

**CUSTOMER PROVIDED EQUIPMENT (CPE)
PROCEDURES FOR ADMINISTERING THE MAINTENANCE
OF SERVICE CHARGE AND THE VISIT CHARGE**

Contents	Page
1. GENERAL	1
2. DEFINITIONS OF TERMS	1
3. PREPARING LINE CARDS	2
4. HANDLING AND TESTING CPE TROUBLE REPORTS	2
5. VISIT CHARGE	3
Visit Charge Will Apply	3
Visit Charge Will Not Apply	3
6. MAINTENANCE OF SERVICE CHARGE	4
Maintenance of Service Charge Will Apply	4
Maintenance of Service Charge Will Not Apply	4
7. PREPARING AND ROUTING FORM E-5855	5

1. GENERAL

1.01 This section describes procedures for the administration of the "maintenance of service charge" and the "visit charge". These charges may be applied to premises visits on all services with customer provided equipment (CPE) where a service difficulty resulted from or was caused by CPE. It also describes the methods for handling trouble reports for services with CPE.

1.02 It defines:

- (a) The visit charge which is applicable to all California intrastate services. (See Part 5.)
- (b) The maintenance of service charge which is applicable to interstate services. (See Part 6.)

1.03 These arrangements provide for:

- (a) The connection of customer provided voice transmitting and receiving terminal equipment, communications systems, and data transmitting and receiving equipment to the message network, private line services, and WATS.

(b) The extension of customer provided communications channels through telephone company entrance facilities.

1.04 This section applies to all Plant service centers, serving test centers, and special service Plant service centers.

1.05 Revised tariffs provide a variety of new connecting arrangements between telephone company facilities and customer-provided equipment and/or facilities. These are in addition to those arrangements that were previously covered by the tariffs.

1.06 The telephone company will not repair, adjust, or perform any work on customer provided equipment and/or facilities.

2. DEFINITION OF TERMS

2.01 Authorized Connections: Equipment provided by the customer and properly connected to telephone company facilities or equipment as authorized by tariff regulations.

2.02 Unauthorized Connections: Equipment connected to telephone company equipment and/or facilities in violation of tariff regulations.

2.03 Visit: Any dispatch of a workman to the customer's premises. In the case of a workman regularly stationed at the customer's premises, it is any case of trouble referred to him for corrective action.

2.04 Plant Service Center (PSC): As referred to in this section, includes PSCs, serving test centers (STC) and special service Plant service centers (SSPSC). All references to the term Plant service center (PSC) imply the testing location that is responsible for testing and dispatching trouble reports.

SECTION 660-295-905PT

3. PREPARING LINE CARDS

3.01 All services with authorized CPE must be identified at the PSC which maintains the customer's records. The line cards or serving point records should be conspicuously marked "CPE" in red. Formerly, customer-provided equipment was noted as Customer Owned and Maintained (COAM).

3.02 Updating of line cards should be done through current service order activity. The use of customer-provided equipment can be determined by the USOC in the service and equipment section of the service order (i.e. = QKT-voice coupler).

3.03 When CPE is encountered on a visit to a customer's premises and records do not indicate an authorized connection, check with the order originating department to determine if the connection is authorized or not.

- (a) If the CPE connection is authorized, mark the line card appropriately.
- (b) If the CPE connection is unauthorized:
 - (1) Follow procedures outlined in System Instruction 79.
 - (2) Prepare and distribute Form K-3255.

NOTE: Certain types of customer-provided equipment, authorized by the tariff, may not be identified by telephone company records. These arrangements include customer-provided data transmitting and/or receiving equipment and customer-provided communications equipment and/or facilities where the connections are effected externally by means of an acoustic or inductive connection. However, these arrangements must comply with minimum network protection criteria as specified in these tariffs applicable to the customer's type of service.

