

PLANT ROUTINES
COIN TELEPHONE ACTIVITY

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1. GENERAL

1.01 This Section describes the procedures to be followed in the Southwestern Bell Telephone Company in connection with service order and maintenance activity on coin telephones.

1.02 The Section is reissued to provide an overall revision.

1.03 Briefly, the Section sets forth:

- (a) The centralizing, under certain conditions, of Plant forces who are responsible for handling coin installations and maintenance activities. This facilitates coin administration and promotes proficiency, economy, and security;
- (b) Procedures for field installation by Plant forces of coin receptacles, locks, doors, all mounting screws, etc. which are incidental to installation and maintenance activities;
- (c) The removal of coin receptacles by Plant forces where coin service orders call for telephone removals, inside moves, instrument changes and field modifications requiring access to the lower housing;

(d) The procedures for supplying Plant with coin receptacles, locks, doors, keys, etc. by the coin office;

(e) Administrative procedures and provides forms for the coin operation.

2. RESPONSIBILITIES - FOR CENTRALIZATION
AND SAFEGUARDING OF COIN ACTIVITIES

2.01 The Division Plant Superintendent will designate certain work centers to be responsible for all the coin installation and maintenance work in a particular area. The selection of coin work centers and the area they are to serve must be determined by considering, in addition to items in Paragraph 2.02, the volume of work, force requirements, geographical concentration of coin stations (travel time), the boundaries of districts, divisions, etc. (District boundaries should be limiting only if other conditions are met.)

2.02 Whenever practicable, work forces who perform coin work should be centralized. This will facilitate effective and efficient coin administration by providing:

- (a) A minimum inventory and maximum turn around capabilities of coin telephones, booths, shelves and other coin supplies;
- (b) A reduction in shipping costs;
- (c) A reduction in coin key holders, thus fewer keys lost;
- (d) A reduction in cost for vehicle and storeroom facilities for safeguarding coin materials;
- (e) More expertise due to greater concentration of coin work.

2.03 The District Plant Superintendent will furnish the Coin Office a list of employees whom he has authorized to order coin locks, keys, receptacles and doors from the Coin Office. He will make arrangements to equip each coin work center with a secure facility for storing coin receptacles, coin compartment doors, locks, keys, etc. He will limit access to the coin storage facility to authorized personnel only. He will make periodic reviews to determine that proper coin telephone safeguarding procedures as described herein and in other Southwestern Bell practices and instructions including "A Code of Business Conduct" are being followed.

2.04 Each supervisor in the Coin Work Centers must ensure that workmen are instructed in the proper method of handling coins, coin receptacles, locks, keys and other coin apparatus with special emphasis on:

- (a) Safeguarding coins and coin apparatus while on the customer premises, in Company vehicles, and on Company property.
- (b) The necessity of accurate and complete reporting of information on forms related to coin activities.

2.05 The General Plant Manager will determine the methods, extent, and frequency of security checks that are necessary to ensure compliance with Company instructions regarding coin operations. The General Plant Manager will assign a staff supervisor to make periodic security checks for proper coin procedures.

3. SUPPLY HANDLING OF COIN RECEPTACLES, COIN COMPARTMENT LOCKS, KEYS, ETC.

3.01 Coin telephones as received from Western Electric are not equipped with coin receptacles, locks, or coin compartment doors. These items, plus keys

and certain administrative forms, will be furnished directly to Plant by the Coin Office upon request by an authorized Plant employee. Coin locks and keys, however, will only be furnished on request when in connection with a specific service order or maintenance activity. Other items such as coin receptacles, doors, forms, etc. can be obtained on request to provide a minimal stock of these items at work centers responsible for coin installation and maintenance work.

3.02 To aid in reducing the supply time of coin locks and keys needed by Plant relative to coin service order activity, the Commercial Department or Marketing Department, as applicable, upon issuance of the service order will notify the Coin Office of the requirement of the key and/or lock. At location on SORD operations, the Coin Office will be automatically notified by the receipt of the order itself. The Coin Office, upon notification, will promptly forward these items to the Plant Work Center prior to the due date of the respective service order. Plant should, however, follow-up or monitor the status of all coin service orders requiring coin supplies to ensure the supplies are received in time to meet the customer commitment. At locations not on SORD, Plant should also check the remarks space on each coin service order for a special code which indicates that Commercial or Marketing has notified the Coin Office to send the necessary locks, keys, etc. to Plant. (An example of this code is: "Coin OK 21 OP". The "Coin OK" indicates notification to the Coin Office and the "21" gives the serial number of the Commercial-Coin Office contact and "OP" is the initials of the Coin Office employee involved in the contact.)

