CUSTOMER TROUBLE REPORT ANALYSIS PLAN
MECHANIZED TROUBLE REPORT TICKET, FORM SW-6911

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1. GENERAL

1.01 This Section of the Customer Trouble
Report Analysis Plan (CTRAP) describes
the mechanized trouble report ticket, Form
SW-6911, as the standard form to be used in
the Southwestern Company. This Section
tells when it is used, how it is used and
the method to be used for filing in a Plant
Service Center.

1.02 This Section supersedes A.T.&T.
Section 660-100-018 and Addendum
660-100-018SW, Issue A, August, 1971.

1.03 This Section tells how to use the
Daily Serial List, Form SW-6351, and
specifies the information that must be
posted to the line card.

2. TROUBLE TICKET - FORM SW-6911

2.01 Form SW-6911 is a standard, single-ply
IBM card designed for direct optical
readout into a computer data base. (Exhibit
1) The small numbers contained in each block
represent the read zone for the Card

Reader (Ref. 660-100-900SW) used for mecha-
nized processing. Form SW-6911 is a two-
sided form, both sides being read by the
Card Reader.

2.02 It is important that all blocks be
filled in as specified in Paragraph
4.02 of this Section. Use only No. 2 pencil
lead as other leads may cause rejects or in-
accurate reading by the Card Reader.
Apply strokes uniformly as variations of
light and dark entries will cause an exces-
sive number of rejected documents.

2.03 Prepare a ticket for all categories
of reports except Category 3 (RAC),
Refer to para. 7.02(d). Preparation of a
ticket on employee reports, Category 4, re-
ferred to Plant Forces by an operator such
as: "Busy-No one talking", "Verify Out of
Order", "Verify O.D.", and "Coins Fail to
Return", may be limited to reports dispatched
to outside or central office forces for in-
vestigation.

2.04 The mechanized trouble ticket, properly
completed and filed in the Plant Ser-
vice Center, and the line card are the cus-
tomer's trouble history. These trouble
tickets along with the information on the
line cards provide the means to summarize and
analyze trouble data. The ticket is designed
to record all of the information on every
trouble report. This information is essential
for analysis and preparation of summaries.

2.05 In all cases the line card should be
attached to the trouble ticket for flow
through the test center.

2.06 The trouble ticket is so arranged that information to be transmitted appears in sequential order. The fields of information on the ticket have been assigned numbers that correspond to their order of transmission. These numbers, located on the right hand edge of each field, are:

(1) – Customer Telephone or Circuit Number
(2) – Auxiliary Line, Trunk or Station
(3) – Month and Day Received
(4) – Called Number
(5) – Time Received
(6) – Central Office Originating Equipment or Cable and Pair
(7) – Category of Report
(8) – Miscellaneous (not indicated on SW-6911)
(9) – Class of Service
(10) – Type of Report
(11A) – Day and Time Tested
(11B) – Day and Time Dispatched
(11C) – Day and Time Cleared
(12) – Disposition
(13) – Cause
(14) – Special Study 1
(15) – Special Study 2
(16) – Special Study 3

Record narrative information such as Name and Address, Customer Comment, Trouble Reported, etc. on the trouble ticket in the spaces provided for this data. This information will not be transmitted to the computer. (See para. 4)

3. POSTING AND HANDLING LINE CARDS

3.01 A neat and legible line card is essential to good repair service work. The information contained on the customer line card is accumulated on a day-to-day basis, from service orders, transfers, and maintenance work. It is extremely important that this information be completely legible, accurate, and current, since no duplicate of the line card is maintained.

3.02 All entries on the customer line cards shall be entered in pencil in order that changes may be readily made when required. The pencil used shall be nonsmear black lead and well sharpened, to insure long term legibility.

