

NO-ACCESS PROCEDURE

1. GENERAL

1.01 This section outlines procedures for handling trouble reports when a No Access has been experienced.

2. USE OF SPECIAL MARKER CARD

2.01 When an employee has been unable to gain access to a customer's premise to repair an existing trouble condition, note the date and time of No Access on the trouble report ticket in the Trouble Found--Work Done space.

2.02 Replace the existing marker card in file with a SPECIAL marker card. (See Section 660-152-010 for description and use). Place the trouble ticket and the attached customer line card in the No-Access file.

3. FOLLOW UP OF NO-ACCESS CASES

3.01 Many times a No-Access case results from failure to reach a mutual understanding with the customer of the appointment time and the need to visit his premises. When access cannot be gained, make sure the workman has verified that the trouble is beyond the last accessible point on the circuit. He should leave a notice to advise the customer of our attempt to gain access.

3.02 Follow up No-Access cases to insure clearing the trouble at the earliest possible time and prevent subsequent reports.

(a) In the case of non-out-of-service troubles, attempts by the Repair Service Bureau to contact the customer should be made to negotiate new access.

(b) For out-of-service troubles, a repairman in the vicinity should call on the customer in an attempt to gain access.

(c) Attempts to contact the customer should be varied. Early morning, evening and weekend calls should be tried. City directories, Commercial records for contact numbers, apartment managers, etc, may be helpful in contacting the customer.

3.03 Subsequent attempts to secure access shall be noted in the Trouble Found--Work Done space of the trouble ticket. If the line tests clear and when all reasonable attempts to get access fail and after one week, mail the customer a card informing him of our attempts to contact him and that we are closing his reported case of trouble. The customer should also be informed that if he is still experiencing the trouble to please notify Repair Service. The appropriate disposition code per Section 660-100-013 based on the initial trouble reported and initial test should be used.

3.04 Repair Service Bureau supervision should periodically review the routine and contents of the No-Access file to determine the progress of the procedures in effect.

4. HANDLING SUBSEQUENT TROUBLE REPORTS ON PENDING NO-ACCESS CASES

4.01 When a trouble report is received on a line or station where an employee had previously been unable to gain access, prepare another trouble report ticket. Record the new access information in the appropriate space. Classify the report as a customer subsequent trouble report. Retrieve the initial report and line card from the No-Access file, attach the subsequent trouble report ticket and forward for clearing. Replace the SPECIAL marker card with SUBSCRIBER REPORT marker card.

4.02 All subsequent and related trouble report tickets must be marked in the areas that apply. Cross reference the subsequent report ticket to the initial report for the closing information.