3.03 An authorized Plant employee may order by telephone from the Coin Office lower housing keys, locks, doors, receptacles, etc., that are required to work a service order or to make certain repairs. When requesting locks and/or keys it is necessary to furnish the Coin Office the following information:

- (a) The coin telephone number;
- (b) The customer's name and address;

- (c) The date and location that locks, keys, etc., are to be delivered;
- (d) The specific reason for the request, (service order number or maintenance activity)
- (e) The name of the authorized employee making the request.

When ordering coin receptacles and doors the employee must furnish the Coin Office:

- (a) The quantity receptacles or doors needed;
- (b) The type receptacles (large or small) or doors (1A, 2A, or 5A) needed;
- (c) The location where items are to be shipped;
- (d) The name of the employee making the request.

3.04 At the time an authorized Plant employee orders a lower housing key(s) from the Coin Office, he must prepare a "Supervisor Memo", Form S-6526, to contain the following information:

- (a) Date Coin Office is called;
- (b) Telephone number and address of coin instrument being worked on;
- (c) Date lower housing key is to be delivered to work center and reason for requesting key;
- (d) Employee's name requesting lower housing key.

The original "Supervisor Memo" is forwarded to the foreman prior to key being received and the duplicate copy is retained for follow-up. The foreman uses the "Supervisor Memo" to perform periodic reviews to ascertain proper key usage and handling. During this review all other forms associated in the coin procedure are also checked for completeness, accuracy, reasonableness of entries, and legibility.

3.05 Local arrangements should be made between Plant and the Coin Office for the most efficient and economical means of handling coin material shipments both ways and still provide the necessary security. A means of shipment might include special pick-up by the coin collector, company mail, special carrier, etc.

3.06 In filling an order for coin supplies the Coin Office will prepare, in triplicate, Form S-8941, Transfer of Coin Telephone Locks and Keys (See Exhibit 1) and/or Form S-8940, Coin Receptacles And Doors Record (See Exhibit 2). Both these forms are used to provide a packing list of the items shipped (as indicated by form title), a receipt copy for the shipper and a record for Plant of material usage. The Coin Office also uses Form S-8941 to maintain a follow-up of keys outstanding over 10 days. After the Coin Office prepares the forms in triplicate, they will place the original and duplicate in with the items to be shipped and retain the triplicate copy. The authorized Plant employee receiving the items will verify the items as listed, sign both copies, forward the duplicate back to the Coin Office and use the original to maintain a record of item disposition and usage.

3.07 Form S-8941 can be a useful tool for the Plant employee in keeping track of key and other coin material returns. The Plant employee, for example, should, before completing the form for an item, ensure that the key returns include, as applicable, Form S-8226, Coin Key Station Record Card, (Exhibit 3) where new coin telephones or locks are installed, or Form S-8124, Special Collection Card, (Exhibit 4) involving a collection and also where indicated on Form S-8124, the return may include a receptacle and an Overflow Coin Envelope, Form S-6763 (Exhibit 5). When disconnects are involved, the employee completing Form S-8941 should note that the return also includes the coin lock and door (This applies to all type coin telephone sets).

3.08 The authorized plant employee who orders keys for maintenance activity, should follow-up to ensure that the keys are not to be retained longer than three business days before being returned to the Coin Office. Also, Plant collection(s) should not, ordinarily, remain in the Work Center more than two days.

3.09 A space is provided on Form S-8941 to permit the Coin Office employee to initial Plant's copy as receipt of items if they are picked up directly from the work center.

3.10 Designated work centers responsible for coin telephone work should arrange to handle coin telephone equipment on a turn around basis as much as is possible. This can reduce substantially, shipping, repair, and equipment costs by permitting maximum utilization of equipment.

4. SERVICE ORDER ACTIVITY

4.01 Orders for semi-public service or public telephone service will be issued by the Business Office or the Marketing Department, as appropriate, on a due date basis generally on the next open day (or other extended intervals agreed to locally for remote locations), but not sooner than two business days, except in case of an emergency. Service orders requiring AC power will be issued for the next open date only after Marketing has confirmed that the customer has installed the approved continuous power.

