

TELEPHONE SET RECOVERY PLAN (SRP)

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1. GENERAL

1.01 The Set Recovery Plan is designed to reduce the number of total net losses of telephone sets. It functions as a supplement to "Telephone Set Field Inventory Control - Plant Left-In Record." Since the integrity of district set accountability must be maintained, all the service orders and paperwork associated with the Plan should be processed at the left-in file position. Arrangements must be made to process all paperwork associated with the Plan on a daily basis in order to maintain a manageable left-in file. (Reference Section 680-495-903SW, Plant Left-In Record.)

1.02 This Section is reissued to include the USO/SORD procedures pertaining to the Set Recovery Plan and to incorporate Addendum 680-400-900SW, Issue A, October, 1972 into the practice.

1.03 This reissue cancels Addendum 680-400-900SW, Issue A, October, 1972.

2. SCOPE

2.01 This Plan is restricted to Straight Line and 2-party residence customers moving from one location to another where service orders are treated with continuous billing (T and F orders). At the time of negotiation, the customers are asked to take our telephones

with them when they move from one location to another. If they agree, the customers are instructed to cut the cords so that the telephone(s) may be removed.

2.02 Those customers who participate in the Plan and deliver the set(s) to the new premises are given a credit for their effort. The credit, which will be applied to their bill is \$5.00 regardless of the number of sets recovered. The number of sets recovered must equal the number shown at the "F" location in order for credit to apply. Likewise, in case a customer has more than one line, he can get only one \$5.00 credit for one order.

2.03 For technical and cost reasons, key telephone sets with more than one key are excluded. Wall and panel sets, because of removal difficulties are also excluded from the Plan. Customers with a mix of both wall and desk sets are excluded.

2.04 Certain types of station equipment listed below which are associated with otherwise eligible services are not to be moved by the customer.

- (a) The main station or control set for secretarial service, often a wall set.
- (b) Sets associated with automatic answering and recording devices provided by the Company, such as the Code-A-Phone and the Electronic Secretary.
- (c) Sets with automatic dialers, i.e., Magical and Card Dialers.
- (d) Antique or decorator sets unless they are portable. Nonportable

sets are excluded because the associated cords may be extremely difficult or costly to replace.

- (e) Intercommunication equipment.
- (f) Speakerphones.
- (g) Door answering service.

2.05 50% concession service will be eligible for the SRP Plan (100% concessions are not eligible).

2.06 Dual service "F" and "T" orders are not eligible for the SRP Plan.

3. BUSINESS OFFICE NEGOTIATION AND REPORTING PROCEDURES

3.01 On all T & F orders within the served area, the Service Representative should review the customer's record of service to determine if the Plan is applicable based on the type of stations on the customer's premises.

- (a) When the record indicates that the Plan is not applicable, the Plan should not be offered. For example: The customer has wall sets, the normal procedures for negotiating removal access information should be followed.

3.02 Where it is evident from the record that the Plan may be applicable, the Service Representative should confirm with the customer, the type of set or sets on the premises. If the option for removing the sets is to be offered, the explanation to the customer should include the following points:

- (a) Explanation of offer - if customers are willing to remove our telephones and take them to their new location, a credit of \$5.00 will be allowed on the bill following the move.

(b) Reason for offer - will guarantee recovery of our sets. Many times we are unable to gain access for removal after the customer has moved.

(c) Explanation of sets involved - Exclude wall sets - too difficult to remove. Other sets can be easily removed by cutting the cord with scissors or cutters.

(d) Request customer to take the sets to the new address where the Installer will pick them up and arrange for credit. The sets must be available for recovery during the time installation work is in progress at the new address.

3.03 Following this explanation, if the customer does not accept the offer, the normal procedures for negotiating access (key information) and noting the service order should be followed.

3.04 When the customer agrees to remove the set(s), the "bill" space of the "T" and "F" orders should carry the entry SRP and the number of sets. If the customer refuses to participate in the Plan, or is not eligible SRP will not be shown on the orders.