3.04 The trouble history record for service with CPE should be maintained according to existing Bell System Practices.

4. HANDLING AND TESTING TROUBLE REPORTS FOR SERVICES WITH CPE

4.01 Following the receipt of a trouble report, the tester will review the customer line card or circuit layout card.

(a) If the record indicates that CPE is involved, follow regular test procedures to determine the nature of the trouble.

(b) If the tests indicate a visit to the customer's premises will be required, call the customer before dispatching a field workman. Tell the customer that if a field visit is made and the trouble is not in the telephone company equipment and/or facilities that a visit charge may apply. If the customer decides to check his equipment and as a result clears the trouble, no field visit will be required and the visit charge will not apply. Exclude this type of report for services measured under the Exchange Maintenance Results Plan (EMSR) or count as an information call for services measured under the Private Line Service Results Plan.

4.02 When a test on the circuit does not indicate a trouble condition and no visit is required, code the report as a "test OK".

4.03 If the circuit tests indicate a trouble condition which prevents the tester from reaching the customer, a field workman should be dispatched.

4.04 In order to provide complete analysis information in connection with CPE trouble reports, the class of service should be sub-coded with the digit "4" for those services measured under EMSR. For example, a PBX service that includes CPE should be coded "06" plus the sub-code "4": e.g., 064.

4.05 All troubles found in CPE should be closed out to the disposition code "6", "customer action", for services measured under EMSR.

(a) Trouble in authorized CPE should be further identified by sub-code "1": e.g., 6/1.

(b) Troubles caused by unauthorized CPE should be sub-coded "2": e.g., 6/2.

**5. VISIT CHARGE (CALIFORNIA
INTRASTATE SERVICES)**

5.01 A visit charge may be applicable for each trouble report that requires a visit by a telephone company workman to a customer's premises where a service difficulty results from customer-provided equipment and/or facilities.

5.02 Visit charges as described in this section are in addition to regular monthly rates that apply to equipment and/or service furnished by the telephone company.

5.03 Customer-provided equipment must conform to certain transmission standards as defined in the tariff. If there is a possible violation of the network criteria, refer the problem to the Area Interconnection Committee for final disposition.

Visit Charge Will Apply

5.04 When a customer or his representative reports a service difficulty or trouble to the telephone company which requires a visit to the customer's premises and it is found that the service difficulty or trouble resulted from the use of customer-provided equipment or facilities, the visit charge will apply.

5.05 When a service difficulty or trouble is reported to the telephone company by other than the customer, or is detected by the telephone company:

(a) First try to clear the trouble without a visit to the customer's premises.

(1) If the trouble cannot be cleared in this manner, inform the customer of the trouble condition and tell him that the trouble cannot be cleared without a visit to his premises and that a visit charge may be applicable.

(2) The customer may request that the repair visit be deferred until his customer-provided facilities can be tested. In this case delay the dispatching of a field workman until the customer has completed his testing.

(b) If after obtaining the customer's consent, a field visit to the premises is made and the service difficulty or trouble results from the use of customer-provided equipment or facilities, the visit charge will apply.

5.06 If the workman dispatched on a trouble report requires the assistance of another workman or supervisor, or if several visits are required in connection with the same trouble report, only one visit charge will apply.

5.07 The field workman will notify the customer when a field visit is made as the result of a trouble report and the trouble proves to be in the customer's equipment or facilities. No attempt will be made to clear troubles in the customer's equipment or facilities.

5.08 In cases where the customer reports service difficulties or trouble and the problems result from unauthorized CPE requiring a visit to customer's premises, Plant will inform the customer that the visit charge will apply. In addition, existing company procedures for disposition of unauthorized attachments should be followed (see S.I. 79).

5.09 When a trouble condition prevents the tester from reaching the customer, a field craftsman should be dispatched. The visit charge will be applicable for each visit when the trouble results from the CPE when:

(a) The trouble was reported by the customer or his representative, or

(b) The customer authorizes the premises visit with the field craftsman.

