

## MAINTENANCE OF SERVICE CHARGE ON SERVICES WITH CUSTOMER PROVIDED EQUIPMENT

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11.	MAINTENANCE OF SERVICE CHARGE PROCEDURES FOR GOVERNMENT SERVICES . . . . .	10	1.05 Services measured under the Customer Trouble Reporting and Analysis Plan (CTRAP), Exchange Maintenance Service Results (EMSR) Plan, and all Long Lines Special Services Terminating in CPE are discussed in this section.
1.	GENERAL		
1.01	This section describes the administration of the Maintenance of Service Charge (MSC)		1.06 The method for handling trouble reports on services with CPE is described.

**NOTICE**

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**1.07** Reference is made to equipment which is owned by the patron (customer) of an Other Common Carrier (OCC) and which is connected to a telephone company provided voice grade facility. When trouble locates in or is caused by this equipment, a flat rate charge may be applicable. This charge is identified as a Maintenance of Facility Charge (MFC) and is billed per Section 471-000-010.

**1.08** This revision eliminates the use of Form E-5855 as the document used to recommend billing of the MSC and provides for using a copy of the CPE Summary Report Number Two (CPE #2 Report) as the document which the bureau forwards to the business office to initiate billing for services measured under the EMSR or CTRAP Plans.

**1.09** This revision introduces Form E-6700 which will be used to recommend billing of the MSC for services other than those measured under the EMSR Plan or the CTRAP Plan.

## 2. DEFINITION OF TERMS

**2.01 *Authorized Customer Provided Equipment (CPE):*** Authorized CPE is terminal equipment provided by the customer and properly connected to telephone company facilities or equipment pursuant to the appropriate tariff regulations. Equipment, such as customer owned shoulder rests, stick-on dial cards, etc, which does not physically, inductively, or acoustically terminate in telephone company facilities, or equipment, may not be considered, under the interstate tariffs, as CPE for purposes of determining the applicability of a Maintenance of Service Charge. The Business Office or Marketing Department, whichever negotiates the service order for connection of a CPE device, will discuss with the customer provisions under which the service is furnished and will confirm these details in writing to the customer.

**2.02 *Unauthorized Customer Provided Equipment:*** Unauthorized CPE is terminal equipment provided by the customer and connected to telephone company facilities or equipment in violation of tariff regulations.

**2.03 *Customer's Premises:*** For the purpose of this section, a single customer's premises is a location, building, or several buildings located on continuous property and occupied by one customer. Where a building is occupied by more

than one customer, a customer's premises is that portion of the building used and occupied by the customer for the conduct of his business or as a residence.

**2.04 *Visit:*** A visit is any dispatch of a telephone company employee to the customer's premises. While on a customer's premises, each trouble report referred to the employee is considered to be a visit. In the case of a regularly stationed employee at the customer's premises, it is any case of trouble which qualifies for the application of the MSC and which is referred to the employee for corrective action.

### **2.05 *Repair Service Bureau (RSB) or Serving Test Center (STC) Coordinator:***

The coordinator will normally be a management employee who is directly responsible for the testing operation in each RSB or STC. They will be responsible for the overall administration of the MSC billing recommendation for the services under the jurisdiction of their RSB or STC. They should review each trouble report involving CPE and will be responsible for the accuracy of reported data and transmittal of the CPE #2 report, ADNet Message, or E-6700 to effect billing.

## 3. WHEN A MAINTENANCE OF SERVICE CHARGE APPLIES

**3.01** The MSC applies when a trouble report has been received, or a service difficulty noted, a visit (2.04) has been made, and any one or more of the following apply:

- (a) The trouble report or service difficulty resulted from the failure of authorized or unauthorized CPE. (See 2.01 for the definition of CPE.)
- (b) The report or service difficulty was the result of the use of customer provided terminal equipment such as:
  - (1) Improper dialing from a CPE device
  - (2) CPE which gave an off-hook condition
  - (3) Failure of commercial AC power, power plug removed, or circuit breaker operated when **only** the CPE was effected

- (4) Failure to disconnect because of trouble in the CPE
- (5) Improper operation of the CPE
- (6) Improper methods or programs used by customers regarding the CPE.

