded each week whether or not there are billable items to be shown. This will help insure proper billing and allow the BPOC to have positive reporting. Show **NONE** if such is the case.

6.46 In the event several forms are needed for reporting activity for a single OCC, additional forms are to be prepared, numbered to indicate the page number, and securely fastened to page 1.

The log is prepared as follows:

1. Weekly

- (a) Record the OCC account name.
- (b) Record the OCC billing number.
- (c) Record the name of the BPOC.
- (d) Record the address of the BPOC.
- (e) Record the month, date, and year corresponding to the Saturday of the week being reported.
- (f) Show the initials or name of the person who prepared the form.
- (g) Show the telephone number where the person who prepared the form can be reached.
- (h) Assign and record a serial number. The use of a serial number will provide identification as to the particular form being prepared.

2. Each occurrence of billable charges

- (a) Billing Information
 - (1) Show the name or initials and the location of the OCC representative who requested the work to be done.
 - (2) Record the date and the start and finish time of the work.
 - (3) Record the Service Order Number when applicable.
 - (4) Record the circuit identification code.

- (5) Describe the work performed. The details on this line should be descriptive of the reason for charges.
- (6) Record the nature of the trouble reported.
- (7) Show the trouble found and/or the cause of the trouble.

3. Show the craft designation code as follows:

- I—Installer
- R—Repairman
- F—Frame person
- S—Switch person
- T—Tester
- C—Construction person
- D—Dispatcher/Coordinator

4. Show the work activity codes as follows:

- I—Installation
- R—Repair
- M—Maintenance of Facility Charges—[See 6.37(b).]
- P—Maintenance of Facility Charges—[See 6.37(a).]

- 5. Record for each craft designation, the overtime hours which are associated with normal installation and repair activities but which are performed outside the craft person's scheduled tour. Do not **include overtime** hours associated with Additional Installation Acceptance Testing, Stand by Time, Other Labor, or Maintenance of Facility time.
- 6. Record the hours spent for Additional Installation Acceptance Testing, Stand by Time, Other Labor, or Maintenance of Facility Charges which occurred during the craft person's scheduled tour.

7. Record the hours spent for Additional Installation Acceptance Testing, Stand by Time, Other Labor, or Maintenance of Facility Charges which occurred **outside** the craft person's scheduled hours but **on** a scheduled day.

Note: A four (4) hour minimum charge applies if a call-out is involved.

8. Record the hours spent for Additional Installation Acceptance Testing, Stand by Time, Other Labor, or Maintenance of Facility Charges which occurred **outside** the craft person's scheduled day.

Note: A four (4) hour minimum charge applies if a call-out is involved.

9. Add the hours recorded in each column for each occurrence and record the total.

BPOC Responsibilities

6.47 Upon receiving Form E-6647—Fig. 3 (Additional Labor Charges Worksheet) from the TRCO the BPOC should determine the applicable charges and resultant service order activity, and initiate the necessary service order memo(s) to bill the OCC for those charges.

6.48 The BPOC should then notify the OCC of the additional labor charges, post the BPOC Tracking Ticket, and file the OCC request as work completed awaiting a copy of the OCC's billing statement for billing verification.

6.49 Upon receipt of a copy of the OCC billing statement, the BPOC should validate the billing information relating to the additional labor charges. The verification date should be posted to the BPOC Tracking Ticket.

7. CANCELLATION OF PENDING FACILITY REQUESTS

BPOC Responsibilities

7.01 Upon receiving a request from the OCC to cancel a pending facility request, the BPOC should arrange for issuance of the cancellation service order supplement(s). The service order supplement(s) should include in REMARKS the requirement that the BPOC be advised within 3 working days after the cancellation of the actual

time spent by each organization in connection with the service order(s) and of any nonrecoverable equipment costs. The BPOC Tracking Ticket should be posted with the date that the service order supplements were issued and the expected cancellation information date (3 working days after cancellations have been issued).

Note: Each organization must respond positively to the BPOC, whether or not actual costs have been incurred.

7.02 The BPOC should then place the request in a pending file awaiting notification of applicable costs from the other departments. Any departments which have not responded within 3 days with cost information should be contacted by the BPOC in order to obtain the necessary cost data.

