

FIELD TURNAROUND OF
TELEPHONE SETS AND OTHER
STATION APPARATUS

1. GENERAL

1.01 This Section outlines the policy for field turnaround and color conversion of telephone sets and other station apparatus.

1.02 This Section is reissued to:

- (a) Delete references to Western Electric Company.
- (b) Delete references to Form E-10118, Defective Material Tag and the Defective Tag Routine.

1.03 This Section gives instructions on work operations found to have been efficient and productive.

1.04 Field turnaround of telephone sets is cost effective only when the sets are functionally operative on disconnect and require only cosmetic treatment to bring them up to reuse standards.

1.05 Field turnaround should be limited due to manpower logistics and quality considerations. The Supplies Attendant's time should be largely devoted to supplies handling and maintaining a well run storeroom rather than working on set turnaround.

2. FIELD TURNAROUND STANDARDS

2.01 The following standards will govern field turnaround operations:

- (a) No forces are to be established to perform field turnaround exclusively.
- (b) The work is to be done primarily by Supplies Attendants in the time not otherwise occupied with storeroom duties.
- (c) The use of employees other than Materials Management employees is to be discouraged and will be done only with the approval of a District Level Materials Management supervisor.
- (d) Normally only "wipe up" or "clean up" operations will be performed on sets in very good condition. Sets selected must meet appearance standards after this operation.
- (e) No component parts such as dials, ringers, networks, keys, etc. will be replaced.
- (f) Housings, dial plates, face plates and hand sets may be replaced for field turnaround purposes only when color conversion or plastic replacement for appearance reasons is needed to meet service requirements.

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except under written agreement.

For instance, if a particular color of a 500 set is on back order or otherwise not available, it is permissible to replace plastic parts to make up needed sets.

- (g) Items should be held for field turnaround only to the extent that they are needed for normal storeroom stock, including maintenance.
- (h) Items that are not normally ordered for installation or repair, that is, obsolete types of equipment, should not be held for turnaround.
- (i) No items should be held for reuse that show evidence of flood damage, vermin infestation, excessive dirt, dust, corrosion or damaged parts.

3. LABELLING DEFECTIVE EQUIPMENT

- 3.01 Set and material handling technicians are to place a "Defective" sticker label on each piece of station apparatus that does not function properly.
- 3.02 A pen or pencil notation is to be made on the label indicating the nature of the defect. For example, "open ringer," "short in network," "slow dial," "switch hook sticks," etc.
- 3.03 Apparatus shall not be "cannibalized." For example, removing a key unit from a good call director.
- 3.04 "Defective" labels are supplied in small rolls and are listed in the Supplies and Telecommunications Products Catalog under the description of "TAPE, DEF."

4. CLEANING AGENTS

- 4.01 KS 16328 Cleaner-Lubricant is to be used to restore the appearance on plastic external parts of telephone sets and other apparatus.
- 4.02 Any other cleaners, including "aerosol can" packaged products, are not approved for use.

5. WIPE-UP OPERATIONS

- 5.01 The KS 16328 Cleaner-Lubricant should be applied from a spray applicator rather than by a cloth moistened directly from the bottle. One pint spray applicators using a plastic bottle with a pistol-grip spray actuator can be obtained locally from automobile parts and service stores or "variety" stores.
- 5.02 Apply a "mist" spray of the cleaner on the telephone set and cords. Wipe with a cloth or paper towel and "rub-up" lightly to a polished finish.
- 5.03 Rubbed up telephone sets should be placed in salvaged telephone set boxes or clear plastic bags which should be clearly labeled or marked to identify the telephone set contained therein.

6. SELECTION OF TELEPHONE SETS FOR RECOVERY OF BASES

- 6.01 Telephone sets selected for recovery of bases to be used for turnaround must meet the following criteria:
 - (a) The date stamp on the set is within the past five years.

(b) The 500 desk, wall, and multi-button sets have a 9 type dial.

(c) The 500 and 2500 sets have clean feet and clean bottom of base.

(d) The TOUCH-TONE sets have a 12 button dial.

6.02 Telephone set bases should be placed in standard cartons provided for them or clear plastic bags.