#### 4. WHEN A MAINTENANCE OF SERVICE CHARGE DOES NOT APPLY

##### 4.01 A Maintenance of Service Charge *does not* apply when any of the following are true:

- (a) A visit (2.04) has not been made.
- (b) The trouble was not located in customer provided terminal equipment.
- (c) A Bell System manufactured item of plant is involved and the customer does not assert ownership.
- (d) The report was the result of a customer error in the use of telephone company provided equipment.
- (e) The trouble was in a Protective Connecting Arrangement (PCA).
- (f) The trouble was in the station portion of Western Union TWX service.
- (g) The visit was to restore services or equipment which had previously been suspended due to CPE trouble.
- (h) Trouble is located in 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

##### (STC) RECORD

- 5.01 RSB, STC, and TRCO records must be highlighted to identify those services for which the MSC may apply.
- 5.02 Section 660-100-011 discusses the classification of services into CPE and TELCO provided

equipment grouping and the regular class of service categories under the Customer Trouble Report Analysis Plan.

5.03 Section 660-151-010 discusses the marking of records to highlight the CPE grouping and that portion of the TELCO grouping which may require an MSC if a premises visit is made and trouble locates in, or in the judgment of the telephone company employee was caused by, or resulted from the CPE.

5.04 Updating of station records should be done through current service order activity. The use of customer provided equipment can usually be determined by the USOC in the service and equipment section of the service order.

5.05 When CPE is encountered on a visit to the customer's premises and the RSB, STC, or TRCO records are not marked to indicate authorized CPE, the Commercial, Marketing, or Sales Department should be contacted. If the equipment is authorized, the RSB, STC, or TRCO records should be corrected. If the equipment is unauthorized, a Tariff Violation Notice (Form E-6670) should be prepared and forwarded to the Billing Business Office. The use of the Tariff Violation Notice is discussed in Section 660-101-318. The customer's record card should be noted—*CPE-unauthorized*—until the violation has been resolved by the Commercial, Marketing, or Sales Department.

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

6.01 All trouble reports will be handled in a normal manner. The ticket will follow the normal flow of a trouble ticket through the bureau.

6.02 Upon receipt of a trouble ticket at the test desk, the tester shall test the line. If there is an indication of trouble in the CPE, the tester will make every effort to notify the customer or their authorized representative that if a visit is made and the trouble is caused by the customer provided terminal equipment, an MSC will apply. Should the customer decide to recheck their equipment prior to the telephone company 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 a Disposition Code 12 and the trouble ticket closed out. The report will then be included in

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the CPE Summary Report #1 but will not be shown on the CPE #2 report since no visit was made. Offices using other measurement plans should classify such reports as "INFO."

**6.03** Any time a tester in a RSB determines that the trouble-causing condition stems from authorized CPE, that report should be closed to Disposition Code 12 or other appropriate "CPE" code in each measurement plan. It is **not** necessary to dispatch a field employee before this code can be used.

**6.04** When a test on a circuit does not indicate a trouble condition and no repair visit is required, the report should be coded as Test OK.

**6.05** When a circuit shows a trouble condition which prevents the tester from reaching the customer, a repairperson should be dispatched.

**6.06** A Customer Action Disposition Code **is** used when, as a result of an error by the customer in the use of telephone company provided equipment, a trouble condition is reported. Examples of customer errors which **would** be considered customer action are:

- (a) Improper dialing from a telephone company provided device
- (b) "Off-hook" conditions caused by TELCO equipment
- (c) Night connections made incorrectly
- (d) Improper operation of transfer switches
- (e) Failure of commercial power, AC plug removed, or circuit breaker operated when **only** the telephone company provided equipment was affected
- (f) Calling party hold conditions
- (g) TELCO provided data sets left in test mode
- (h) Other customer errors which are directly related to telephone provided equipment.

**6.07** A Customer Action Disposition Code is **not** used when a trouble report is the result of customer errors such as the following:

- (a) Improper dialing from CPE
- (b) CPE which gives an off-hook condition
- (c) Failure of commercial power or AC power plug removed, or circuit breaker operated when only the CPE provided equipment is affected
- (d) Failure to disconnect because of a trouble in the CPE
- (e) Improper operation of Customer Provided Equipment
- (f) Improper methods or programs used by the customer regarding the CPE
- (g) Other customer errors which are directly related to the CPE.