3.03 For procedures relating to preparation and maintenance of customer line cards, refer to BSP 660-151-010.

3.04 The trouble record posted to the line cards includes:

. Date Report Received*
. Time Report Received*
. Category of Report*
. Station or Report Unit
. Trouble Reported*
. Date Report Cleared*
. Time Report Cleared*
. Tested by (Tester)
. Test Result and LSV Verification* Number
. Dispatch to (Repairman)
. Billing Advice Issued Information
. Trouble Found and Work Done Information*
. Number of Subsequent Reports
* Required items to be posted on all Tickets.

3.05 The information that the repair clerk records on the trouble ticket shall also be posted to the line card by the repair clerk prior to being given to the tester. All other entries shall be posted to the line card at the time the tester, deskman or repair clerk enters the information on the trouble ticket.

3.06 IMPORTANT: It is imperative that the trouble ticket, when attached to the line card, not be paper clipped along the left-hand side where the strobe marks appear. If done, the strobe mark may become scratched and the reader will fail to read the information located in the particular card column. Likewise, do not clip the trouble ticket at the top edge of the ticket. If the top edge

becomes bent, there may result a card jam in the reader causing expensive repairs and an undue delay in processing of the trouble tickets. The trouble ticket must therefore be clipped to the line card in the middle of the lower edge (bottom) of the trouble ticket. Avoid any bending or wrinkling of the trouble ticket.

NOTE: DO NOT USE OWL TYPE PAPER CLIPS AS THIS TYPE CLIP WILL CAUSE A BEND IN THE TROUBLE CARD.
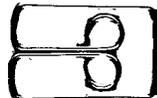
USE THIS   NOT THIS

4. RECORDING INFORMATION ON TROUBLE TICKET, FORM SW-6911

4.01 Classification Codes and Definitions used to complete the trouble ticket are found in other sections of BSP 660-100-XXX of this Plan. Form SW-6738, Classifications, Codes and Definitions for the Mechanized Handling of Trouble Reports (Addendum 660-100-013SW) shows standard abbreviations. Others may be used if their meaning is clear.

4.02 Entries on trouble tickets should be made exactly as shown in the following subparagraphs. The subparagraphs are identical to the numbers shown in Exhibit 1. Deviations from the type of entries shown will result in logic errors and delay in compilation of data by the computer.

Front Side of SW-6911

1 Serial Number - Enter the serial number of the trouble ticket (obtained from daily serial list).

2 Repair Clerk (Field #20) - Stroke the appropriate blocks to indicate the repair clerk's number. This field is optional and may be left blank if no

entry is required as determined locally.

3 Tel. No./Ckt. No. - Enter the identifying number of the telephone, WATS, Private Line Service, etc. reported. This is a longhand entry. NOTE: The reporting telephone number, on two number reports, shall always be shown in this space. (See item 5)

4 Aux Ln/Trunk/Station - Enter the auxiliary line number, trunk number, or PBX station if any is relative to the reported trouble. This is a longhand entry.

5 Called No. - Enter the called telephone number when the report involves two numbers. This is a longhand entry. Also, stroke "Yes" block when called number is entered here.

6 Appointment Time - The appointment time as given to the customer that the trouble will be cleared is entered here. Write in other than clock hour appointments for emergencies, such as right away, at once, or immediately. If the appointment is changed, line through the old appointment time and write the new appointment in this space. If the trouble report is recognized as a "bulk dispatch" type to be handled the following day, enter the letter B after the time and date to denote "bulk dispatch". When the appointment is changed with the customer's concurrence and can be handled on a bulk dispatch basis, enter the letter B after the new appointment. (Ref. BSP 660-101-313)

7 Name & Address - Enter the name under which the line reported in trouble is listed. If WATS or Special Service is involved, obtain the main service telephone number and enter this number below the name. Enter the address of the line/circuit reported. Show room

or apartment number in large buildings.