7.03 After receiving the data, the BPOC should enter the cost information on the OCC Facility Order Cancellation Charge Worksheet (Form E-6805—Fig. 4), and using the worksheet, determine both the Bell Company's actual costs and the minimum monthly and nonrecurring charges.

7.04 The two totals should be compared, the applicable service order memo(s) should be prepared to reflect the lesser of the two amounts, and the service order memo(s) should be forwarded to the service order issuance group.

7.05 The BPOC should then notify the OCC of the applicable cancellation charges, using OCC Completion Notice (Form E-6808—Fig. 5).

Service Order Preparation Group Responsibilities

7.06 Upon receipt of the service order memo(s) from the BPOC for cancellation of a pending facility order on an OCC account, the Order Preparation Group should process the memo(s) and issue the applicable supplement(s) to effect the cancellation.

7.07 The group should determine the costs involved based on the amount of time spent in processing the original facility order(s) and any previously issued supplement(s), including the time required to process the cancellation.

7.08 The Service Order Issuance Group should forward the total dollar amounts to the

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BPOC within 3 days to enable the BPOC to include the costs in computing the cancellation charges.

Control Intercompany Services Coordination (ISC) Team Responsibilities

7.09 Upon receipt of a service order supplement from the BPOC to cancel a pending order for an OCC account, the Control ISC Team should process the supplement in the normal manner to effect the cancellation.

Note: Notification by phone to Local ISC Teams as well as to engineering and plant members of the Bell Company's own team that a cancellation has been received may preclude various organizations from performing unnecessary work.

7.10 The supplement should request that the Control and Local ISC Teams identify the costs, based upon the amount of time spent on the particular order, including the processing of the cancellation supplement. These times should be associated with applicable labor rates and forwarded to the BPOC within 3 days.

7.11 It is the responsibility of the Control ISC Team to calculate the time and labor rates associated with work functions completed by the Control ISC Team members and supportive groups, to obtain the same information from the Local ISC Team, and to forward the actual cost to the BPOC office.

Local ISC Team Responsibilities

7.12 Upon receipt of supplement to cancel a pending facility order for an OCC account, the Local ISC Team should process the supplement in the normal manner to effect the cancellation. (See 7.10.)

Note: Notification by phone to all Local Team members that a cancellation has been received may preclude various organizations from performing unnecessary work.

7.13 It is the responsibility of the Local ISC Team to calculate the time and labor rates associated with work functions completed by the Local ISC Team members and supportive groups and to include the same information from any of the field people who responded to the Local ISC Team's output.

The costs based upon the amount of time spent should then be forwarded to the Control ISC Team to relay this information to the BPOC.

DCO Responsibilities

7.14 Upon receipt of notification of the cancellation of a pending service order on an OCC account, the DCO should process the cancellation in the normal manner.

7.15 The DCO should then determine the amount of time which was spent on the service order, including the cancellation order, and the nonrecoverable cost of any equipment, then compute the actual costs incurred and forward the information using the OCC Facility Order Cancellation Charge Worksheet, Form E-6805—Fig. 4, to the BPOC within 3 days after the cancellation.

TRCO Responsibilities

7.16 Upon receipt of notification of the cancellation of a pending service order on an OCC account, the TRCO should process the cancellation in the normal manner.

7.17 The TRCO should then determine the amount of time which was spent on the order, including the removal of any equipment, compute the actual costs incurred, and forward the information to the BPOC within 3 days after the cancellation.

Marketing/Sales (MKTG/SLS) Responsibilities

7.18 Upon receipt of notification of the cancellation of a pending service order for a termination requested by an OCC, the MKTG/SLS contact should process the cancellation in the normal manner, including cancellation of the pending service order(s) and any other additional documentation issued pursuant to the service orders.

7.19 MKTG/SLS should then determine the amount of time actually spent **in connection with the facility order**, if any, including the time involved in issuing the various cancellation documents, compute the actual cost incurred, and forward the information to the BPOC within 3 days after the cancellation.

8. CHARGES FOR QUOTATION

Request for a Quotation of Charges

8.01 The charge for quotation applies in all cases where rates and charges are determined on an individual case basis. Cases for which this charge apply include cases where rates and charges are quoted for specialized facilities, special construction, and general facility offerings for which specific rates and charges are not filed in the OCC Facility Tariffs.