**Note:** Trouble reports which are the result of customer error as described in 6.07 are to be considered Authorized CPE (Code 12) or Unauthorized CPE (Code 13), as appropriate for offices using CTRAP. Offices using other measurement plans should use appropriate "CPE" dispositions.

## 7. MAINTENANCE OF SERVICE CHARGE—GENERAL

**7.01** The MSC will apply for any visit required because of a service difficulty which, in the judgment of the telephone company employee, resulted from the use of customer provided terminal equipment. The recommendation to bill the MSC will apply on all cases requiring a repair visit when the trouble was located in, or in the judgment of the telephone company employee, the trouble resulted from the use of customer provided terminal equipment.

**7.02** In the event the dispatched repairperson requires assistance of another employee or supervisor or requires several visits in connection with the same trouble report, only one MSC will apply.

**7.03** The MSC will not apply to any trouble report which is closed out as a Test OK. The charge will not apply when the trouble is found in

the telephone company equipment or facilities or when, in the judgment of the telephone company employee, the trouble did **not** result from the use of customer provided terminal equipment.

**7.04** The MSC will **not** apply on visits made to restore services or equipment which had previously been suspended due to CPE troubles.

**7.05** Improper operation of authorized customer provided terminal equipment by the customer which results in a trouble report should be classified as CPE trouble and assigned a Disposition Code 12. The MSC **will** apply if a premises visit was made and the trouble was caused by use of the customer provided terminal equipment.

**7.06** When the customer supplies commercial power to operate telephone company provided equipment, the commercial power is **not** considered to be customer provided equipment. A commercial power trouble that affects **only** the TELCO provided and maintained equipment should be assigned a Customer Action disposition code. The MSC does **not** apply even though a visit may have been made.

**7.07** When commercial power troubles affect both the TELCO provided equipment and the customer provided equipment, assign a customer action disposition code. The MSC does not apply even though a visit may have been made.

**7.08** Commercial power troubles that affect **only** the authorized customer provided terminal equipment should be considered a CPE trouble and should be assigned the appropriate disposition code. The MSC **will** apply if a visit was made.

**7.09** It is not the responsibility of Plant to discuss with the customer the application or the reason for the MSC. Plant should, however, notify the customer in each instance if the trouble is not in the telephone company equipment. Plant should limit their remarks to the condition of telephone company equipment or facilities. Plant should not attempt to clear trouble in the customer's equipment.

## **8. TYPES OF TROUBLES WHICH MIGHT BE ENCOUNTERED**

### **Trouble Locates in Telephone Company Facilities or Equipment**

**8.01** When the trouble locates in telephone company provided facilities or equipment, the trouble

should be cleared and the report closed to the proper disposition code. The MSC **will not** apply.

### **Trouble Condition Was Recognized During Test But Comes Clear PRIOR TO Dispatch**

**8.02** When a trouble condition was recognized during testing but additional testing or verification prior to dispatch of a repairperson or referral to another group shows that the trouble has come clear, the trouble report should be closed to the code determined through "**substantial evidence as to cause**" as discussed in Section 660-100-013. The MSC **will not** apply. Long Lines measurement plan specifies a code for "came clear" type troubles.

### **Trouble Condition Comes Clear AFTER Dispatch**

**8.03** When a trouble condition has been recognized through testing and a dispatch has been made or the report has been referred to another group, the following steps identify the disposition code to be used if the trouble come clear PRIOR TO actual identification of the cause of the trouble:

(a) **Do not** close the report as a Found OK-Out since the previous test **did** indicate a trouble condition.

(b) If, in the opinion of the telephone company employee, the trouble was located in or was caused by telephone company facilities or equipment, close the report to the item most likely to have caused the trouble as discussed in Section 660-100-013, "**substantial evidence as to cause.**" The MSC **will not** apply.

(c) If, in the opinion of the telephone company employee, the trouble was caused by or located in authorized customer provided terminal equipment, close the report to the appropriate Authorized CPE disposition code. The MSC **will** apply.

(d) If, in the opinion of the telephone company employee, the trouble was caused by or located in unauthorized customer provided terminal equipment, close the report to Disposition Code 13 (Unauthorized CPE). The MSC **will** apply.

