

CUSTOMER LINE CARDS

1. GENERAL

1.001 This addendum supplements Section 660-151-010 and expands the information in the main section to include an inventory card for Mobile Radio Telephone Stations, a line card for air pressure contactors, and introduces Form SW-6941, Protective Connecting Arrangements in Service for each account with CPE.

1.002 This addendum is reissued to describe Form SW-6941 and to outline the procedures to be followed in marking line cards for accounts having CPE.

1.003 Each service center should keep a complete record of all lines, stations and equipment it serves, including any portion of special services or channels for which the center is responsible for maintenance and/or the handling of trouble reports; but the record should cover only the data needed for the maintenance of customer service.

2. DESCRIPTION OF CUSTOMER LINE CARDS

Add the following paragraphs:

2.04 Form SW-6242, Inventory of Mobile Radio Telephone Station Equipment is a 4-3/4 inch by 8 inch card printed on white card stock without tabs. It is to be used in maintaining a continuing record of the station equipment installed at each location (Exhibit 1).

2.05 Form SW-6201 is a 3-1/2 inch by 8 inch card, and Form SW-6202 is a 4-3/4 inch by 8 inch card both of which are printed on white card stock without tabs. These cards are to be used to maintain a record of all

air pressure contactors and a log of their operation (Exhibit 2).

2.06 Form SW-6941 is a 3-1/2 inch by 8 inch card, and Form SW-6941A is a 4-3/4 inch by 8 inch card both of which are printed on white card stock. Each card has a tab marked CPE. These cards are used to maintain a record of customer provided equipment (Exhibits 3 and 4).

3. SELECTION OF CARDS

Add the following paragraphs:

3.11 Inventory of Mobile Radio Telephone Station Equipment, Form SW-6242, is used for maintaining a detailed record of the major items of equipment in service at each mobile radio telephone station. The file of these cards normally will be maintained at Mobile Repair Service Centers so that they can be checked and verified when units visit the shop for repairs. This record, when accurately maintained, can be used for inventorying mobile radio equipment in connection with the bi-annual inventory for verification of the Company's investment. It eliminates the need for costly field inventories which would otherwise be required.

3.12 Space is provided on the reverse side of the form for the employee who performs the inventory to sign the form and enter the date the inventory was made.

4. DESCRIPTION OF ENTRIES

Add the following paragraphs:

4.02 The Mobile Radio Telephone Station Equipment Card, Form SW-6242, is divided into two sections. The upper section should

be completed as indicated by the line captions. The lower section of the form headed by the caption "Item Description" is for recording types and quantities of packaged units, basic sets, accessory or option groups, and to the extent required, the individual components of equipment. In the case of radio telephone equipment made up of packaged units, such as Motorola and General Electric equipment, the type and quantity of the packaged unit, or the type and quantity of the basic set and accessory or option group, if any, should be recorded. Where standard nomenclature for the packaged unit, basic set, accessory or option group cannot be determined in the case of other types of equipment, it will be necessary to record each major item by type and show the quantity thereof. Do not duplicate inventory information on the line card but make a cross reference to Form SW-6242.

4.03 A Form SW-6201 or SW-6202 shall be prepared for each contactor for which the test center is responsible. Numbers shall be assigned to correspond to the numbers of the alarm circuits to which the contactors are connected. If more than one contactor is connected to a single alarm circuit, either on the same or separate cable pairs, designate each with A, B, C, etc., following the alarm circuit number.

4.04 Record all information regarding the contactor on the top portion of the card. Record on the lower portion or the back of the card the date, time, etc., that contactor Routine E is performed. If an employee is dispatched on a contactor alarm, enter under "disposition" the case numbers, the date and time dispatched, and the employee's initials. If it is determined before assignment that the alarm operation is not due to a fault in the cable plant or air pressure system, note the title and

initials of the employee to whom the matter is referred, and a short description of the cause of the contactor operation, such as "splicer opened cable", "cold weather", etc.

5. PREPARATION OF CARDS

Add the following to paragraph 5.10

5.10 (h) Restoration Priority - Certain Intercity private services are assigned a priority for sequence of restoration when facility outages occur. The supervisor responsible for the circuit is responsible for advising the local test center of the priority assignment for the private line circuits that are extended over local facilities. This information should be entered on the line card as indicated above.

(i) Added Main Line Carrier (AML) - Line cards for both the physical and the derived Added Main Line Carrier must be cross referenced to prevent interruption of service. The line card of the physical circuit must show the telephone number and AML number of the associated derived circuit. Also the line card of the derived circuit must show the telephone number and its association with the physical circuit.