8.02 The charge for quotation should include the administrative and engineering costs associated with preparation of the quotation. This charge will be credited to the OCC when an order is received within 90 days following the quotation and the facilities are provided. In cases where an OCC has requested alternative special construction schemes, a quotation charge would be billed for alternatives which the OCC does not choose.

Determining the Costs for the Quotation Charge

8.03 In order to determine the administrative costs of the quotation it will be necessary to review the case with all departments involved in the request. It must be determined what time has been spent by all labor groups and the appropriate fully assigned labor rates applied to the hours. This will determine the administrative costs for the groups involved, such as Rates, Tariffs, Service Costs, Legal, and Plant (doing a presurvey of the job, etc).

8.04 The Engineering Costs will be the engineering time involved in laying out the job. This may be a broad estimate of the job, or *if necessary* the job may be actually engineered. The important point here is to determine the actual number of hours expended in doing the estimating so that the fully assigned labor rates may be applied. These costs are then to be forwarded to the BPOC.

8.05 Upon determination of the administrative costs of the quotation, the BPOC should initiate the necessary service orders to bill the OCC for the charges. The BPOC should prepare and forward an amended OCC notification form to the OCC and file the case in a pending file for 90 calendar days.

8.06 When a type of signaling is ordered as being the only type acceptable to the OCC, it will be provided if it is available for assignment within the normal installation interval for the facility. When the specified type of signaling is not available for assignment within the normal installation interval, the order will be treated as a request for a quotation of charges.

9. RELATED SECTIONS

9.01 The following is a related section:

SECTION	TITLE
471-010-004	Interactive Design

ENGINEERING CHARGE WORKSHEET

OCC _____ Authorized by _____
 Fac. S.O. No.(s) _____ Fac. CLCI(s) _____
 Period from _____ to _____

COMPUTATION OF CHARGES

TYPE	FID	SCHED	½HR \$ RATE	NO OF ½HRS	\$ FLAT RATE	NO. OF FACS	CHARGES
Design Change (specify below)	ECH				130		
Expediting		REG					
		OT					
Administrative	EEE	REG	20				
	EEE	OT	25				
Design	EEE	REG	20				
	EEE	OT	25				
Other (Specify below)	EEE	REG	20				
	EEE	OT	25				
Consultation (Specify below)	ECO	REG	20				
	ECO	OT	25				
TOTAL							

Explanation of Charges _____

Date of Consultation _____ OCC Engineer _____

Prepared by _____ Date _____
 Reviewed by _____ Date _____

BPOC _____ Receipt Date _____ OCC Account or Billing No. _____
 S.O. No. _____ Issue Date _____
 S.O. Comp. Date _____ Bill Verification Date _____

Fig. 1—Engineering Charge Worksheet (E-6804)

E-6647

CRAFT - HOURS AND CHARGES FOR ADDITIONAL BILLING/TRCO LOG FOR WEEK OF _____						
					Page _____ of _____	
O.C.C. Account Name _____		Prepared By _____				
Billing Number _____		Telephone _____				
B.P.O.C. _____		Log Serial Number _____				
BILLING INFORMATION		Craft Labor Hours and Charges For Additional Billing				
1. O.C.C. Authorization Initials & Location 2. Date & Time (Start and Finish) 3. Order Number 4. Ckt I.D. Number 5. Description of Work Performed - MTCE of FAC. Charge if App. (See Notes) 6. Trouble Reported 7. Trouble Found and/or Cause	CRAFT DESIGNATION	WORK ACTIVITY	Normal Labor (LOT)		Additional Labor, Additional Testing Standby or Other Labor (LAD)	
			Performed Outside of Scheduled Tour	Performed During Scheduled Tour	Performed Outside of Scheduled Tour	Performed Outside of Scheduled Day
			Rate \$5/Hr.	Rate \$15/Hr.	Rate \$20/Hr.	Rate \$25/Hr.
			4Hr Min If Call Out			
TOTAL HOURS BY CATEGORY						
TOTAL CHARGES BY CATEGORY						
1.						
2.						
3.						
4.						
5.						
6.						
7.						
TOTAL HOURS BY CATEGORY						
TOTAL CHARGES BY CATEGORY						
1.						
2.						
3.						
4.						
5.						
6.						
7.						
TOTAL HOURS BY CATEGORY						
TOTAL CHARGES BY CATEGORY						