Visit Charge Will Not Apply

5.10 The visit charge will not apply:

(a) To any trouble report that tests OK.

(b) When the trouble is located in telephone company equipment or facilities.

(c) When, in the judgment of the field workman, the trouble was not caused by the customer-provided equipment.

(d) Where the cause of trouble is not determined.

SECTION 660-295-905PT

5.11 If the repair visit is deferred according to 5.05(a)(2) above or the customer does not consent to a premises visit, the telephone company will have the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service, and shall inform the customer of such action. No visit charge will apply. Prepare Form K-3255 as explained in System Instruction 79.

- (a) Inform the Commercial Manager, immediately in all cases where such action has been taken.
- (b) Notify Marketing where such action affects accounts handled by Marketing.
- (c) Maintain a complete history log of the trouble report when temporary disconnection has taken place. This is extremely important.

NOTE: When the customer notifies Commercial that the CPE troubles have been corrected, the Commercial Manager will arrange to have Plant verify the correction and restore the CPE connecting arrangements. Plant will notify Commercial when the arrangements have been restored.

5.12 When a service difficulty or trouble is reported to the telephone company by other than the customer, or it is detected by the telephone company:

- (a) The customer may temporarily disconnect his CPE from the company provided facilities to determine if the trouble will clear.
- (b) If this does not clear the trouble a telephone workman must be dispatched and no visit charge will apply.

5.13 A visit charge will not apply to visits made to restore service or equipment which has previously been suspended due to troubles in customer-provided equipment.

5.14 Where reported trouble is cleared in telephone company equipment or facilities, or the cause of trouble cannot be determined, close the report out to the appropriate disposition code. The visit charge will not apply.

6. MAINTENANCE OF SERVICE CHARGE FOR INTERSTATE SERVICES

Maintenance of Service Charge Will Apply

6.01 The maintenance of service charge will apply to all premises visits required because of service difficulty which results from, or is caused by, customer-provided equipment.

6.02 The PSC or STC should recommend the billing of the maintenance of service charge on all cases requiring a premises visit when the trouble was located in the CPE or in the judgment of the workman the trouble was caused by or resulted from CPE.

6.03 In the event the workman dispatched requires assistance of another repairman or supervisor or requires several visits in connection with the same trouble report, only one maintenance of service charge will apply.

6.04 When, in the judgment of the workman, a trouble is in or results from CPE or is a violation of network protection criteria which results in service difficulty affecting the network or service to others and immediate action is necessary, the workman should disconnect the CPE at the connection point to the telephone company equipment. If it is not possible to disconnect the CPE, such as an acoustical connection, a complete disconnection of service may be necessary. The PSC or STC should review the findings and prepare a Form E-5855 in accordance with Part 7. The maintenance of service charge will apply.

Maintenance of Service Charge Will Not Apply

6.05 The maintenance of service charge will not apply to any trouble report which tests 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 repairman, the trouble was not caused by the customer's equipment.

6.06 A maintenance of service charge will not apply on visits made to restore services or equipment which had previously been suspended due to CPE troubles.

7. PREPARING AND ROUTING FORM E-5855

7.01 The PSC or STC that requested a field workman to be dispatched to premises having CPE will be responsible for the preparation of Form E-5855, regardless of circuit ownership.

7.02 The Plant supervisor in charge of the PSC or STC that prepares Form E-5855 will:

- (a) Review each completed Form E-5855 for accuracy and completeness.
- (b) Determine whether the visit charge or the maintenance of service charge applies.
- (c) Approve the billing recommendation.
- (d) Determine the proper distribution of completed forms and forward copies as appropriate.

7.03 The Marketing Department may request that the PSC prepare and forward a facsimile or duplicate of Form E-5855 when the visit charge is applied to certain major and other accounts.