**Note:** It is important that sufficient details regarding the results of tests, the reason for dispatch, the notification of the customer of

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possible billing of the MSC, and the data related to **“substantial evidence as to cause”** to be recorded by the RSB. Offices using other measurement plans should use appropriate “CPE” dispositions.

**Incidence of Harm**

**8.04** In connection with 8.05 below, the following conditions shall be considered harm:

- (a) Electrical hazards to telephone company personnel
- (b) Damage to telephone company equipment
- (c) Malfunction of telephone company billing equipment
- (d) Degradation of service to persons other than user of the subject terminal equipment, his calling, or called party.

**8.05** Should terminal equipment cause harm to the telephone network, the telephone company shall, where practicable, notify the customer that temporary discontinuance of service may be required; however, where prior notice is not practicable, the telephone company may temporarily discontinue service forthwith if such action is reasonable in the circumstances. In case of such temporary discontinuance, the telephone company shall:

- (a) Promptly notify the customer of such temporary discontinuance
- (b) Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance

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

**9.01** The RSB will utilize the CPE Summary Report #2 (CPE #2) as the document to originate the billing of the MSC. The CPE #2 report should be received in the bureau approximately every 10 days.

**9.02** When the cause of a trouble report has been identified as being the result of customer provided terminal equipment and a premises visit has been made, the trouble ticket (or equivalent)

should be routed to the RSB coordinator. A copy of the trouble ticket should be retained until the CPE Summary Report #2 includes the entries, indicating that the trouble report has been received. In the event the report is not included on the next CPE #2 report, the coordinator should follow up to determine why the report was not included.

**9.03** The CPE #2 report contains the following information:

- (1) Telephone or Circuit number
- (2) Received date and time
- (3) Dispatched date and time
- (4) Cleared date and time
- (5) CPE or TELCO identifier (Code 3 or 7)
- (6) Regular class of service code
- (7) Disposition code.

**9.04** When the CPE #2 report is received, the entries on it should be compared with the copies of the trouble tickets to insure that no invalid entries exist on the CPE #2 report and that all reports which qualify for the MSC are included.

**9.05** After the CPE #2 report entries are verified, the following data must be added for each telephone number or circuit entry:

- (1) Customer name and address
- (2) Billing number if known
- (3) Initials of supervisor who verified the CPE #2 report data.

**9.06** When all entries have been verified, an adequate number of copies of the CPE #2 should be made to allow for:

- (1) One copy for retention in the RSB
- (2) One copy for each Billing Business Office or Marketing or Sales Office which will be responsible for further processing.

**9.07** After the CPE #2 report is processed in the RSB, it should be routed to the appropriate Business Office, Marketing or Sales Offices for issuance of a service order. If more than one Business Office is involved in the circuit, the station record card should be reviewed to attempt to determine the Billing Business Office. If the Billing Business Office cannot be determined from the station record card or from information available in the bureau, the Business Office should be contacted to determine the proper location for that particular circuit. This information should be noted in the remarks section of the station record card for future use.

**9.08** A copy of the CPE #2 report with a copy of each trouble ticket it represents should be filed in the RSB.

**9.09** At the end of the month all trouble reports involving CPE that are more than 10 days old should be investigated as to why they have not appeared on a CPE #2 report. The results of the investigation of each of these cases should be documented.

**9.10** A copy of the CPE #2 report and the related trouble report data should be retained for a period of 2 years.

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

**10.01** The STC and Long Lines will utilize Form E-6700 as the document to initiate the process of billing of an MSC on special services under their control.

**10.02** When the cause of a trouble has been identified as being the result of customer provided terminal equipment and a premises visit has been made, the trouble ticket or equivalent should be used as the source document to prepare Form E-6700 Maintenance of Service Charge.

**10.03** All MSC information and documentation (completed forms, printouts, ADNets, etc), should be retained for 2 years.

**10.04** All information in the shaded portion of Form E-6700 is required by the Accounting Control Office (ACO) for billing purposes. The ACO will reject any MSC message not containing this information.

**10.05** When transmitting MSC messages to Long Lines ACOs via ADNet, only the information in the shaded portion of Form E-6700 should be included. The title of the field (ie, ACO, circuit, dispatch) should also be transmitted.