4. PLANT DEPARTMENT INSTALLATION AND REPORTING PROCEDURES

4.01 Based on the "remarks" information on the "T" order, the Installer should be alert to request the sets from the customer.

- (a) The Service Order Dispatcher, or Completion Clerk should remind the Installer to pick up the sets, where appropriate.

NOTE: Assume that an order shows "SRP 3". This tells the T Installer that he should be given 3 instruments by the customer at the new address.

4.02 After receiving the set(s), or ascertaining that they have been moved, the Installer should tell the customer that a \$5.00 credit will appear on a future bill. The Installer should then advise the Completion Clerk to include the details on the completed order.

- (a) The Installer shall reuse the recovered sets in providing service at the "T" location if the type sets meet the requirements of the order and can be made satisfactory in appearance and working condition by making minor repairs, such as a cord change.

4.03 The Completion Clerk shall determine from the Installer, the number and type of sets recovered. If sets recovered match the number shown in the "bill" entry, this tells Accounting to credit the customer's bill and no other entry is required by the Completion Clerk.

- (a) When the number of sets delivered does not match the number shown on the "T" order, the SOC Clerk shall contact the Business Office at the "F" location for record verification. If a discrepancy exists, a correcting order should be issued.
- (b) If an order shows "SRP 3", and is correct, but the customer brings only 2 instruments, the SOC clerk shall add,"2". The SRP entry would then read "SRP 3,2". Likewise, "SRP 3,0" would indicate the customer was to bring 3 instruments but failed to bring any. In either case this would notify Accounting that the customer is not entitled to the \$5.00 credit.

4.04 When the customer fails to take the set(s) to the new address, the Installer shall determine if the set(s) is still at the "F" address and, if so, determine access information from the customer. The customer shall also be told no credit will be given.

- (a) The Completion Clerk will be advised that the sets were not recovered and this information shall be shown on the completed "T" order per Par. 4.03b.

5. SERVICE CENTER RESPONSIBILITIES

5.01 The Plant Department is responsible for station set accounting. To accomplish this, SRP "F" orders will flow in routine fashion to become a part of the ELI file. There, they shall be inserted in a clear acetate envelope with a black stripe across the top before filing. This will identify these orders as a part of the SRP Plan to be held pending notification of removal from the "T" location.

- (a) Set accountability will be maintained under present procedures.
- (b) "F" orders will be classified as central office disconnects and placed in the ELI file for follow-up.
- (c) It shall be the responsibility of the SOC clerk at the "T" location to notify the left-in desk at the "F" location, the number of sets recovered on each "T" order. When the "T" and "F" SOC locations are different, notification shall be made by mailing a picture copy of the "T" order daily.

NOTE: In locations using USO/SORD where the SOC center is the responsibility of the Commercial Department, the "T" service order location's Assignment Office shall immediately forward the LIF copy from the completion order assembly to the "F" service order location's left-in desk.

- (d) When the left-in-desk at the "F" location is advised the set(s) has been recovered at the "T" location, the LIF/LI0 copies shall be removed from the ELI file and processed in the normal left-in removal procedure (Section 680-495-903SW) No work unit credit is to be taken when the customer removes the instrument(s) himself. Sources for work unit credit data, relative to left-in removals, shall exclude stations removed by customers.

- (e) All sets not recovered by customer delivery which are determined to be unrecoverable, shall be exception reported as losses on Form SW-6311a. (Section 680-495-904SW.)

5.02 Telephone set movement from one District to another, requires a transfer report to account for field stocks.

Form SW-6311 shall be used to transfer sets between Districts in the same Plant Division. Form SN-65 shall be used to transfer sets between Plant Divisions.

5.03 The left-in-desk at the "F" location shall be responsible for preparing the proper transfer Form on all set movement to another District or Division. Transfers should be made immediately upon notification from the "T" location that the set(s) have been received.