

MAINTENANCE OF SERVICE CHARGE ON SERVICES
WITH CUSTOMER PROVIDED EQUIPMENT

1. GENERAL

1.001 This addendum supplements Section 660-101-312.

1.002 It is issued to include:

- Information on the ARSB/LMOS (Automated Repair Service Bureau/Loop Maintenance Operations System), along with procedures to interface this information with existing practices.
- Information that customer-provided equipment (CPE) Summary Report Number 2 is combined with the Trouble Report Evaluation and Analysis Tool (TREAT) Output Report Number 45 — To Be Billed Cases, and is called TREAT Report No. 45 — CPE Report No. 2 (see Exhibit 1). Apply this wherever the CPE No. 2 Report appears in the main section text.
- Information in the main section that refers to CTRAP (Customer Trouble Reporting and Analysis Plan) will also apply to TREAT, which is used exclusively in the Pacific Company.
- Trouble tickets referred to in the main section will be interpreted to cover basic output reports (BOR), and mini-output reports (MOR), which are used in lieu of trouble tickets in an ARSB/LMOS environment.
- Special instructions on the use of Form E 6700, Maintenance of Service Charge.

3. WHEN A MAINTENANCE OF SERVICE CHARGE APPLIES

The following changes apply to Part 3 of the section:

- 3.01 (b) (7) through (10) — added

3.01 (7) Malfunction of or damage to "Design Line®" Telephone or antique decorator set housings.

(8) If a Telephone Company (TELCo) employee makes a premises visit to participate in or monitor the installation acceptance tests, and a failure is observed.

(9) If an inspection of premises wiring is conducted and the wiring is not installed in accordance with the information furnished in the affidavit.

(10) If TELCo is in the process of completing a service order to remove a protective connecting arrangement, and the CPE does not work with the interface, TELCo installation technician will request that a trouble ticket be prepared to affect a maintenance of service charge billing. The TROUBLE FOUND/WORK PERFORMED entry should indicate "failure to pass acceptance test".

4. WHEN A MAINTENANCE OF SERVICE CHARGE DOES NOT APPLY

The following change applies to Part 4 of the section:

- 4.01 (h) — revised

4.01 (h) Trouble is located in the Bell System working components of *Design Line* telephone or in decorator-type telephones which have been properly modified and authorized for connection.

5. MARKING OF REPAIR SERVICE BUREAU (RSB), SERVING TEST CENTER (STC), AND TROUBLE REPORTING CONTROL OFFICE (TRCO) RECORDS

The following changes apply to Part 5 of the Section:

- 5.03 and 5.04 — revised

NOTICE

Not for use or disclosure outside the
Bell System except under written agreement

(STC) Record

5.03 Records will be marked for CPE identification using instructions contained in Section 660-195-980PT. Services with CPE are identified on Universal Service Orders (USO) by the universal service order code (USOC) ZZCPE (certified), CPERN (registered), CPEGN (grandfathered) or CPEBS (Bell-sold), as the first entry in the service and equipment (S&E) portion of the order. Additional information furnished in the S&E portion will include the type of device, ringer equivalence and the connecting arrangement furnished by TELCo.

5.04 Updating of station records should be done through current service order activity. In an ARSB/LMOS environment, updating will be accomplished via Service Order Retrieval and Distribution (SORD)/ALRU (Automatic Line Record Update) interface, and the I/O (input/output) function. This activity is described elsewhere.

6. HANDLING AND TESTING OF TROUBLE REPORTS ON SERVICES WITH CPE

The following changes apply to Part 6 of the section:

- 6.02 and 6.03 — revised
- 6.07 — revised note

6.02 Upon receipt of the trouble ticket or BOR/MOR at the test desk, the test desk technician shall test the line. If there is an indication of trouble in the CPE, the technician will make every effort to notify the customer or their authorized representative that if a field visit is made and the trouble is found to be caused by the CPE, a Maintenance of Service Charge (MSC) will apply. Should the customer decide to recheck their equipment prior to TELCo taking further action, and if no call back is received from the customer prior to the close of the business day, RSBs using CTRAP measurements should assign disposition code 12 (authorized CPE) and the report closed out. The report will then be included in the CPE Summary Report No. 1, but will not be shown on the TREAT Report No. 45 — CPE Report No. 2, since no field visit was made. Under an LMOS environment, disposition code 1200 will accomplish the same purpose.

6.03 Any time a test desk technician in an RSB determines that the trouble-causing condition stems from authorized CPE, that report should be closed to disposition code 12 (or 1200 in LMOS RSBs). It is NOT necessary to dispatch a field employee before these codes are used.

