

INSTANT TEST

1. GENERAL

1.01 This section describes the procedures to be followed when the Instant Test concept is used in receiving and handling customer trouble reports.

1.02 Instant Test derives its name from the fact that with this procedure *service-affecting* types of customer trouble reports are tested while the customer who is reporting the trouble is still on the line.

1.03 By making an Instant Test, we are able to give the customer more definite information during the initial contact, as to whether or not a repairman will have to be dispatched, and when the reported trouble will be cleared.

1.04 The immediate testing of service-affecting troubles is especially effective in locating central office and intermittent troubles before the trouble condition disappears. When these common equipment or intermittent troubles are found and cleared, a source of inconvenience to customers is eliminated which should subsequently reduce customer irritation and reports.

1.05 With Instant Test there is also an intangible improvement of the repair service image that results from the customers' recognition of immediate personalized attention and positive efficient handling of the trouble report.

1.06 Because of the vast difference in the size, number of employees, location of line card files, trouble report rate and proximity of the people receiving and testing customer trouble reports, the basic procedure for Instant Test must necessarily be applied locally to satisfy the requirements of the individual repair service bureau.

1.07 Since the tester must be able to talk to the customer reporting trouble, a prerequisite to Instant Test is having all lines on

which customers report trouble available to as many testers as is locally determined necessary.

1.08 With Instant Test, the responsibility of the central office force is equal to that of the repair service bureau. If the customer is held on the line while the trouble condition is being corrected, the immediate assistance of the central office force is imperative.

1.09 The repair service bureau and the central office should assign the responsibility of performing the necessary work operations required by Instant Test to specific individuals.

1.10 The use of MDF talking wires is preferable since they provide a fast means of communication between the tester and the attendant at the MDF.

1.11 Instant Test must be performed in conjunction with and completely within the technical requirements of the Exchange Maintenance Service Results Plan.

2. BENEFITS

2.01 The sincere application of Instant Test procedures should result in the realization of the following specific benefits:

(1) **Reduced Work Comments:** With the immediate test, dispatch and clearing of central office common equipment troubles, fewer customers will be affected and the number of customer reports and repeated reports should diminish.

(2) **Reduced Appointment Comments:** The more accurate appointment time made possible by Instant Test should reduce no access cases and those reports that refer to a pending report or a missed appointment. Fewer out-of-service carried-over troubles should also be realized.

(3) *Improved SAM Results:* The firm appointment time and reduced clearing time made possible by Instant Test should improve the repair service image and subsequently improve SAM results.

3. PROCEDURE

3.01 When a customer calls repair service to report a trouble, the person taking the report shall determine if it is a service-affecting trouble that should be instantly tested. Generally, those reports that indicate the customer cannot either make or receive calls, involving other than the physical condition of the telephone equipment, would qualify. Trouble reports involving PBXs and coin telephones are often poor candidates for Instant Test.

3.02 When it is determined that a line is to be instantly tested, the basic procedure is as follows:

- (1) The tester should be alerted that the Instant Test procedure is required (this may be accomplished by the use of a bell, a light, or any other means, as determined locally).
- (2) If a tester is available for Instant Test, the customer should be asked if he can wait while his line is being tested. If a tester is not available, an acceptable appointment for clearing the trouble should be made with the customer.
- (3) The trouble ticket shall be associated with the customer's line card and forwarded immediately to the tester.
- (4) The tester should begin testing the line that was reported in trouble and also talk to the customer on the report line. The tester must indicate familiarity with the trouble report.
- (5) If it is necessary for the tester to sectionalize the trouble, the immediate assistance of the central office forces must be available. The central office force must be prepared to give immediate service on the main distributing frame to enable the tester to determine whether a man has to be dispatched to the customer's premises. The central office must also give top priority to clearing those troubles that locate in the office.
- (6) When a trouble locates in the central office, the customer should be so informed and an appointment time made for the clearing of trouble. The customer should be advised that it will not be necessary to dispatch a man to the premises if the physical condition of the telephone and the service is otherwise determined to be satisfactory. The tester shall be responsible for the subsequent clearing of the trouble and notifying the customer prior to the appointment time previously agreed upon.
- (7) When a trouble locates out of the central office, the customer should be informed that it is necessary to dispatch a man to the premises. Access information should be obtained and an appointment time agreed upon.
- (8) If, for any reason, on the customer's part or ours, the Instant Test can not be completed, an acceptable appointment for clearing the reported trouble shall be made with the customer before the contact is terminated.