8 Access and Call Back - Enter the access and call back information, if any, as appropriate.

9 Trouble Reported and Customer's Comment - Enter the trouble in sufficient detail to assist in testing, analyzing and/or dispatching. If a standard abbreviation is used, it must completely describe the customer's problem; otherwise, use words that are fully descriptive. On calls not received over repair service trunks from customers reporting trouble, also show a notation regarding receipt of the information. This would include the operator number or the initials, department and location, where pertinent, of employees on customer relayed, employee or referred-in reports. Information shown should justify category of report. In addition, on all reports, including unclassified, where information is received from other than the customer whose service is involved, show the source of the information, such as "neighbor", "other utility company", "police", etc., and telephone number of the reporting party, where pertinent, or P.S. (permanent signal), PBX alarm, ALIT, etc.

10 L.C. - Place initials in LC (Line Card) block when the line card is pulled and the initial entries are posted to the line card. Leave blank if not applicable.

11 LSV Code - Enter the appropriate line status verifier code, if applicable; otherwise, leave blank.

12 Type Report (Field #10) - This field must have two digits marked in it. (Refer to Addendum 660-100-013SW for

coding.) This entry is normally made by the repair clerk at the time that the report is taken; however, if the type cannot clearly be determined, it may be posted after analysis is made by the tester/deskman.

13 Month/Day Received (Field #3) - There must always be an entry in this field. Stroke the month as appropriate. The day must always be a two digit entry (01-31).

14 Time Received (Field #5) - There must always be a four digit entry (military time, i.e., 2:30PM is 1430) in this field. Entries are from 0001-2400.

15 Aft. 5 - Stroke this block if the report received is from 1701-2400, as shown in item 14; otherwise, leave blank.

16 W.C. - Stroke this block if the customer makes a comment relating to previous work done (i.e., installer was just here yesterday) as recorded on item 9 above; otherwise leave blank.

17 A.C. - Stroke this block if the customer makes a comment relating to an appointment (i.e., when are you going to get my phone fixed? This is the third time I've called!) as recorded in item 9 above; otherwise, leave blank.

18 Category (Field #7) - Stroke only one block to indicate the category of report. It is important that the provisions of Section 660-100-011, Part 5, be followed in determining this code. If the report is coded other than Dir., RAC, or LIT, details regarding the origin of the report will need to be known to make this determination (See item 9). If this information is not offered, the employee making the report

should be questioned to secure the needed details.

19 <u>Tel. No. or Ckt. No. (Field #1)</u> - This field is used to record the customer's telephone or circuit number. When the customer has additional lines, trunks, stations, or other services; this should show the customer's directory number. This field can be comprised of letters, numbers and dashes and will accept a minimum of five and a maximum of sixteen characters. A dash (-) is used to separate a central office prefix from the line number, or to separate the area code from an NNX. It is recommended that a dash not be used when recording special services numbers as the maximum characters for the field is sixteen.

20 <u>Aux. Ln/Trunk/ Sta. or Called No. (Fields #2 & 4)</u> - This field is used to enter any auxiliary line, trunk, or station. These entries may be comprised of letters, numbers,and dashes and will accept a maximum of twelve characters. This field may also be used to record a called number. The number can be from eight to twelve characters and will always be a telephone number and must be shown in numbers and dashes only. This is an optional field and, if not required, may be left blank.

21 <u>"I" Report</u> - Stroke the block marked "I" if, upon review of the line card, there has been installation activity on a line, trunk, station, or related equipment within one month. (See Note, Item 22) Count an "I" report <u>only</u> on reports closed out to disposition codes 01 thru 04. Do not identify a trouble report as an "I" report if a previous trouble report has been received subsequent to the installation activity (See item 22).

22 <u>"R" Report</u> - Stroke the block marked "R" if, upon review of the line card, there has been a previous customer trouble report on a line, trunk, station or related equipment within one month. Do not identify a customer trouble report as an "R" report if there has been installation activity subsequent to the previous customer report (See item 21).
<u>NOTE</u>: A one month period is counted from the calendar day of one month to the same day of the month following. For example, May 15 thru June 15 inclusive. In the event there is no day in the previous month to correspond to the day the trouble report is received (as for example, the 31st), the month period should be considered as beginning with the first day of the current month.