4.02 Marketing will prepare Form S-8973, Indoor and Outdoor Booth Installation (See Exhibit 6), on service requests where the customer will be expected to furnish power. Instruction concerning equipment to be ordered and the location the equipment is to be installed on the customers premises are included on the form. The form is prepared in triplicate with Marketing retaining the original and forwarding the remaining two copies immediately after preparation to Plant

4.03 On SPI type service the Business Office will not provide on the service order the type or color of coin telephone set unless the customer desires something specifically. This allows Plant to make the determination for proper equipment based on equipment availability, security requirements, etc.

4.04 Where the Business Office or Marketing issue a related disconnect, and re-connect for the same date, equipment, telephone number and location, they will notify the Coin Office to make a special collection and Plant will handle the service order as WCOK with no field work.

4.05 Removal information for disconnect orders will be included in the remarks space of the service order.

Installation Work

4.06 Upon receipt of a customer's request for coin telephone service requiring a coin collection, either the Marketing or the Business Office employee who is handling the customer contact will immediately call the Coin Office to request the key be sent to the appropriate Plant location. Delivery of the key and issuance of the service order will be coordinated to reach Plant before the due date.

4.07 The Coin Office will prepare Form S-8941 in triplicate and show the service order number, the telephone number and the due date. Two copies of the form will be sent to the appropriate work center along with key and lock. The authorized Plant employee shall verify the items as listed, sign and date the form in the space provided, and return the duplicate copy to the Coin Office.

4.08 On service orders for existing service

and requiring a Plant collection, the Coin Office will also forward Form SW-8124, Special Collection Card, with the key listed on SW-8941. Form SW-8124 provides the Coin Office a record of all pertinent information needed concerning the collection. Once collection has been made, Form SW-8124 must be filled out by the installer and returned together with the key and receptacle to the authorized Plant employee maintaining Form SW-8941 for posting. The authorized employee will then forward the key, receptacle, and Form SW-8124 to the Coin Office.

4.09 On coin service order activity where it is necessary to provide or change locks, Form S-8226, Coin Key Station Record Card, must be prepared by the Plant craftsman. This form is used to provide a record of the coin lock and key which are associated with that particular coin telephone instrument. After preparation, the form must be separated with the adhesive tab being placed in the upper housing of the coin telephone and the other part returned to the authorized employee along with the associated key. The authorized employee will post Form SW-8941 and then forward both Form S-8226 and the key to the Coin Office.

4.10 On service order activity at locations having SORD operations, the Plant installer must also report the key number which had been entered on Form S-8226 to the SOC center for inclusion on the order. This will enable the Coin Office to establish early collection schedules on new installations.

4.11 To reduce frequency of collections and possible full money box service trouble, the Plant employee should install the large type coin receptacles wherever possible in the 1A, 2A, 1C or 2C coin telephone sets.

4.12 On any coin installation where the Plant employee feels that either the

location or the equipment is not satisfactory or adequate to provide the necessary security against larceny, the Plant employee should not install the service but refer the matter to his supervisor. The supervisor will review the circumstances and will, if necessary, refer the matter to Marketing for further handling with the customer. (See BSP 506-101-901SW, Coin Telephone Anti-Larceny and Anti-Fraud Installation).

4.13 On disconnects involving telephone set removal, the Plant employee must remove the coin receptacle to permit access to the mounting screws located in the cash compartment before removing the telephone set. No instrument should be removed from its mounting unless this is done. An exception may be authorized by a supervisor where in an emergency forceable removal is required to protect the telephone set from damage or loss. Examples of such cases might be construction sites being moved, buildings being razed, floods, fires, etc. In these cases, the telephone number must not be removed from the instrument until collection has been made.

Missed Appointments

4.14 No Access Cases. On "No Access" cases involving coin telephone service orders except disconnects, the field workman will leave a "No Access" card, Form S-6490, as per BSP 469-050-924SW and follow the procedure prescribed in V66.202, Appointment Plan of Installation. When in response to the "No Access" card the customer calls the same day the no access occurred, an attempt should be made to complete the order on this date as scheduled. If this cannot be reasonably accomplished or if the customer makes a new appointment within five business days, the lower housing key shall be returned to and retained in a locked compartment in the work center. However, if the customer does not contact the service order completion clerk within five business days from the original date or if he makes a new

appointment beyond the fifth business day, the lower housing key and special collection card must be returned promptly to the Coin Office.

