

CUSTOMER TROUBLE REPORT ANALYSIS PLAN  
SUMMARIES  
FORMS E-4737, E-4737A AND E-2700

1. GENERAL

- 1.001 This addendum supplements Section 660-100-015.
- 1.002 This addendum is reissued to describe the forms and procedures required to generate CPE Report Number One. These procedures will be used by all Plant Service Centers within the Southwestern Bell Telephone Company.
- 1.003 Form E-4737 will not be used in the Southwestern Bell Telephone Company.
- 1.004 Form E-4737A and Form E-2700 will be used in the Southwestern Bell Telephone Company. Detailed analysis printouts and Form E-2700 will be prepared and forwarded by the Data Processing Center to all PSC's, Districts, Divisions, and Areas.
- 1.005 Form SW-6351, Daily Serial List, as described in 660-100-018SW will be used by all Plant Service Centers within the Southwestern Bell Telephone Company.

2. DESCRIPTION OF FORMS

2.001 In order to provide Data Processing with the base data information necessary to produce the CPE Report Number One several forms will have to be maintained by each Plant Service Center. These forms are as follows:

- (1) Form SW-6960 - A standard form used to list the total number of CPE Line Associated Connecting Arrangements by Class of Service. This form will be used as a worksheet by the PSC. Accounting will

furnish the Plant Department with the information required to prepare this worksheet. (Exhibit 1)

- (2) Form SW-6962 - A standard form used to determine the total number of lines by Class of Service for a PSC. This form will be used as a worksheet by the PSC. (Exhibit 2)

- (3) Form SW-6961 - A standard form used to determine the total number of TELCO lines by Class of Service for a PSC. This form will be used as a worksheet by the PSC. (Exhibit 3)

- (4) Form SW-6927 - A standard form used to furnish Data Processing with the summary of CPE and TELCO lines by Class of Service. This form will be prepared by each PSC, summarized by the District Office, and furnished Data Processing by the 22nd of the month preceeding the report month. (Exhibit 4)

3. PREPARATION OF FORMS

3.001 In order to initiate the CPE Report Number One it is necessary to determine the total number of CPE lines by Class of Service. Addendum to Section 660-100-011SW defines the Class of Service to be used in Southwestern Bell Telephone Company. Accounting will furnish each District a listing of the CPE Line Associated Connecting Arrangements by USOC Code for each customer in every exchange. Plant will be required to accurately count the CPE lines and then using the Accounting Department printouts furnished quarterly to maintain a count by Class of Service of the CPE Line Associated Connecting Arrangements. A locally designed form to be used to keep a stroke record of CPE lines by Class of Service will be required.

FORM SW-6960 CPE - LINE ASSOCIATED CONNECTING ARRANGEMENTS (Exhibit 1)

3.002 The Plant Department will use Form SW-6960 as a worksheet. The number of CPE lines with Line Associated Connecting Arrangements will be entered for each Class of Service on the Form SW-6960. This count will be obtained from Accounting Department records and/or actual physical inventory.

3.003 It will not be necessary for each District to forward Form SW-6960 to the Division or Area Plant Staffs unless so directed by local instructions.

FORM SW-6962 - ADJUSTMENTS - CLASS OF SERVICE - LINES (Exhibit 2)

3.004 This form will be used as a worksheet by the Plant District to determine the total number of lines by Class of Service.

3.005 The data required for this worksheet can be obtained from appropriate Accounting Department records. Determine the total number of lines in each of the types of class of service on the Switched Data-Telco, Switched Data-CPE, Private Line-CPE, and Private Line-Telco and adjust the Class of Service preliminary lines by the appropriate amount. For example, suppose that a District has 300 business lines and on 15 of these lines the District has Switched Data-CPE. The entry on the Form SW-6962 would be 300 under business preliminary lines, 15 under the - corrections, thereby giving a all lines figure of 285. This will be done for all Classes of Services listed on the form.