23 <u>CPE/TEL</u> - On <u>all</u> Trouble reports, either the block designated CPE (Customer Provided Equipment) or TEL (Telephone Company Equipment) <u>must</u> be stroked. Refer to Addendum 660-100-015SW for procedures relating to CPE handling and reporting.

24 <u>Class Ser. (Field #9)</u> - Stroke the appropriate block to indicate the class of service and the block for Subcode (if required locally). Refer to Para. 5.03a of this Section for use of class of service subcodes.

Back Side of SW-6911

1 <u>Central Ofc. Orig. Eqpt. or Cable and Pair (Field #6)</u> - This field is used to record the originating equipment associated with a reported telephone number, line or trunk. This field can be comprised of letters, numbers and dashes and will accept a maximum of ten characters. The central office

originating equipment <u>must</u> be entered
when the trouble is referred to the
central office, the report is closed
to Test or Found OK and on <u>all</u> coin
class of service reports. This field
may also be used to record the cable
and pair serving the reported tele-
phone, line or trunk. It is suggested
that when the report is closed to
disposition codes 41, 42 or 49 that the
cable and pair be entered in this field.
Another suggested use of this field
is to indicate the exclude reasons or
number on category 6 reports. If
not required, this field may be left
blank. (Ref. 660-100-017SW For valid
equipment entries.)

2 <u>Deskman's Analysis</u> – Enter the results
of the test and analysis in this space.
Use sufficient detail for possible
later check or analysis; also list
details of the difficulty which caused
the customer to complain about his
service, if determined. When testing
the line, take note of the customer
comments (item 9) and "I-R" blocks
(items 21 & 22) on the trouble ticket
before contacting the customer. If
there is a record of repeated reports,
check the relation of the current re-
port with the previous report type and
disposition codes and, particularly
when no trouble is tested, pull the
previous tickets (or have them pulled)
from file where it is evident that
details of the repeated reports are
pertinent to the customer contact and
later possible dispatching of the case.

Check the customer report type block;
enter the appropriate code if not al-
ready entered. If the code is already
entered verify that the classification
fits the primary reason that caused
the customer to report. Change the
report type code as required.

3 <u>Deskman No. (Field #21)</u> – Stroke the
appropriate blocks to indicate the
deskman's number. This field is
optional and may be left blank if no
entry is required as determined locally.

4 <u>Cable/Pair</u> – If the deskman enters
the cable and pair (as discussed in
item 1) on the trouble ticket, the
block designated "YES" under Cable/Pr.
<u>must</u> be stroked. If the cable and pair
has not been entered on the ticket,
leave this block blank.

5 <u>OOS Block</u> – Stroke this block if it
is determined by test or by the nature
of the trouble found that the line or
station is out of service (See 3.09,
660-100-012); if not out of service,
leave blank.

6 <u>BLK Block</u> – Stroke this block if the
trouble was dispatched on "bulk
load". If the ticket was not bulk
load, leave blank.

7 <u>Day and Time Tested (Field #11A)</u> – This
field must contain six characters,
when used. The day is entered as a
two digit entry (01-31) and the time
is entered as a four digit entry,
military time (0001-2400). If no test
is required, leave these blocks blank
and follow the procedures as outlined
in item 8. NOTE: LSV is not considered
as a test for purposes of this entry.

8 <u>NTR Block</u> – Stroke this block if no
test is required and the report can
be forwarded direct to the dispatcher.
Under <u>no</u> circumstances shall this
block be stroked if the blocks are
stroked for day and time tested (item
7) as this will result in a rejected
ticket and delay in processing the
data.

9 DIS Block – Stroke this block if the ticket is to be dispatched to outside forces only; otherwise, leave blank. Leave blank on all troubles dispatched to Central Office forces.

10 CAR Block – Stroke this block if the trouble report is cleared on a calendar day later than the day that the report is received (carried over); otherwise, leave blank.