- (a) Marketing will notify Plant in advance by letter of those accounts requiring the facsimile.
- (b) The letter will specify the telephone or circuit number and the customer's name and address.
- (c) Line cards will be marked adjacent to the CPE entry "NTFY MKTG" (Notify Marketing) for those services listed in the Marketing letter.

Intrastate Exchange Services - Orders Issued USOC EDP

7.04 Prepare Form E-5855 for all cases of reported trouble involving CPE where a field visit was made.

7.05 Distribute the copies as follows:

- Yellow copy - Forward to the appropriate Revenue Accounting office.
- Blue copy - File in Plant service center.

- White copy - Forward to the appropriate Commercial business office (see 7.09, NOTE).

Intrastate Private Line Services and Interstate Private Line Services Billed by the Pacific Company: Orders Issued SSO

7.06 Prepare Form E-5855 for all cases of reported trouble involving CPE where a field visit was made.

7.07 Distribute the copies as follows:

- Yellow copy - Forward to Plant control office (PCO), shown on CLR or TCL card.
- Blue copy - File in STC.
- White copy - Forward to PCO.

7.08 On receipt of the E-5855 copy, the PCO will prepare additional copies or facsimiles of the form as required and distribute as follows:

- Yellow copy - Forward to the Special Accounts Revenue Accounting office shown on TCL or CLR card.
- Blue copy or facsimile - File in control STC.
- White copy - Forward to the appropriate Commercial Office (see 7.09, NOTE).

7.09 Where the control STC or PSC is also the dispatching office, exclude the procedures defined in 7.07.

NOTE: IN ALL CASES INVOLVING U.S. GOVERNMENT SERVICES, forward the white copy of Form E-5855 to the appropriate Marketing or Long Lines Government Communications Manager's office.

7.10 A copy of the repair ticket should be attached to the PSC or STC file copy of Form E-5855. It should then be filed in a separate file by telephone or circuit number and retained for a period of three years.

SECTION 660-295-905PT

Interstate Services Billed by Long Lines

7.11 Prepare Form E-5855 for interstate services with CPE only when the maintenance of service charge applies.

7.12 Distribute the copies as follows:

- Yellow copy - Forward to the Plant control office (PCO) shown on CLR or TCL card.
- Blue copy - File in STC (see 7.10).
- White copy - Forward to the PCO.

7.13 On receipt of the E-5855 copy, the PCO will prepare additional copies or facsimiles of the form as required and distribute as follows:

- Yellow copy - Forward to the Long Lines Accounting office shown on the CLR or TCL card.

- Blue copy or facsimile - File in the PCO.
- White copy - Forward to the Long Lines sales office shown on the CLR or TCL card.

7.14 When Pacific Company exchange services involving CPE terminate in the equipment and/or facilities of an independent telephone company (or vice versa), the PSC dispatching the workman will be responsible for completing and distributing Form E-5855.

7.15 Procedures for the administration of the visit charge or the maintenance of service charge on private line services terminating in an independent telephone company will be issued at a later date.

NOTES TO EXHIBIT 1

- 1 Serial number to be provided by each PSC or STC preparing the form. This should start with "1" and run consecutively for a period of one year.
- 2 Telephone or circuit number on which the trouble was reported.
- 3 Name of customer — principal customer's full name.
- 4 Address of trouble.
- 5 Date and time trouble was reported.
- 6 Reports received from customer or the customer's representative.
- 7 Reports from telephone company employees, such as permanent signals or equipment off normal.
- 8 Trouble reports received from sources other than noted in 6 and 7, such as a report received from another PSC (referred in report).
- 9 All troubles found in telephone company equipment or facilities.
- 10 All troubles which were caused by CPE.
- 11 Reports where the source of trouble could not be determined.
- 12 The special trouble found or the tariff violation which caused trouble report (including location). Where possible, this entry should give enough information to support the billing recommendation under 25.
- 13 Checked when CPE equipment only is suspended.
- 14 Checked when complete service is suspended.
- 15 Checked when trouble in CPE is a violation of network protection criteria.
- 16 Checked when a violation of tariff is observed not involving the reported trouble.
- 17 Date and time repairman is dispatched.
- 18 Name of repairman.
- 19 Date and time trouble cleared.
- 20 Total elapsed time from the time the repairman was dispatched to the time the trouble was cleared. This time should be recorded in hours and tenths of hours: For example, one hour and forty-five minutes would be recorded as 1.8 hours.
- 21 Remarks: For intrastate services, the name of the person reporting the trouble or the name of the customer or his representative authorizing repair visit must be entered in the remarks space.
- 22 Checked when customer was notified of findings.