**10.06** A Maintenance of Service Charge (MSC) Form E-6700 should be prepared by the Serving Test Center (STC), Switched Service Bureau (SSB), Switched Services Report Center (SSRC), Network Control Office (NCO), Subnetwork Control Office (SNCO), or Trouble Reporting Control Office (TRCO) which formerly initiated Form E-5855. Form E-6700 should be forwarded for any report resulting in the dispatch of Bell personnel to a customer premises when the trouble located in CPE.

**10.07** See Fig. 1 for description of Maintenance of Service Charge Form E-6700. Instructions for completion of the form follow.

E-6700  
(11-75)

Kansas City (KC)—LMA 30

Washington (WA)—LEA 10

**Maintenance Of**

**Service Charge** Serial \_\_\_\_\_

---

1. ACO	_____
2. STC DPI	_____
3. Circuit	_____
4. Customer	_____
5. Address	_____
6. Bill #	_____
7. Dispatch	_____
8. Duration	_____
9. Approval	_____
10. Contact	_____
11. Notes	_____

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**Fig. 1—Form E-6700**

(1) **Serial:** Enter serial number of Special Services Report (E-4220), Switched Service Report (E-5120), or Television and Program Service Report (P-2219).

(2) **ACO:** For Long Lines circuits, enter ADNet code for proper Accounting Control Office (ACO). For Operating Telephone Company circuits, leave blank.

White Plains (WP)—LNA 19

(3) **STC DPI:** For Long Lines circuits, enter DPI code of the STC submitting charge. For Operating Telephone Company circuits, leave blank.

(4) **Circuit:** Enter complete circuit number as found on the layout record card.

(5) **Customer:** Enter name of Contracting Customer (CCN) as found on the layout record card. This may not be the same as that of the using customer at the dispatch location.

(6) **Address:** Enter address of CKL (Street, Number, Street Name, City, State) to which the dispatch was made.

(7) **Bill No:** Enter Master Billing Number (MBN) or Customer Billing Number if known. If not known, enter UNKNOWN.

(8) **Dispatch:** Enter the date and time (11/18/75 at 14:25) at which the repair employee was dispatched.

(9) **Duration:** Enter the total time in hours and tenths of hours (3.6) from time of dispatch to time report was cleared.

(10) **Approval:** Enter initials of management employee approving MSC billing and date of approval.

(11) **Contact:** Enter telephone number (including area code) and initials of the person preparing the form.

(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 or action taken may be recorded.