FORM SW-6961 - TELCO- CLASS OF SERVICE - LINES (Exhibit 3)

3.006 Form SW-6961 will be used as a worksheet by the Plant Department. Using

Form SW-6960 and SW-6962 each of the columns by Class of Service may be determined. For example, suppose our District has 300 business lines, of which 11 are classed as CPE and 15 are classed as Switched-Data - CPE. Then the all lines column would have the figure 285, because 15 lines are classed as Switched Data. The CPE lines column would have 11, and the TELCO column would have the figure 274.

3.007 All Special Service - Telegraph and Special Service - Telephone will be classed as TELCO.

FORM SW-6927 CPE/TELCO LINE DATA (Exhibit 4)

3.008 Form SW-6927 - CPE/TELCO Line Data will be submitted by each District to Data Processing monthly by the 22nd of the report month.

3.009 The form can be filled out by using the Forms SW-6960, SW-6962, and SW-6961, as worksheets. The number of TELCO and CPE lines must always be presented as eight figures. The District code will follow the standard CTRAP format (SEE 660-100-017SW).

3.010 If the number of lines for a particular Class of Service is added use A. If the number of lines change use C. If the number of lines for a particular Class of Service is deleted use D.

3.011 For example, suppose a District has 2000 residence lines with 57 CPE lines. This entry is a change from the previous report month. The District code is 544000. The Form SW-6927 residence's line would be filled in as shown in Exhibit 5.

4. CPE REPORT NUMBER ONE (Exhibit 6)

4.001 The CPE Report Number One will be furnished each District, Division, Area, and Company monthly. The report is a summary of all trouble reports relating to CPE lines for that month. The report consists of three pages. The first two pages are for the individual Districts while the third page of the report is a Company level summary.

4.002 The T heading indicates those troubles on TELCO lines. The C heading indicates those troubles on CPE lines. Page one of the CPE Report Number One lists number of lines, number of reports, number of reports per 100 lines, disposition of reports per 100 lines for each Class of Service, for both CPE and TELCO.

4.003 Page two of CPE Report Number One list the sum of all trouble reports closed to unauthorized CPE and the number of cases to be billed. The time from receipt to test, time from receipt to dispatch, time from dispatch to clear, and the total duration is provided as an average of total cases.

4.004 Page three of the CPE Report Number One is for Company use only and is a summary of the previous two pages of the report.

4.005 A CPE Report Number Two will also be available. This report will list each case involving either authorized or unauthorized CPE which will require billing of a Maintenance of Service Charge.

5. ORDERING INFORMATION

5.001 Forms SW-6960, SW-6961, SW-6962, and SW-6927 are packaged in pads of 25 sheets. The forms may be ordered from Western Electric Company as follows:

(Quantity) pads                      Form SW-(     )



EXHIBIT 2

FORM SW-6962

ADD 660-100-015SW

Form SW-6962  
CPE Report #1  
Worksheet 1A  
(1-74)

**ADJUSTMENTS**  
Class of Service - Lines

	Class of Service	Preliminary Lines	Corrections		All Lines
			-	+	
02	Out Wats				
03	In Wats				
04	Residence				
05	Business				
06	PBX				
07	Centrex				
08	Coin-Public				
09	Coin-Semi-Public				
10	Rural				
11	Joint Service				
12	Mobile				
13	Unclass				
14	Spec. Service - Telegraph				
15	Spec. Service - Telephone				
16	Video				

EXHIBIT 3

FORM SW-6961

ADD 660-100-015SW

Form SW-6961  
CPE Report #1  
Worksheet 2  
(1-74)