NOTES TO EXHIBIT 1 (Cont'd)

- 23 Checked when customer representative was notified of findings.
- 24 Name of customer representative who was notified of findings.
- 25 Checked when billing is recommended by PSC or STC.
- 26 Checked when billing is not recommended by PSC or STC.
- 27 Checked when the service with CPE can only be used on an inter-state basis.
- 28 Checked when the service with CPE can only be used on an intra-state basis.
- 29 Checked when the service with CPE can be used on both an inter-state and intra-state basis.

E-3653
REV 4/69

Maintenance of Service Charge - CPE

TEL. OR CIRCUIT NO. 2 SERIAL NO. 1

NAME OF CUSTOMER 3

ADDR. OF TROUBLE 4

DATE AND TIME TROUBLE REPORTED 5

TROUBLE REPORTED BY: 6 CUSTOMER EMPLOYEE OTHER 7 8

TYPE OF TROUBLE REPORTED

TROUBLE FOUND IN: 9 TEL. CO. EQUIP'T CPE NOT DETERMINED 10 11

DESCRIBE NATURE TROUBLE FOUND OR TARIFF VIOLATION:

12

ACTION TAKEN AS RESULT OF TROUBLE IN CPE

13 SUSPENDED CONNECTING ARRANGEMENTS

14 SUSPENDED COMPLETE SERVICE

15 VIOLATION OF NETWORK PROTECTION CRITERIA—DID NOT SUSPEND SERVICE

16 OTHER OBSERVED VIOLATION OF TARIFF

DATE AND TIME DISPATCHED 17 NAME OF REPAIRMAN 18

DATE AND TIME TROUBLE CLEARED 19 TOTAL ELAPSED TIME / 20
(HRS/TENTHS)

REMARKS 21

NOTIFIED 22

OF FINDINGS CUSTOMER CUST. REP. NAME OF CUST. REP. 24

BILL MAINTENANCE OF SERVICE CHARGE YES 25
NO 26

APPROVED BY _____

TYPE OF CIRCUIT

INTER 27 INTRA 28 BOTH 29

TEL. NUMBER _____

(FOR COMMERCIAL USE SEE OVER)

**FRONT
EXHIBIT 1**

E-5855
REV. 4/69

FOR COMMERCIAL USE ONLY

DISPOSITION OF CASES INVOLVING SUSPENSION OF SERVICE

INITIAL NOTIFICATION DATE _____

FOLLOW UP DATE(S) _____

IMMEDIATELY SUSPENDED

CORR. PERM. DISC. PENDING
(CURR. MO.)

NOTICE TO CUST. OF
POSSIBLE SUSPENSION CALL LETTER DATE(S) _____

CORR. DISCONNECTED PENDING
(CURR. MO.)

FOLLOW UP DATE(S) _____

REMARKS _____

CLAIM AFTER BILLING (MAINTENANCE OF SERVICE CHARGE)

DATE OF CLAIM _____ DATE CLOSED _____

	W/O	SUSTAINED	PENDING
DISPOSITION:			
AMOUNT			

CUSTOMER COMMENTS (GIVE DESCRIPTION):

FAVORABLE
 UNFAVORABLE
 NEUTRAL

REMARKS _____

BACK

EXHIBIT 1 (Cont'd)