**10.08** Routing of the Maintenance of Service Charge, Form E-6700 is depicted in Fig. 2.

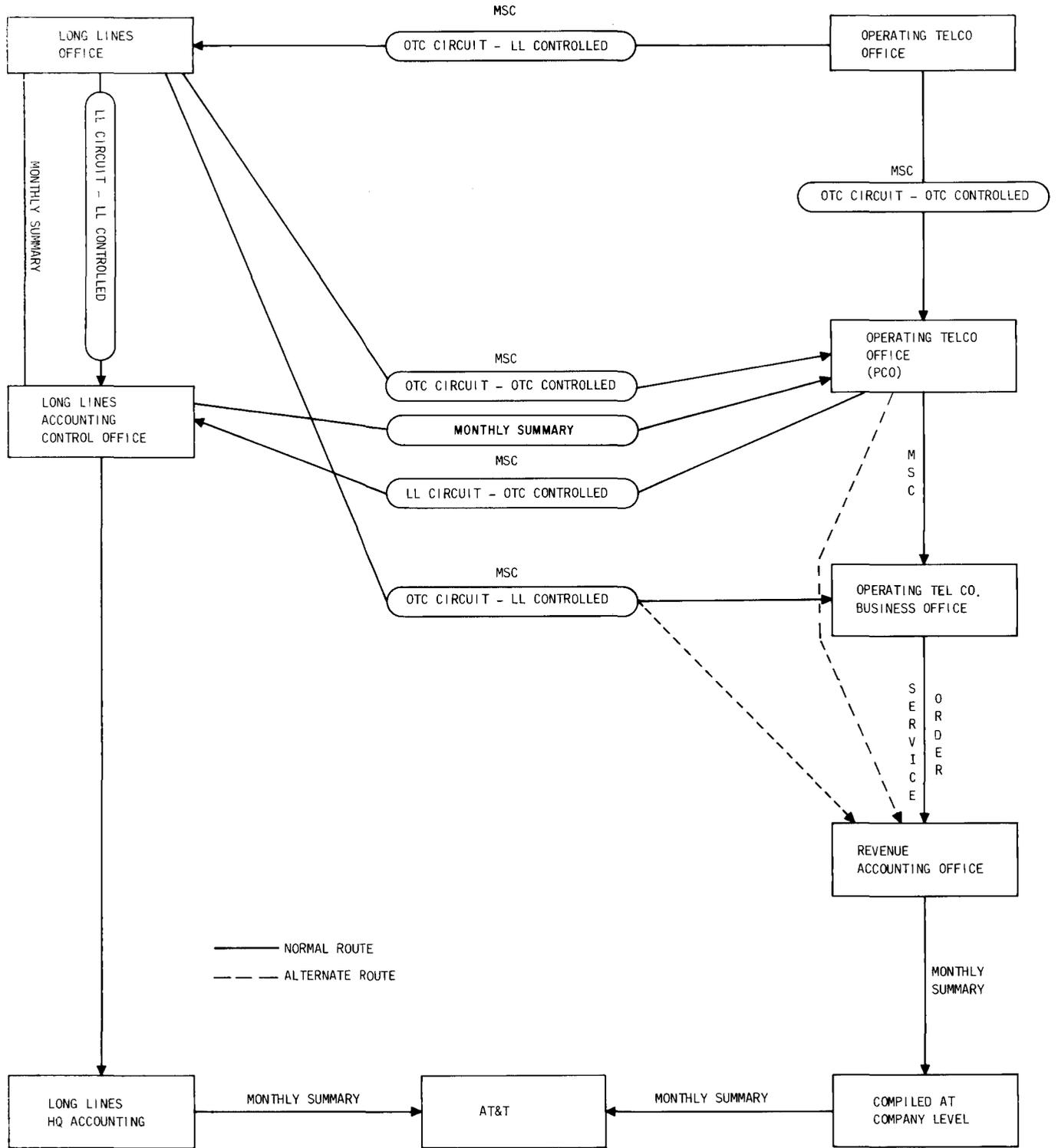


Fig. 2—Flowchart for Transmittal of MSC Information

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**10.09** MSC information should be forwarded as follows:

(a) **Operating Telephone Company (OTC) Office (noncontrol of OTC circuit):** complete Form E-6700; retain white copy; send remaining copies to PCO.

(b) **Operating Telephone Company OTC Office (control of OTC circuit):** complete Form E-6700; retain white copy; send remaining copies to appropriate OTC Business Office. In those cases where the circuit layout record does not indicate the location of the Business Office that serves the customer, forward copies directly to the appropriate Accounting Office. If receiving MSC from noncontrol office, retain blue copy and forward pink copy to the Business Office. The above applies if the location of the Business Office is not available.

(c) **Operating Telephone Company (OTC) Office (noncontrol of Long Lines circuit):** complete MSC Form E-6700; retain white copy; send remaining copies to L.L. PCO.

(d) **Operating Telephone Company (OTC) Office (control of Long Lines circuit):** complete MSC Form E-6700; retain white copy; if ADNet is available, transmit MSC directly to Long Lines ACO; if no access to ADNet, retain white copy and send remaining copies to ACO via mail. See Fig. 3 for the location of the Long Lines Accounting Offices.

(e) **Long Lines Office (noncontrol of OTC circuit):** complete MSC Form E-6700; retain white copy; send remaining copies to PCO.

(f) **Long Lines Office (control of OTC circuit):** complete MSC Form E-6700; retain white copy; send remaining copies to appropriate OTC Business Office. In those cases where the circuit layout record does not indicate the location of the Business Office that serves the customer, forward copies directly to the appropriate Accounting Office. If receiving MSC from noncontrol office, retain blue copy and forward pink copy to OTC Business Office. The above applies if the location of the Business Office is not available.

(g) **Long Lines Office either control or noncontrol of Long Lines circuit):** complete MSC Form E-6700; retain white copy; transmit data directly to Long Lines ACO via ADNet.