Reviewed by T.R.C.O. Mgr. _____

FORM E-6647 (FRONT)

CRAFT DESIGNATION CODE

- I - Installer
- R - Repair Person
- F - Frame Person
- S - Switch Person
- T - Tester
- C - Construction Person
- D - Dispatcher/Coordinator

ACTIVITY CODE

- I - Installation
- R - Repair
- M - Maintenance of Facilities [Refer to Par. 6.37(b).]
- P - Maintenance of Facilities [Refer to Par. 6.37(a).]

NOTE:

- (1) The activity code (M) would be indicated on this form in the event the trouble is not found to be in the Bell Company's facilities and the OCC has specifically requested a dispatch of Bell Company personnel.
- (2) The activity code (P) would be indicated on the form when the trouble report results from equipment or communications systems provided by other than the Bell Company or the OCC.

FORM E-6647 (BACK)

Fig. 3—Additional Labor Charges Worksheet (E-6647)

CRAFT - HOURS AND CHARGES FOR ADDITIONAL BILLING/TRCO LOG FOR WEEK OF APR. 26, '75
 Page 1 of 1

O.C.C. Account Name COMPANY A Prepared By R.J.H
 Billing Number XY-XXXX Telephone XXX-XXXX
 B.P.O.C. J. SMITH Log Serial Number 104
121 MAIN ST.
ANY CITY

BILLING INFORMATION	CRAFT DESIGNATION	WORK ACTIVITY	Craft Labor Hours and Charges For Additional Billing						
			Normal Labor (LOT)	Additional Labor, Additional Testing Standby or Other Labor (LAD)					
1. O.C.C. Authorization Initials & Location			Performed Outside of Scheduled Tour	Performed During Scheduled Tour	Performed Outside of Scheduled Tour	Performed Outside of Scheduled Day			
2. Date & Time (Start and Finish)			Rate \$5/Hr.	Rate \$15/Hr.	Rate \$20/Hr.	Rate \$25/Hr.			
3. Order Number			4Hr Min If Call Out						
4. Ckt I.D. Number									
5. Description of Work Performed - MTCE of FAC. Charge if App. (See Notes)	II	I	BAC						
6. Trouble Reported									
7. Trouble Found and/or Cause									
TOTAL HOURS BY CATEGORY				1					
TOTAL CHARGES BY CATEGORY									
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL HOURS BY CATEGORY									
TOTAL CHARGES BY CATEGORY									
1.									
2.									
3.									
4.									
5.									
6.									
7.									
TOTAL HOURS BY CATEGORY									
TOTAL CHARGES BY CATEGORY									

Exhibit 3(d)
1 Hour Billable Overtime Installation

Reviewed by T.R.C.O. Mgr. JMB

Fig. 3—Additional Labor Charges Worksheet (E-6647) (Cont.)

