

COIN COLLECTOR'S INSPECTION REPORT  
FORM SW-8120

1. GENERAL

1.01 This section is issued to describe entries and handling procedures for Form SW-8120, Coin Collector's Inspection Report. Form S-8120 changed to SW-8120.

1.02 Coin collection routines require that the coin collecting employee make a coin operational collection test at each coin station before the collection is made. In addition, the coin collector is to inspect the coin station for any obvious out-of-service condition, such as, broken or missing handset, severed receiver cord, damage to the instrument, etc., or hazardous conditions which could cause injury to a customer.

1.03 The coin collector is to correct any defects noted which they are equipped to correct. They will also replace posters, instruction cards, directory and directory binder, wipe off the instrument and/or enclosure.

1.04 Out-of-Service defects found, which cannot be corrected by the collector, will be reported to the appropriate repair service bureau upon arrival at the next collection point. The number furnished the coin collector by the RSB should be the same number furnished customers for repair service. The repair service bureau will handle the report in accordance with procedures outlined in BSP 660-100-011.

1.05 Hazardous conditions found, which cannot be corrected by the collector, will also be reported to the appropriate repair service bureau upon arrival at the next

collection point. Hazardous conditions are considered to be any condition which could cause injury to a customer such as loose wiring, insecure mounting, loose telephone on the wall, broken glass, broken seats, sharp edges, etc.

2. USE OF FORM SW-8120, COIN COLLECTOR'S INSPECTION REPORT

2.01 When non-service affecting defects, such as broken cord armor, broken directory hangers, exposed wiring, light not working, etc., are discovered, the coin collector will complete Form SW-8120, Coin Collector's Inspection Report, Exhibit 1.

2.02 Form SW-8120 is a two part form. After the referral date is recorded on the bottom of the SW-8120 by the coin center, the original copy is forwarded to the responsible repair service bureau and the duplicate is retained by the coin center for one year.

2.03 Upon receipt of Form SW-8120, the repair service bureau employee should prepare a Trouble Report Ticket, SW-6911, in accordance with BSP 660-100-011 and 660-100-018SW. In an LMOS environment instead of preparing a trouble ticket, the information from Form SW-8120 is updated into the LMOS data base by the CRT.

Contractor Repairs

2.04 If the repairs are to be made by a Telephone Company contractor, the contractor should be notified in the normal manner and instructed to advise the maintenance foreman upon completion of the repair work. The maintenance foreman in turn noti-

fies the repair service bureau. When notified, the RSB employee completes the Trouble Report Ticket, SW-6911. In an LMOS environment the completion information is updated into the LMOS data base.

2.05 The date completed should be posted to the "Remarks" section of the SW-8120 and filed at the RSB for future reference.

TELCO Repairs

2.06 If the repair work is to be performed by Telephone Company maintenance forces, the SW-6911 or basic output report (BOR) in an LMOS environment should be placed into the RSB flow for normal handling as non-service affecting trouble report. When the repairs are made and the SW-6911 completed, (BOR completed and completion information updated into the LMOS data base via CRT in an LMOS environment) the SW-8120 should be handled as described in Paragraph 2.05.

Sales Development

2.07 Form SW-8120 is also used to refer sales development items. These sales related items are proprietor's request for visit by a salesperson, telephone obstructions, need for additional telephone, signs, bumper post, etc. When this form is used to refer sales information, it should be forwarded to the appropriate public telephone sales group.

2.08 Frequent supervisory checks should be made to insure the SW-8120 are processed promptly and correctly.

 Southwestern Bell			<b>COIN COLLECTOR'S INSPECTION REPORT</b>			Form SW-8120a (Rev. 1-80)			
To:								(Tel. No.)	
<b>REPAIR</b>				<b>SALES DEVELOPMENT</b>				(Address)	
<b>INSTRUMENT</b>		<b>ENCLOSURE</b>		<b>DIRECTORY</b>		<b>Instrument</b>		Town _____	
Handset		Dirty		Hanger		Booth		Rt.# _____ STP# _____	
Armored Cord Broken		Door		Shelf		Sign		Date _____	
Inst. Card Frame		Shelf		Cover		Directory		Time _____	
Loose Inst.		Glass Panels		Other *		Other *		Coll # _____	
Two Tone Instrument		Side Panels		<b>SIGNS</b>		Cust. Req. Call By _____		Disposition _____	
No Fastening Holes		Light Fixtures		Loose		_____ Regard'g. New Serv.			
Fastening Holes Out Of Line		Fan		Low		_____ Regard'g. Exist. Serv.			
Poor Condition		Seat		Obstructed		On Tel. No. _____			
Other *		Floor		Worn		Contact: _____			
		Wiring		Obsolete		At: _____			
		Realign		Other *					
		Other*							
(Explain * Items)									
* Remarks: _____									
Date Sent To Repair _____									

EXHIBIT I  
FORM SW-8120