

SERVICE ORDER ROUTINE
SERVICE ORDER LINE CARD

1. GENERAL

1.01 This section is issued to describe the composition and use of the line card in the service order assembly.

1.02 This section is issued to provide updated information due to the adoption of the Universal Service Order (USO) for use in the Southwestern Company.

2. LINE CARD "LC"

2.01 On service orders establishing service (N, T, and C) Form SW-9277a will be used as the line card. This line card, from the completion SORD network, shows the complete transaction from the time the order is typed to its completion. (Refer to Exhibit 4, Section 680-500-901SW). This line card will remain in file as the permanent record of the customer's service. Subsequent miscellaneous service order activity such as adding cords and extensions, inside moves, billing information changes, etc., will be posted to this line card. This also includes disconnect orders. These types of service orders will be posted in accordance with Part 5, Section 660-151-010.

2.02 The Form SW-9277a is printed in buff ledger stock and is perforated on the right hand side. The perforations can be removed to reduce the width of the line card to 3-1/2" or 4-3/4" as determined locally.

2.03 The back side of the card is printed to permit the recording of service order activity, line or station transfers, trouble history, etc.

3. FILING SYSTEMS

3.01 The telephone number is typed as the first entry in the upper left-hand corner of the "LC" copy of the service order (Form SW-9277a).

3.02 On two-party service, the associated telephone number is listed in the "ASGM" section of the typed entries on the service order.

3.03 On four or eight-party lines, prepare a master bunching block card (E-6211 or E-6212) for central office and cross reference. The line card would be cross referenced to this bunching block card in the space provided (ASGM section).

3.04 Business key account cards can be filed by joining any additional key card of the same account with a #850 transparent polyester film tape or by placing these cards in an envelope (Form E-6260).

3.05 Refer to Section 660-151-010 for procedures for preparation and maintenance of customer line cards.