**TELCO**  
Class of Service - Lines

District \_\_\_\_\_

Division \_\_\_\_\_

Company-Area \_\_\_\_\_

End of \_\_\_\_\_ Qtr. 19 \_\_\_\_\_

	Class of Service	All Lines	CPE Lines	TELCO Lines
02	Out Wats			
03	In Wats			
04	Residence			
05	Business			
06	PBX			
07	Centrex			
08	Coin-Public			
09	Coin-Semi-Public			
10	Rural		<del>                    </del>	
11	Joint Service		<del>                    </del>	
12	Mobile	<del>                    </del>	<del>                    </del>	
13	Unclass	<del>                    </del>	<del>                    </del>	<del>                    </del>
14	Spec. Service - Telegraph		<del>                    </del>	PL = TELCO
15	Spec. Service - Telephone		<del>                    </del>	PL = TELCO
16	Video	<del>                    </del>	<del>                    </del>	
17	P.L. Data	<del>                    </del>		
18	SW Data	<del>                    </del>		
19	Non-Line Associated			

EXHIBIT 4

FORM SW-6927

ADD. 660-100-015 SW

FORM SW-6927 (1-74)  
CPE REPORT #1  
WORKSHEET 2A

TO: DATA PROCESSING MANAGER

Please arrange to keypunch the following data and process Job QE036C of Part 5.036,  
Customer Trouble Report Analysis Plan - CTRAP. This must be completed before the 22nd of the month.

CPE/TELCO LINE DATA

District Code 

--	--	--	--	--	--	--	--	--	--

  
CC 1-8

\_\_\_\_\_ 19 \_\_\_\_\_

CC 9-10		A Class of Service	B All Lines	C CPE Lines CC 11-18								D TELCO Lines CC 19-26								CARD NO. 78-79	* CODE 80
0	2	Out Wats																0	1		
0	3	In Wats																0	2		
0	4	Residence																0	3		
0	5	Business																0	4		
0	6	PBX																0	5		
0	7	Centrex																0	6		
0	8	Coin - Public																0	7		
0	9	Coin - Semi-Public																0	8		
1	0	Rural																0	9		
1	1	Joint Service																1	0		
1	2	Mobile																1	1		
1	3	Unclass																1	2		
1	4	Spec. Service - Tgh.																1	3		
1	5	Spec. Service - Tel.																1	4		
1	6	Video																1	5		
1	7	P. L. Data																1	6		
1	8	SW Data																1	7		
1	9	Non-Line Assoc.																			

\* A = ADD, C = CHANGE, D = DELETE  
IF THE ENTIRE DISTRICT IS BEING DELETED, FILL OUT CC 1 THRU 10 AND 80 WITH A 'D' ONLY ON THE 01 CARD.

Prepared BY: \_\_\_\_\_ Telephone No. \_\_\_\_\_

EXHIBIT 5

FORM SW-6927

ADD. 660-100-015 SW

FORM SW-6927 (1-74)  
CPE REPORT #1  
WORKSHEET 2A

TO: DATA PROCESSING MANAGER

Please arrange to keypunch the following data and process Job QE036C of Part 5.036,  
Customer Trouble Report Analysis Plan - CTRAP. This must be completed before the 22nd of the month.

CPE/TELCO LINE DATA

District Code **544000**  
CC 1-8

1-21 19 74

CC 9-10		A Class of Service	B All Lines	C CPE Lines CC 11-18	D TELCO Lines CC 19-26	CARD NO. 78-79	* CODE 80
0	2	Out Wats				0	1
0	3	In Wats				0	2
0	4	Residence	<b>2000</b>	<b>0000005700001943</b>		0	<b>C</b>
0	5	Business				0	4
0	6	PBX				0	5
0	7	Centrex				0	6
0	8	Coin - Public				0	7
0	9	Coin - Semi-Public				0	8
1	0	Rural				0	9
1	1	Joint Service				1	0
1	2	Mobile				1	1
1	3	Unclass				1	2
1	4	Spec: Service - Tgh.				1	3
1	5	Spec. Service - Tel.				1	4
1	6	Video				1	5
1	7	P. L. Data				1	6
1	8	SW Data				1	7
1	9	Non-Line Assoc.					