(j) To safeguard against simultaneous loss of all copies of the essential line lists, wide separation in the points of retention of the Plant, Traffic, and Commercial copies is desirable, necessitating interdepartmental coordination and planning at the local level. Separations of 5 to 10 miles is recommended.

(k) It is essential that information regarding non-published numbers will not be unintentionally given out

by test center personnel or other employees.

7. ORDERING INFORMATION

Add the following paragraphs:

7.04 Forms SW-6941 and SW-6941A may be ordered from Western Electric Company as follows:

(Quantity) pkgs. SW-()
(100 per pkg)

Add the following paragraphs:

8. CONNECTING ARRANGEMENT IDENTIFICATION IN REPAIR SERVICE BUREAU (RSB)

8.001 Initially each RSB will receive a printout from Accounting of its Protective Connecting Arrangements (PCAs), data sets, teletypewriters and private line mileage. This printout will include all information concerning the account and all CPE.

8.002 Using this printout and/or physical inventories each RSB will prepare a Form SW-6941, header line card, for each multi-line account that:

- (1) Has a USOC code entered in the PCA USOC Column of the Accounting Department printout.
- (2) Has a USOC code entered in the Private Line Data Mileage Column of the Accounting Department printout.
- (3) Has a USOC code in the Private Line Mileage Column and a USOC code in the PCA Column of the Accounting Department printout.

Private Line Data services with CPE are not required to have an associated connecting arrangement. Private Line Data services are identified with the USOC code 1L6--.

The Private Line Data mileage USOC code should be considered the same as a PCA for classifying and handling purposes. All new services or rearrangements and changes at existing customer locations will be handled the same as above and a Form SW-6941 will be filled out or updated by the RSB personnel after each service order activity involving CPE.

8.003 The following information will be entered on each Form SW-6941 prepared. (See Exhibit 5)

- (1) Enter Customer Telephone Number.
- (2) Enter Customer's Name.
- (3) List each Protective Connecting Arrangement by USOC code, class of service for each, the line with which the PCA is associated, and either CPE or TELCO.

8.004 The actual, individual line that each PCA is associated with must be determined. A line is considered to be one of either a central office line or trunk, a PBX or Centrex station line, a Key Telephone System station, or a Private Line. For Special Services, except Switched Data, a line consists of a facility from a central office main frame to a station. For Switched Data, a data set or a data access arrangement may be considered a line. Any non-line associated PCAs should be entered as "non-line" on the Form SW-6941. The information outlined above must be determined even if it requires customer contact.

8.005 Each PCA and its associated line will carry a class of service, normally the same as the account. The exception are lines equipped with PCAs designed for Switched Data. For example; a measured business line is equipped with a data coupler. Classify this line as Switched Data on the Form SW-6941.

8.006 Individual line card records will be stamped "CPE" or "MSC", as appropriate, on all accounts having customer provided equipment.

9. MAINTAINING CPE LINE CARD RECORDS

9.001 RSB records will require updating from service order activity. Each service order will be reviewed in the RSB upon receipt of the line card copy of the service order and the necessary CPE records will be maintained.

9.002 Periodically, Accounting will provide a list of USOC's Protective Connecting Arrangements in Service. The PCA card for each account should be matched against this record and changes should be reconciled and all records corrected.

10. MARKING LINE CARDS WITH CPE INFORMATION

10.001 The proper class of service must be identified for all services. This includes whether or not it is Telco or CPE. All line cards must show the correct Class of Service and either indicate Telco or CPE. Exhibit 6 shows the recommended method to be used to mark line cards with this information. For multi-line accounts the specific line must be identified with its class of service.

10.002 Line cards must be corrected to show the appropriate class of service following any service order activity.

10.003 There will be services, not identified by a CPE stamp, that will require a Maintenance of Service Charge. It will be necessary to identify these services. Mark the line card with a stamp showing MSC. Examples of services requiring this stamping are as follows:

- (1) Switched Data - Telco Class of Service with CPE behind the data set.
- (2) Private Line Data - Telco Class of Service with CPE behind the data set.
- (3) All non-line associated connecting arrangements.
- (4) Decorator Telephone sets modified with Telco equipment (CAK, CAW, CAN, etc.).
- (5) Attested headsets.

See Exhibit 7 for use of the MSC stamp.

10.004 Form SW-6606 will be prepared as described in V61.252 for services marked MSC or CPE.

10.005 Present line card records which may be marked CPE to reflect service as described above should be changed to a MSC notation.