4.15 All "No Access" (SA) coin telephone service orders will be placed on the missed appointment log. They will be held in the S.A. file at the service order completion center for seven days pending the receipt of new information from the Business Office. After seven days the orders should be turned back to the Business Office for possible cancellation if no access information has been obtained. When a new date is established by the Business Office, the Business Office will issue a "Change of Due Date" (Form S-8103) as set forth in the present Business Office Practice and will notify the Coin Office for key if appropriate. Where Plant establishes a new due date with the customer, Plant must arrange to notify the Coin Office for key delivery in those cases where the new appointment is later than the fifth business day.

4.16 No Access Cases - Disconnects. On "No Access" cases on coin telephone service orders involving disconnects, the field workman will seek information from neighbors or others on how access can be obtained. If no information is available, the field workman must notify the SOC center immediately of the S.A. order. He must also show the access attempt on Special Collection Card, Form SW-8124 and return it to Plant work center at the end of the day together with the lower housing key. The lower housing key will be retained in a locked compartment at the work center for five business days pending access information.

4.17 The SOC center will request the Business Office to obtain additional access information. The copies of the disconnect order will be held in the S.A. file during that day. If the Business Office obtains access information for the same day, they will call the SOC center who will relay

the information, if possible, to the same workman dispatched initially on the order.

4.18 The Business Office will endeavor to obtain new access arrangements since a final bill cannot be rendered until the coin receptacle has been removed and revenue counted. When new access arrangements are made, and the access is later than 5 days from the initial date, the Business Office will notify the Coin Office who will send the lower housing key and Special Collection Card, Form SW-8124 back to the Plant work center.

5. HANDLING OF LOOSE COINS AND FULL COIN RECEPTACLES

5.01 Employees opening a coin station for tests, inspection or other installation/maintenance purpose and encounter loose coins, slugs, tokens and similar coin-like devices in the upper or lower portion of the telephone set must:

- (a) Enter the total monetary amount in nickels, dimes, quarters, slugs, tokens, etc. on the trouble ticket (SW-6219), the service order, the Plant order, or other work authorization.
- (b) Deposit all loose coins and/or coin-like devices in the coin receptacle of that particular telephone (See Note below) and/or when necessary in an Overflow Coin Envelope, Form SW-6763, (See paragraph 5.02 below).

NOTE: To avoid damage to the single coil relay in prepay instruments when manually depositing coins, see SECTION 506-110-100.

5.02 Where the Overflow Coin Envelope, Form SW-6763 is used, the field employee must enter in the appropriate spaces, the amount of coins placed in the envelope, the telephone number of the coin station,

his name, title and the date the envelope was prepared. If the coin receptacle is being collected, the monetary amount contained in the envelope must be entered on the Special Collection Card SW-8124 and the envelope should accompany the receptacle back to the Coin Center. If it is not possible to make a collection at this time, the sealed coin envelope should be placed in the upper housing portion of the coin instrument on the right hand side and adjacent to the coin relay. The upper housing can then be replaced and locked for a later collection. However, in this case, the field employee must show on his copy of the trouble report (e.g. S-6219) that an Overflow Coin Envelope has been left in the instrument and the amount of money it contains. This same information must then be reported to the Test Center for referral to the Coin Manager to permit a special collection to be scheduled.

5.03 On a repair visit when no collection is to be made, the following should be done in addition to the above:

- (a) Clear all coin paths;
- (b) Level the coins in the cash compartment using the 139 B tool;
- (c) Gauge the level of the coins by reading the calibrated scale on the 139 B tool;
- (d) If the scale reading is seven or less, the telephone should be left in service, however, if the reading is more than seven an out-of-order sign must be placed on the instrument if collection is not to be made at that time. The gauge reading must be reported to the test center so that they may refer the information to the Coin Manager to permit a special collection to be scheduled.

SPECIAL NOTE: When a security "spike" is encountered in the leveling hole it should be reinstalled after work is completed.

5.04 The authorized employee making the special collection will remove the coin receptacle, insert a new one, check the upper housing, recover the "Overflow Coins" envelope Form SW-6763, and remove the "Out of Service" sign. He must also notify the appropriate test center that the special collection has been made and that service can be restored.