6.07 (Revise note at the end of this paragraph)

Note: Trouble reports which are the result of customer error as described in 6.07 are considered to be authorized CPE — code 12 (or 1200 in LMOS RSBs), or unauthorized CPE — code 13 (or 1300 in LMOS RSBs), as appropriate for offices operating under the TREAT/LMOS or TREAT/pre-LMOS environments.

9. PREPARATION OF RECOMMENDATION TO BILL MAINTENANCE OF SERVICE CHARGE BY THE REPAIR SERVICE BUREAU (RSB)

The following changes apply to Part 9 of the section:

- 9.01 — revised
- 9.05 (4) — added
- 9.06 and 9.07 — revised

9.01 The RSB will utilize the TREAT Report No. 45 — CPE Report No. 2 as the document to originate the billing of the MSC. This report will be received in the bureau approximately every seven days.

9.04 (4) Name of the customer, or customer's representative, who was notified of the pending MSC.

9.06 When all entries have been verified, an adequate number of copies of the TREAT Report No. 45 — CPE Report No. 2 should be made to allow for:

- (1) One copy for retention in the RSB.
- (2) One copy for *each* billing BSC/RSC (Business or Residence Service Center) which will be responsible for further processing.

Note: Each report should be further processed by lining out that information that does not apply to that specific billing office.

9.07 After the TREAT Report No. 45 — CPE Report No. 2 is processed in the RSB, copies should be forwarded to appropriate BSC/RSCs for issuance of service orders. If billing cannot be accomplished by the BSC/RSC, a copy of the TREAT Report No. 45 — CPE Report No. 2 will be sent to the appropriate Pacific Administration of Design Services (PADS) for customer bill processing. If more than one billing BSC/RSC is involved in the circuit, the subscriber line record should be reviewed to determine the billing BSC/RSC. If this cannot be readily resolved, assistance should be requested from the local BSC/RSC to determine the proper location for that particular line. Subscriber line records should be noted with this information for future use.

10. PREPARATION OF RECOMMENDATION TO BILL MAINTENANCE OF SERVICE CHARGE BY THE SERVING TEST CENTER (STC) AND LONG LINES

The following change applies to Part 10 of the section:

- 10.07 (12) — revised

10.07 (12) *Notes:* Enter *interstate* or *intrastate* to identify the type of circuit. Enter any other optional information desired for local purposes. Items such as repair employee, customer contact, who was given the MSC warning, or action taken must be recorded.

11. MAINTENANCE OF SERVICE CHARGE PROCEDURES FOR GOVERNMENT SERVICES

The following change applies to Part 11 of the section:

- 11.01 (c) — revised
- 11.01 (d) — added

11.01 (c) When providing MSC data for Government Services, the name of the customer contact who would be familiar with the repair incident must be entered in the "Notes" field of Form E 6700.

(d) On all Government accounts, the white copy of Form E 6700 must be sent to the Government Communications District Manager as follows:

- Northern Counties Sector
12700 Folsom
Rancho Cordova, CA 95670

- Bay Sector
153 Kearny St. Rm. 509
San Francisco, CA 94108

- Los Angeles Sector
818 W 7th St. Rm. 745
Los Angeles, CA 90014

- Southern Counties Sector
525 "B" St. Rm. 714
San Diego, CA 92101

- Nevada Bell
1450 Vassar St. Rm. 121
Reno, NV 89502

Part 12 — added

12. DATA TEST CENTER/SPECIAL SERVICE PLANT SERVICE CENTER (DTC/SSPSC) BILLING PROCEDURES

12.01 The DTC/SSPSC/TRCO will use Form E 6700, Maintenance of Service Charge, as the document to originate billing of the MSC. A legible copy of the trouble report and the corresponding E 6700 will be retained for two years in these centers.

12.02 The E 6700 will be forwarded to the BSC for all services. The BSC will forward forms as required to PADS for further processing.

12.03 The DTC/SSPSC will continue to forward copies of their trouble reports on Form

E 4732-6 to the serving RSBs on those services measured under the Exchange Maintenance Report Summary Plan (EMSR). These reports will be included in the TREAT system for compiling data on the Form E 2700, Customer Trouble Reports Summary, and CPE No. 1 Reports. The trouble reports involving MSC billing will be noted "MSC

billed on E 6700" prior to mailing to the serving RSBs.

12.04 Instructions for the completion of Form E 6700 are covered in Part 10 of the main section.