11 SUB Block – Stroke this block if the trouble ticket is a subsequent report to a pending trouble case; otherwise, leave blank.

12 Day and Time Dispatched (Field #11B) – This field must contain six characters, when used. The day is entered as a two digit entry (01-31) and the time is entered as a four digit entry, military time (0001-2400). If no dispatch is required, leave these blocks blank and follow the procedure as outlined in item 13. NOTE: This field is used for dispatched outside only.

13 NDR Block – Stroke this block if no dispatch is required. If this block is stroked, under no circumstances shall the DIS block (item 9) or the day and time dispatched blocks (item 12) be stroked as this will result in a rejected ticket and delay in processing the data.

14 Repairman No. (Field #22) – Stroke the appropriate blocks to indicate the repairman's number. This field should be left blank if no dispatch was required. This field may also be used to designate central office repairmen.

15 Trouble Found/Work Done/Cause – Enter the trouble found, work done, and the cause as separate descriptive entries. Use positive details for later check

and analysis. Enter the Central Office ticket number, or the reason if no ticket number is given, on all troubles dispatched to the Central Office. Enter in this space on all tickets with category of report 6, "Cust. Excl." and the reason code for the exclusion (Ref. 660-100-011).

If the report is referred elsewhere for handling, enter the date, time, person, and location to whom referred. See 660-100-013, para., 3.01 for special handling instructions for "Referred – Out" cases.

On all tickets closed to a common cause, show only the date and ticket number that the trouble was closed on.

16 Customer Notified – Enter the initials of the person who notified the customer of the disposition of this report. If the customer cannot be notified, place a (-) in this box, and explain why in the trouble found, work done, and cause space. If the ticket is a subsequent report, leave blank.

17 OOS Credit – Compare the date and time closed against the date and time received and place a stroke in the "YES" block if the period of the interruption requires a refund on the particular service involved; otherwise, leave blank. (Refer to BSP 660-195-013SW for determining qualifications for out of service credit.) If the ticket is a subsequent report, leave blank.

18 NA Block – Place a stroke in this block if there was no access on the initial dispatch; otherwise, leave blank.

19 MA Block – Place a stroke in this block if the appointment is missed (See 660-100-012); otherwise, leave blank.

(20) FOL Block - If the disposition of the found trouble is questionable or if the analysis indicates trouble is, likely to recur, particularly if the current case is a repeated report, place a stroke in the "FOL" block. If the trouble was not found (Disposition codes 07, 08, and 09), the "FOL" block must be stroked except for Central Office overload cases. If it is determined from the customer contact and analysis that no follow-up with the customer is necessary, leave blank. If the ticket is a subsequent report, leave blank.

(21) Day and Time Cleared (Field #11C) - This field must have six characters and is required data for all trouble tickets. The day is entered as a two digit entry (01-31) and the time is entered as a four digit entry, military time (0001-2400).

(22) Disposition Code (Field #12) - This field must have two digits stroked in it and may have a third digit when a subgroup code is applicable. When the disposition code is 05, 07, 08, or 09, the central office originating equipment (item 1) must be entered. When the disposition code is 041 or 042 and a form E-5039 is prepared (BSP 660-003-012), the deskman must record the corresponding cable case number pertaining to the report in the trouble found, work done, and cause space (item 15).

(23) Cause Code (Field #13) - This field must have one digit entered in it or three digits when subgroups are used. Refer to Addendum 660-100-013SW, Form SW-6738, for cause codes and the first digit of the subcodes. The second digit of the subcode is discussed in paragraph 5.02(b); and if not appli-

cable, a zero must be stroked.

(24) SS1 (Field #14) - This is a one digit field. Any of the numbers from 0 through 9 to which a meaning has been assigned locally for special study may be entered in this field.

(25) SS2 (Field #15) - This is a three digit field. Any of the numbers 000 through 999 to which a meaning has been assigned locally for special study may be entered in this field.