10.006 Exhibits 8, 9, 10, and 11 show examples of how line cards shall be marked to reflect CPE.

EXHIBIT 6

RECOMMENDED METHOD OF IDENTIFYING CLASS OF SERVICE
ON CUSTOMER LINE CARDS

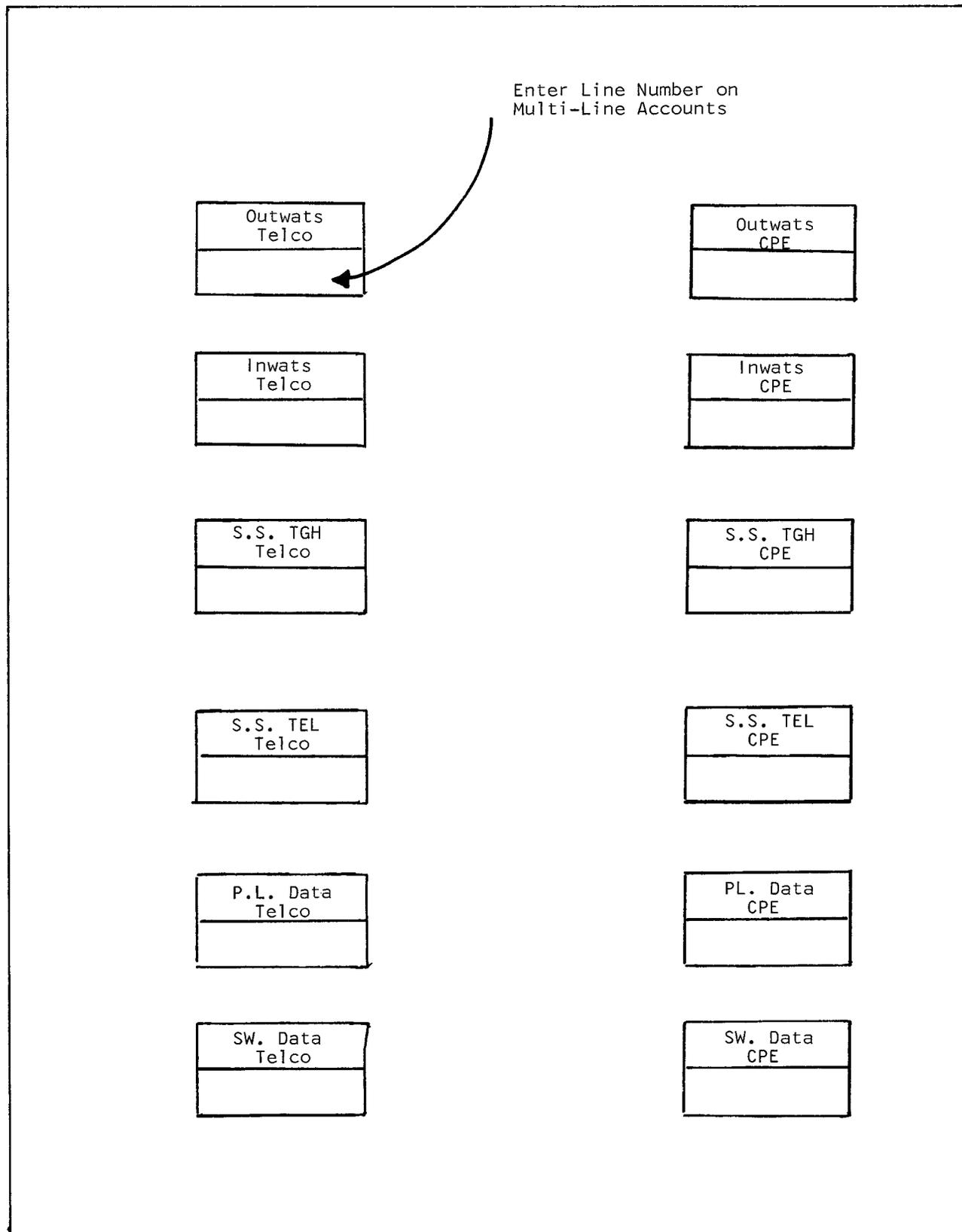


EXHIBIT 11

FILE NO.		CARR	
MAIN TN STA/TA NO. BRG SUB-CARR	267-3145	CS DATA Switched	PTY
NAME	Joe Giles GARAGE	SSM	NON-PUB X
LA	23 Fulton	SSP	CPE X
SA		TZ S	RT 10
COE	RNG	SCO	M REG
13-03-22			
BL	AUX RELAY	SL RES	
LLE	VR	SPC LINE EQP	
OUTSIDE PLANT FACILITIES			
F1 1-16, 25 Fulton, 16-W+WO			
			DDP
S & E		TEST RESULTS	
QTY	USOC	QTY	USOC
1	CBT		
		DATE	
VER			
CUSTOM CALLING FEATURES			
REMARKS (RMKP)			
CPE			
HEAD FILE DATE			
BSP 660-151-010 MULTI-PURPOSE LINE CARD FORM E-6211 (9-72)			