CRAFT - HOURS AND CHARGES FOR ADDITIONAL BILLING/TRCO LOG FOR WEEK OF <u>APR. 26, '75</u>							
			Page <u>1</u> of <u>1</u>				
O.C.C. Account Name <u>COMPANY C</u>		Prepared By <u>RJK</u>					
Billing Number <u>XX-XXXX</u>		Telephone <u>XXX-XXXX</u>					
B.P.O.C. <u>J. SMITH</u>		Log Serial Number <u>106</u>					
<u>121 MAIN ST</u>							
<u>ANY CITY</u>							
BILLING INFORMATION		CRAFT DESIGNATION	WORK ACTIVITY	Craft Labor Hours and Charges For Additional Billing			
1. O.C.C. Authorization Initials & Location 2. Date & Time (Start and Finish) 3. Order Number 4. Ckt I.D. Number 5. Description of Work Performed - MTCE of FAC. Charge if App. (See Notes) 6. Trouble Reported 7. Trouble Found and/or Cause				Normal Labor (LOT)	Additional Labor, Additional Testing Standby or Other Labor (LAD)		
		Performed Outside of Scheduled Tour	Performed During Scheduled Tour	Performed Outside of Scheduled Tour	Performed Outside of Scheduled Day		
		Rate \$5/Hr.	Rate \$15/Hr.	Rate \$20/Hr.	Rate \$25/Hr.		
1. <u>M. JONES</u> <u>CENTER CITY</u> 2. <u>APR. 22, '75</u> <u>3:00PM - 4:10PM</u> 3. <u>XXV-XXXX-XX</u> 4. _____ 5. <u>STAND-BY TIME</u> <u>1 HOUR - 10 MIN.</u> <u>40 MIN. BILLABLE</u> 6. _____ 7. _____		<u>II</u>		<u>1</u>	4Hr Min If Call Out		
TOTAL HOURS BY CATEGORY				<u>1</u>			
TOTAL CHARGES BY CATEGORY							
1.							
2.							
3.							
4.							
5.							
6.							
7.							
TOTAL HOURS BY CATEGORY							
TOTAL CHARGES BY CATEGORY							
1.							
2.							
3.							
4.							
5.							
6.							
7.							
TOTAL HOURS BY CATEGORY							
TOTAL CHARGES BY CATEGORY							
				Exhibit 3(f) 1 Hour Billable for Stand By Time During Scheduled Hours			
TOTAL HOURS BY CATEGORY							
TOTAL CHARGES BY CATEGORY							

Reviewed by T.R.C.O. Mgr. JMB

Fig. 3—Additional Labor Charges Worksheet (E-6647) (Cont.)

OCC FACILITY ORDER CANCELLATION CHARGE WORKSHEET

OCC _____ OCC ORDER NO. _____
 CONTROL NO. _____ CANCELLATION DATE _____
 FACILITY ORDER NO. _____ CLCI _____ DUE DATE _____
 TERMINATION ORDER NO. _____ CLCI _____ DUE DATE _____
 LATEST CRITICAL DATE COMPLETED _____ FACILITY ORDER _____
 TERMINATION ORDER _____

COMPUTATION OF CHARGES PER FACILITY

	<u>ACTUAL COSTS</u>	<u>\$</u>		<u>MINIMUM PERIOD</u>	<u>\$</u>
BPOC Processing	_____	_____	Monthly Charge	_____	_____
Service Order Issuance	_____	_____	Non Recurring Charge	_____	_____
ISC Teams	_____	_____	Total Charge	_____	_____
DCO Processing	_____	_____	Total Charge ×	_____	_____
TRCO Processing	_____	_____	Discount Factor =	_____	_____
Other	_____	_____	Supplemental Functions	_____	_____
_____	_____	_____	Conditioning	_____	_____
_____	_____	_____			
Total Costs	_____	_____			
Less Net Salvage	_____	_____			
Total Billable Charge	_____	_____	Total Billable Charge	_____	_____

Total Billable Charge Per Facility × No. of Facilities
 Charge \$ _____ × _____ Facilities = \$ _____
 Prepared by _____ Approved by _____
 Date _____ Title _____

Fig. 4—OCC Facility Order Cancellation Charge Worksheet (E-6805)

OCC COMPLETION NOTICE

TO: _____ OCC FROM _____ TELCO

OCC ORDER NUMBER _____ OCC CIRCUIT ID _____

BELL FACILITY CIRCUIT ID _____ COMPLETION DATE _____

BELL TERMINATION CIRCUIT ID _____ COMPLETION DATE _____

CHARGES

1. FACILITIES

(a) Basic

- 1. Nonrecurring \$ _____
- 2. Monthly Recurring \$ _____
- 3. Supplemental Functions \$ _____
- 4. Conditioning \$ _____

(b) Additional

- 1. Design Change (nonrecurring) \$ _____
- 2. Expediting (nonrecurring) \$ _____
- 3. Consultation (nonrecurring) \$ _____
- 4. Additional Labor (nonrecurring) \$ _____
- 5. Trouble Reporting (monthly recurring) \$ _____

2. TERMINATION (When Agent)

- (a) Nonrecurring \$ _____
- (b) Monthly Recurring \$ _____

3. CANCELLATION

Basis for computation [] Actual Costs
 [] Minimum Period

Cancellation Charge \$ _____

Prepared By _____ BPOC

Date _____ Telephone No. _____

Fig. 5—OCC Completion Notice (E-6808)