(26) SS3 (Field #16) - This is a two digit field. Any one of the numbers 00 through 99 to which a meaning has been assigned by the staff for special study may be entered in this field.

NOTE: SS1, SS2, and SS3 may be used in combinations. (Ref. Section 660-100-017SW)

(27) Local Use - For future expansion.

5. ASSIGNMENT AND USE OF SPECIAL SUBCODES

5.01 Subcodes shall be used to break down into two or more details trouble "weak spots" in trends or levels that are apparent from a broad analysis. Subcodes shall be used frequently, but they need not be used for long periods - only long enough to secure the details required for further analysis.

5.02 Numerical SPECIAL SUBCODES are entered in Field 9 (Class of Service) and Field 13 (Cause). These special subcodes are used as follows:

(a) Class of Service Subcode - This is a one-digit numerical code and is used in relation to the receipt of the report, i.e., source or type of report, class of service, customer comment, etc. Subcodes 1 through 4 are reserved

for assignment at Company level. Sub-codes 5 through 7 are reserved for use by each Area. Use of these subcodes will be assigned by addenda to this Section at Company or Area level. Subcodes 8 and 9 may be assigned and used as desired at test center level. Normally, one numerical code will not be used to subcode more than one item. If additional subcodes are needed, permission can be obtained from the Area for temporary use of subcodes assigned for Area use.

NOTE 1: Subcode all party line (2, 4 or 8 party) reports with subcode "1".

NOTE 2: Subcode all data-phone reports with subcode "2".

(b) Cause Subcode - This is a two-digit numerical code. The first digit of the cause subcode is provided for in Addendum 660-100-013SW. The second digit, as discussed in item #23, para. 4.02, may be assigned locally at the test center level. One suggested use of this digit is to assign each "Other Utility" with a number code, i.e., 1=Water Co., 2=Gas Co., 3=Electric Co., etc. This is a very useful tool and can be used to readily determine, for example, how many troubles were caused by the Gas Co. during a particular period of time. Similarly, codes could be assigned to each repairman, each contractor, each frameman, etc., in order to further study causes of trouble reports.

6. DAILEY SERIAL LIST - FORM SW-6351

6.01 Form SW-6351 is provided as a means for assigning serial numbers to trouble tickets as they are initiated. (See Exhibit 3)

6.02 Form SW-6351 shall be used at the repair service position. In multi-position test centers, assign a letter prefix "A", "B", etc., to the serial numbers to designate each position.

7. RECORDING INFORMATION ON FORM SW-6351

7.01 When the position is opened:

(a) Position - Enter position prefix, if applicable.

(b) Test Center - Enter the designation of the test center.

(c) Date - Enter the date the form is initiated.

(d) Serial No. - Each form has numbers 1 through 100 imprinted. If additional numbers are required add a numerical prefix to the numbers, i.e., 100 to 199, etc.

(e) In small test centers, the same list may be used until all lists are completed.

7.02 When the report is received:

(a) Time - Enter the time the report is received. An entry here is mandatory.

(b) Telephone No. - Enter the telephone or special service number as on the related trouble ticket. If there is no number associated with the report, enter the address.

(c) Nature of Report - Enter the nature of the report only if instructed locally. An entry here normally is not necessary.

NOTE: If the entry is a request to locate buried or underground plant, the initials "CL" (customer locate) will be placed in this space. Either an address or a telephone number must be

shown on the list to serve to substantiate the locate requests on Form SW-6391 (Log of Requests to Locate Telephone Plant). No SW-6911 need be completed for this type report as its only use is to convey information to Form SW-6391. The SW-6911 ticket may be discarded.

(d) In logging trouble reports received for other Plant Service Centers (Category 3 - RAC), the test center personnel will post on Form SW-6351 the telephone number, name or address, trouble reported, date and time, etc. The report will then be relayed to the SPSC, and the date, time, and initials to whom the report was relayed, (or "TTY" if transmitted via teletype), will be posted to the serial list. No SW-6911 need be prepared in the PSC for Category 3 (RAC) reports logged under this procedure.