(h) Figure 2 contains a flowchart for MSC data.

**10.10** Each STC should transmit MSC information to the appropriate PCO, ACO, OTC Business Office on a daily basis as required. Figure 4 illustrates the proper message format for those offices using ADNet to forward MSC data.

**10.11** For Long Lines circuits the ACO will manually edit all incoming MSC ADNet messages and will reject any incomplete MSCs. The submitting office must make the required changes and retransmit the corrected MSC. Figure 5 illustrates an ACO reject message.

**10.12** For Long Lines circuits the ACO will automatically initiate billing to the customer. At the end of each report period, the ACO will transmit to each office via ADNet, a listing of all MSCs received from that office during that period. Figure 6 illustrates the monthly feedback message.

**10.13** Each office receiving an ACO listing should compare it to office records to insure that all MSC messages transmitted during that period were received by the ACO. Any discrepancies should be resolved with the ACO as quickly as possible.

**10.14** For record purposes each office should file their copy of the completed Form E-6700 with the Trouble Report associated with the MSC.

**10.15** The Log portion of the Trouble Report should contain adequate documentation of the actions taken leading to the MSC. Information such as identity of the repair employee customer contacts, any known details of the CPE trouble, and other pertinent data should be included.

**11. MAINTENANCE OF SERVICE CHARGE PROCEDURES FOR GOVERNMENT SERVICES**

**11.01** The Maintenance of Service Charge processing requirement for government services differs

slightly from the procedure for other customers. Forward MSC information as follows:

- (a) For offices using ADNet for MSC processing, include ADNet code LGM 100 (R. Seward) in addition to the code for the appropriate ACO.
- (b) For offices using Form E-6700 for MSC processing, forward one copy of the form to: R. Seward, 2055 L Street N.W., 7th Floor,

Washington, D. C., 20036. This copy should be sent in addition to all other copies required by this practice.

- (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 "Contact" field of Form E-6700.

<b>KC</b>	<b>Division Accounting Manager 811 Main Street Kansas City, Missouri 64141</b>
<b>WA</b>	<b>Division Accounting Manager Atten: P-1075 Billing Group Accounting Supv 2055 "L" Street Washington, D. C. 20036</b>
<b>WP</b>	<b>Division Accounting Manager Atten: District Accounting Manager Private Line 440 Hamilton Avenue – 8th Floor White Plains, New York 10601</b>

**Fig. 3—Long Lines Accounting Office**

LNA410

ORG LOP12

SOMERSET, N.J.

MAINTENANCE OF SERVICE CHARGE  
-----

1. ACO - LNA419 (WP)
2. STC DPI - 1AN259
3. CIRCUIT - FD 12345-001
4. CUSTOMER - W.T. JONES CORP.
5. ADDRESS - 214 FRONT ST.  
SOMERSET, N.J.
6. BILL # - 37291
7. DISPATCH - 7/18/75 @ 1425
8. DURATION - 3.6

A.B. MILLER  
ILS

7-20-75

1445 EDT

Fig. 4—MSC Information Via ADNet—Sample

LOP12

ORG LNA 19

WHITE PLAINS

MAINTENANCE OF SERVICE CHARGE REJECT  
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M.S.C. ADNET MESSAGE RECEIVED FOR FD 12345-001 ON THIS DATE WAS INCOMPLETE. PLEASE INSURE THAT ALL DATA IN THE SHADED PORTION OF FORM E6700 IS FURNISHED. RE-TRANSMIT THE ENTIRE M.S.C. MESSAGE AS QUICKLY AS POSSIBLE.

M. JACKSON  
TLS

7-02-75

1600 EDT

Fig. 5—Sample Reject Message

LOP12

ORG LNA 19

WHITE PLAINS

6/23/75 - 7/22/75

MAINTENANCE OF SERVICE CHARGE LISTING  
-----

CIRCUIT -----	DISPATCH DATE/TIME -----
FD12345-001	7/18/75 @ 1425
FP48925	6/27/75 @ 0915
FD87222	7/9/75 @ 1100
FD11228	7/12/75 @ 1445

M. JACKSON  
TLS

7-23-75

1100 EDT

Fig. 6—Sample Monthly Feedback Message