6. SUMMARY OF FORMS RELATED TO PLANT COIN TELEPHONE ROUTINE

6.01 Forms required in the coin telephone routines are in the following paragraphs:

- (a) Form S-8940 - Coin Receptacle Record - Prepared by the Coin Office to transfer coin receptacles and doors to the designated plant work center. The form is used to list the individual receptacles shipped, to provide a receipt for doors and receptacles shipped and to provide Plant with a record of receptacles used.
- (b) Form S-8941 - Transfer of Coin Telephone Locks and Keys - Prepared by the Coin Office to transfer locks and keys to the designated Plant work center. The form is used to list the individual keys (and associated locks, if so indicated) which are sent, to provide a receipt for the keys and locks, and to provide a record for Plant of the material usage. The Coin Office uses their copy to follow up on keys outstanding over 10 days.
- (c) Form S-6763 - Overflow Coin Envelope - Prepared and used by the Plant employee to place and record the amount of overflow coins when present on collections or maintenance activity.

- (d) Form S-8973 - Indoor and Outdoor Booth Installations - Prepared by the Marketing Department on all inward equipment changes or moves of public telephone service to advise the Plant Department of the type or kind of equipment to order and the location on the customers premises that equipment is to be installed. This form is not prepared when the service order does not involve a change in existing equipment or location.
- (e) Form SW-8124 - Special Collection Card - The Coin Office completes part of the form and then forwards it to Plant in all situations where a collection is to be made by Plant in connection with service order or maintenance activity. The Plant employee making the collection will complete the form and return the form, the key, and the receptacles to his supervisor for posting of Form S-8943 and then forwarding to the Coin Office.

- (f) Form S-8226 - Coin Key Station Record Card - Prepared by the Plant employee upon installation of a new coin telephone or coin lock to provide a record of the lock and key associated with that telephone. The stub of the form is filled out, detached and stuck in the upper housing portion of the telephone. The remaining part of the form is completed and returned to the authorized employee who ordered the lock and key. The authorized employee will then post Form S-8941 and forward the S-8226 to the Coin Office.

EXHIBIT 3

ROUTE	STOP	KEY NO.	REC. NO.	TEL. NO.	KEY CARD		
<p style="text-align: center;">TO INSTALLER</p> <p style="text-align: center;">FILL IN THE BLOCKS WITHIN THE HEAVY BLACK LINE AND DELIVER THIS CARD TO YOUR FOREMAN WITH THE KEY.</p>		WORK CENTER ADDRESS		TYPE BUSINESS			
		TYPE SERVICE				KEY NUMBER	TEL. NO.
		SP	EX	PT	IN		
		CUSTOMER NAME				DATE	PASTE STUB IN UPPER HOUSING
		STREET & NUMBER					
DATE KEY WORKED		DATE INSTALLED		INSTALLER			
		CITY		SERVICE ORDER			
		BUILDING LOCATION		FORM S 8226 (3-72)			

EXHIBIT 4

ROUTE	STOP	KEY	COIN BOX NO. REMOVED	MASTER TEL. NO.	TEL. NO.
			OVERFLOW		
			\$		
NAME			ADDRESS		
COLLECTOR'S ENTRIES		SPECIAL INSTRUCTIONS		BOX CASH VALUES	
DATE	COIN BOX NUMBER INSTALLED	FULL BOX	ORDER NO.	D	N
		OVERFLOW IN HSG.			
		CALL TEST BOARD	DUE DATE / /		
		REMOVE FASTENINGS			
		REMOVE LOCK	PLANT REPT.	Q	
		PLEASE COLLECT		SPCL. <input type="checkbox"/>	FINAL <input type="checkbox"/>
TIME			SOUTHWESTERN BELL TELEPHONE COMPANY		

FORM 87211B

EXHIBIT 5

Form SW-6763

"Overflow Coins Envelope"

SW-6763
(11-67)

OVERFLOW COINS
FROM

TEL. NO. _____

ENVELOPE CONTENTS:	COINS	SLUGS
NICKELS \$	_____	_____
DIMES \$	_____	_____
QUARTERS \$	_____	_____

(ENVELOPE PREPARED BY — NAME & TITLE)

(DATE)

EXHIBIT 6

(BSP-506-110-916 SW)

INDOOR AND OUTDOOR BOOTH INSTALLATION

FORM S-8973
(12-68)

CUST. NAME _____

DATE _____ 19____

ADDRESS _____

TEL. CO. REP. _____

STATION NO. _____

ACCESS _____

ORDER NO. _____

EQUIPMENT TO BE ORDERED

•	•	•	•	•	•	•	•	•	•	•
•	•	•	•	•	•	•	•	•	•	•
•	•	•	•	•	•	•	•	•	•	•
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MISCELLANEOUS INFORMATION: _____