7.03 When the report is closed:

(a) Comp. - Place initials in this column when ticket is closed out only if instructed locally.

7.04 On completion of Form SW-6351:

(a) From - Date - Time -- To - Date-Time: Enter the date and time of the period covered by the form, lining out AM or PM not applying.

(b) Serial List____ of ____: Enter serial list number, such as 1 of 2, if more than one list is used at an answering position in a 24-hour period.

(c) Form SW-6351 should be retained with the trouble tickets covered by the period on Form SW-6351.

8. FILING TROUBLE TICKETS

8.01 To provide access to completed trouble

tickets, it is recommended that two files be established; one, a "moving" 31-day current file; second, a retention file for the period required by regulatory bodies but not less than one year.

8.02 Establish a current file of trouble tickets utilizing the Card Reader to sort by trouble tickets cleared date. The tickets should be filed and "rolled" daily to make available 31 previous days' reports.

8.03 Establish a retention file of trouble tickets in which completed tickets are filed by report month in which troubles were cleared. Tickets should be removed from this file in accordance with instructions covering requirements for retention of records.

8.04 In large metropolitan test centers, the above filing method may be undesirable. An optional method is to establish the current file by telephone number made available for a one month period. The retention file would be comprised of tickets filed by report month by telephone number. This method (or similar method) may be used as determined locally.

9. ORDERING INFORMATION

9.01 Form SW-6911 is provided in packages of 2,000 forms per package. This form should be ordered in multiples of 2,000 forms. (Quantity) Pkg. Form SW-6911

9.02 Form SW-6351 is provided in pads of 50 forms per pad. This form should be ordered in multiples of 50 forms.

(Quantity) Pads   Form SW-6351

EXHIBIT 1
Form SW-6911
TROUBLE REPORT TICKET

EXHIBIT 2

FORM SW-6911
SAMPLE COMPLETED
TROUBLE TICKET

Back Side

Day Tested, 29th

Time Tested
1720

Day Dispatched,
30th

Time Dispatched,
0800

Day Cleared
30th

Time Cleared
0930

#5 X-Bar Eqpt.
01-04-23

Deskman #11

Out of Service

Dispatched

Carried
Over

Repairman
No. 02

Disposition
Code - 030

Cause Code
410

95V RING GRD.

DEFECTIVE DROP WIRE
REPLACED
LIGHTNING

Front Side

Repair
Clerk #12

Type Report
11

Received
Jan. 29

Time Rec.
1705

Cat. 1

Tel. No.
221-3046

"R" Report

Class of Service
TELCO-Residence

JOHN DOE
100 MAIN ST. (BACK DOOR)
221-3046

NDT - 3RD TIME
THIS WEEK

1-30
10:00AM

EXHIBIT-3

FORM SW-6351

Typical
Entry →

No Tel#
Entry →

		DAILY SERIAL LIST		FORM SW-6351 (REV 6-58)

POS A   TEST CENTER *HBL*   DATE *1-30-74*

SER NO	TIME	TELEPHONE NUMBER	NATURE OF REPORT	COMP
1	0805	221-3046	NDT	C
2	0810	221-5000	C.L. -100 S. MAIN	C
3	0815	245-3100	CBDT -1100 S. ARCH 1/30, 0830 TTY	
4	0830	620 BROADWAY	WIRE DOWN	C
5	0848	252-2220	NSY - 400 FOX ST. 2:00P APT.	
6			REF. 1/30, 0852 CC.	
7				
8				
9			FRONT	
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				

← Cable Locate

← Cat. 3 "RAC" Report

80				
81				
82				
83				
84				
85				
86				
87				
88				
89				
90			BACK	
91				
92				
93				
94				
95				
96				
97				
98				
99				
100				

FROM   DATE *1 / 30*   TIME *08:00* A

TO   DATE *1 / 30*   TIME *17:00* P

SERIAL LIST *1* OF *2*

Actual Form Size 5½" X 11"