

## DESCRIPTION AND USE OF MARKER CARDS

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### 1. GENERAL

**1.01** Marker cards are provided to show the purpose for which customer line cards are temporarily removed from the active line card file. In order to accomplish this, they are substituted for the customer line cards at the time the line cards are removed.

**1.02** This section is reissued to emphasize the importance of using marker cards properly. Since this issue covers a general revision, arrows ordinarily used to indicate changes have been omitted.

**1.03** It is extremely important that *all employees* make use of the marker cards whenever removing line cards temporarily from the line card file. In order to maintain good line card file discipline, there should be no exceptions.

### 2. DESCRIPTION

**2.01** The cards are of white thirty-point fiber. Each card is designed to serve as a dual purpose marker. The tops and bottoms of the cards are each banded with distinctive colors and lettering to indicate the purpose for which the line cards are removed. The tops and bottoms of the cards are treated for wear by a covering of cellulose acetate. They are 3-1/2 inches wide and 8-3/8 inches long. The 3-1/2 inch width permits use in either the 3-1/2 inch or 4-3/4 inch subscriber line card file. The 8-3/8 inch length permits them to extend 3/8-inch above the 8-inch line cards, which permits them to be seen readily. The five types of marker cards described in the succeeding paragraphs are shown in Fig. 1.

**2.02** *Marker Card for Subscriber Report and for Employee Report Form E-3940.* One end of this card is banded with a solid red color and has the designation SUBSCRIBER REPORT printed on both sides of the card so as to be visible from either side when the marker is inserted in the file. The other end of this card is banded with alternate red and white 1/4-inch vertical stripes and has the designation EMPLOYEE REPORT printed on both sides of the card so as to be visible from either side when the marker is inserted in the file.

**2.03** If a line card is removed because of a subscriber report (except known cable trouble), the marker card shall be inserted so that the solid red color band extends above the line cards. If a line card is removed because of an employee report (except known cable trouble), the marker card shall be inserted so that the red and white color band extends above the line cards.

**2.04** *Marker Card for Subscriber Report—Carried Over and for Employee Report—Carried Over, Form E-3941.* One end of this card is banded with a solid green color and has the designation SUBSCRIBER REPORT—CARRIED OVER printed on both sides of the card so as to be visible from either side when the marker is inserted in the file. The other end of this card is banded with alternate green and white 1/4-inch vertical stripes, and has the designation EMPLOYEE REPORT—CARRIED OVER printed on both sides of the card so as to be visible from either side when the marker is inserted in the file.

**2.05** If a subscriber report is carried over, the marker card shall be inserted (in place of Form E-3940, Subscriber Report Marker Card) so that the solid green color band extends above the line cards. If an employee report is carried over, the marker card shall be inserted (in place of Form E-3940, Employee Report Marker Card) so that the green and white color band extends above the line cards.

**2.06** *Marker Card for Subscriber Report—Cable Trouble and for Employee Report—Cable Trouble, Form E-3942.* One end of this card is

banded with a solid yellow color band and has the designation SUBSCRIBER REPORT—CABLE TROUBLE printed on both sides of the card so as to be visible from either side when the marker is inserted in the file. The other end of this card is banded with alternate yellow and white 1/4-inch vertical stripes, and has the designation EMPLOYEE REPORT—CABLE TROUBLE printed on both sides of the card so as to be visible from either side when the marker is inserted in the file.

**2.07** If a line card is removed because of a subscriber report caused by cable trouble, the cable trouble marker card shall be inserted so that the solid yellow color band extends above the line cards. If a line card is removed because of an employee report, such as Line Insulation Test (L.I.T.) caused by cable trouble, the cable trouble marker shall be inserted so that the yellow and white color band extends above the line cards.

**2.08** *Marker Card for Non-payment Disconnect and for Non-payment Restoral, Form E-3943.* One end of this card is banded with a solid blue color band and has the designation NON-PAYMENT RESTORAL printed on both sides of the card so as to be visible from either side when the marker is inserted in the file. The other end of this card is banded with alternate blue and white 1/4-inch vertical stripes, and has the designation NON-PAYMENT DISCONNECT printed on both sides of the card so as to be visible from either side when the marker card is inserted in the file.

**2.09** If a line card is removed for disconnect treatment because of non-payment, the Non-Payment marker card shall be inserted so that the blue and white color band extends above the line cards. If a line card is removed for restoral of service previously given disconnect treatment because of non-payment, the marker card shall be inserted so that the solid blue color band extends above the line cards.

**2.10** *Marker Card for Special and for Service Order Record Work, Form E-3944.* This card is not color banded. One end of this card has the designation SPECIAL printed on both sides of the card so as to be visible from either side when the marker is inserted in the file. The other end of this card has the designation SERVICE

ORDER RECORD WORK printed on both sides of the card so as to be visible from either side when the marker is inserted in the file.

**2.11** If a line card is removed for the purposes of completing or changing entries on the line card because of service orders, cable transfers, etc, the marker card shall be inserted so that the designation SERVICE ORDER RECORD WORK is visible above the line cards.

**2.12** If a line card is removed for purposes other than those for which a marker card has been specifically provided (eg, is being held in a "PAC" file—Section 660-150-010), the marker card must be noted with the location of the line card(s) and with the date and name or initials of the person removing the line card from the file. The marker card shall then be inserted so that the designation SPECIAL is visible above the line cards.

**2.13** Three ruled columns are provided for entering the location of the line card, the name or initials of the person removing the line card, and the date removed. If this marker is removed from the file, either because the line card is being replaced in the file or because a marker card of a specific nature is being substituted for this marker card, the entry indicated on this marker card shall be crossed off or erased. The numeral "One" is outlined on one side of the marker card and the numeral "Two" is outlined on the other. The "Number One" side is to be completely used before entries are made on the "Number Two" side, and the marker card shall be placed in the file so that the side initialed at the time the marker card is placed faces the repair service clerk. This practice tends to prevent initials being placed on both sides of the card before either side is filled; enables the repair service clerk to more readily determine who is in possession of the line card; and, facilitates the crossing off of initials when the marker card is removed from the file.

### 3. METHOD OF ORDERING

**3.01** Each of these forms is packaged in units of twenty-five (25) marker cards per package. The forms shall be ordered by package unit, specifying the form number as follows:

(Quantity) PACKAGE(S) FORM E-