\* A = ADD, C = CHANGE, D = DELETE

IF THE ENTIRE DISTRICT IS BEING DELETED, FILL OUT CC 1 THRU 10 AND 80 WITH A 'D' ONLY ON THE 01 CARD.

Prepared BY: District Plant Manager Telephone No. 585-7497

**CUSTOMER TROUBLE REPORT ANALYSIS PLAN  
CPE REPORT #1  
DISTRICT - \_\_\_\_\_**

PAGE 1

↓ Identify With Line and Column →	TYPE SERVICE	No. Lines	No. Reports	No. Rpts. /100 Lines	Disposition Reports/100 Lines												
					1	2	3	4	5	6	7	8	9	10	11	12	13
		01	02		03	04	05	06	07	08	09	10	11	12	13	14	15
10	OUT WATS																
15																	
20	IN WATS																
25																	
30	RESIDENCE																
35																	
40	BUSINESS																
45																	
50	PBX																
55																	
60	CENTREX																
65																	
70	COIN-PUBLIC																
75																	
80	COIN-SEMI-P																
85																	
90	RURAL																
95																	
100	JOINT SVC																
105																	
110	MOBILE																
115																	
120	UNCLASS																
125																	
130	SPEC SVC TGH																
135																	
140	SPEC SVC TEL																
145																	
150	VIDEO																
155																	
160	P L DATA																
165																	
170	SW DATA																
175																	

CPE REPORT #1

EXHIBIT 6

ADDENDUM 660-100-015SW

EXHIBIT 6 (cont.)

CPE REPORT #1

CUSTOMER TROUBLE REPORT ANALYSIS PLAN  
CPE REPORT #1  
DISTRICT - \_\_\_\_\_

PAGE 2

TYPE SERVICE		No. Reports		Average Duration Hours/Report			
		Unauth CPE	Cases to be Billed	Rec-Test	Rec-Disp	Disp-CLR	Total Duration
↓ Identify With Line and Column →		16	17				
10	OUT WATS						
15							
20	IN WATS						
25							
30	RESIDENCE						
35							
40	BUSINESS						
45							
50	PBX						
55							
60	CENTREX						
65							
70	COIN-PUBLIC						
75							
80	COIN-SEMI-P						
85							
90	RURAL						
95							
100	JOINT SVC						
105							
110	MOBILE						
115							
120	UNCLASS						
125							
130	SPEC SVC TGH						
135							
140	SPEC SVC TEL						
145							
150	VIDEO						
155							
160	P L DATA						
165							
170	SW DATA						
175							
TOTALS							

CUSTOMER TROUBLE REPORT ANALYSIS PLAN  
 CPE REPORT #1  
 COMPANY - \_\_\_\_\_

PAGE 3

TYPE SERVICE		Rec-Test		Rec-Disp		Disp-CLR		Total Duration	
		Cases	Hours	Cases	Hours	Cases	Hours	Cases	Hours
↓ Identify With Line and Column →		18	19	20	21	22	23	24	25
10	OUT WATS	T							
15		C							
20	IN WATS	T							
25		C							
30	RESIDENCE	T							
35		C							
40	BUSINESS	T							
45		C							
50	PBX	T							
55		C							
60	CENTREX	T							
65		C							
70	COIN-PUBLIC	T							
75		C							
80	COIN-SEMI-P	T							
85		C							
90	RURAL	T							
95		C							
100	JOINT SVC	T							
105		C							
110	MOBILE	T							
115		C							
120	UNCLASS	T							
125		C							
130	SPEC SVC TGH	T							
135		C							
140	SPEC SVC TEL	T							
145		C							
150	VIDEO	T							
155		C							
160	P L DATA	T							
165		C							
170	SW DATA	T							
175		C							
	TOTALS	T							

EXHIBIT 6 (cont.)

CPE REPORT #1

ADDENDUM 660-100-015SW