

SHIPPING AND RECEIVING GUIDELINES

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1. **GENERAL**

- 1.01 This practice identifies responsibilities and provides interdepartmental guidelines for the efficient and economical shipment and receipt of Southwestern Bell Telephone Company (SWBT) material, processing for payment of associated freight charges and the documents required for timely initiation and investigation of any subsequent transportation claims. This practice relates to the shipping and receiving of material (including, but not limited to, supplies, equipment, hardware, apparatus, cable, poles, scrap, stationery, and intracompany mail) that is transported by, on behalf of, or under the direction of SWBT. This guideline has been created as a procedural enhancement to Joint Practice 122, Transportation Policies and Procedures.
- 1.02 Whenever this practice is reissued, the reason(s) for revision will be listed in this paragraph.

2. **RESPONSIBILITIES**

A. **PROCUREMENT LOGISTICS (FBP/ITIMS/TCC)**

- 2.01 Logistics Services is a district level entity in the Procurement Logistics Division of Procurement which has end-to-end responsibility and authorization for administering material movement (with the exception of mail and materials moved by Media Distribution) into, within and from SWBT locations. (See Exhibit #3) Support and oversight related to company shipping and receiving include:
- (a) Coordination and implementation of associated interdepartmental procedures including (in addition to this procedure):
1. SW 744-001-901, Preparation and Distribution of Bills of Lading
 2. SW 746-001-901, Procurement Claims, Appendix 5 - Transportation
- Note: Vendor claims are addressed in Appendix 1-4 of the aforementioned practice.
3. SW 747-001-909, FOB and Freight Terms - Terms of Sale

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4. SW 747-001-911, Freight Classification
 5. SW 747-200-900, Central Office Equipment Scrap Removals - Logistics Services
- (b) Management and operation of the Transportation Control Center (TCC), which coordinates commercial and/or private carriage routing of SWBT material shipments; (See Exhibit #3)

NOTE: Routing, as used in this practice, is the process of determining how and with whom a shipment will move with consideration given to shippers needs, rates, and regulatory guidelines and obligations.

- (c) Management and operation of the Freight Bill Payment Center (FBPC) which, via the Integrated Transportation Information Management System (ITIMS): (See Exhibit #3)
1. Monitors, authorizes, and processes for payment transportation related bills; and
 2. Controls and reports all expenditures associated with for-hire carriage incurred by SWBT.
- (d) Processing and settlement of all transportation (carrier) claims by the Transportation Claims Group (TCG) according to applicable state and federal rules, regulations and practices. (See Exhibit #3)

B. PROCUREMENT OPERATIONS (Media Distribution)

- 2.02 Procurement Operations Districts in the Procurement Operations Division of the Procurement Department manage and administer SWBT Media Distribution operations in the five state areas.

NOTE: Media Distribution is the name given to the function of intracompany delivery of mail and supplies via SWBTs private fleet in the five state areas.

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2.03 Media Distribution operations, other than routine day-to-day mail distribution, vary from district to district. The determination of any given Media Distribution Center's capability to handle a SWBT client's service requirements will be based on the individual needs at the time the pickup request is made to the individual Media Distribution depots.
(See Exhibit 2)

C. **PROCUREMENT SYSTEMS (TRAILS)**

2.04 The Procurement Methods and Systems District within the Procurement Systems Division is responsible for the maintenance of SWBT's Transportation Routing Analysis and Interactive Logistics Scheduling System (TRAILS) which mechanically designs, stores and cost-analyzes the efficiency of the Media Distribution routes.

3. **GLOSSARY**

3.01 This section is a glossary to be used as clarification for the following terms as they apply in performing the shipping and receiving functions.

Acceptance - Receipt, by the consignee, of shipment.

Agent - A person authorized to transact business for and in the name of another.

Air Bill - Document prepared by airlines which contains the same information and serves the same purpose as a bill of lading.

Air Express - A method of premium air service offered by various Express Companies through arrangements with the airlines.

Air Freight - Standard air transportation given to shipments offered directly to airlines.

Apparent Damage - Damage to freight or its container which is obvious at the time of delivery.

Astray Freight - Freight bearing marks indicating owner and destination, but separated from the freight bill.

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Bill of Lading - A document by which a transportation line acknowledges receipt of freight and contracts for its movement subject to published charges. It also establishes the carrier's liability.

Carrier - An individual, partnership, or corporation engaged in the business of transporting goods or persons.

Carrier Representative - A person authorized to represent a carrier such as a driver or salesman (solicitor).

Claim - A demand made upon a transportation line for payment on account of a loss sustained through its negligence.

Classification (of Freight) - The grouping of articles that have similar transportation characteristics for the purpose of simplification. Such factors are weight, risk in handling, bulk, value of articles, competition, and cost in handling are considered in determining the class to which any article belongs for the purpose of applying class rates.

Clean Bill of Lading - A bill of lading receipted by carrier for merchandise in good condition (no damage, loss, etc., apparent), and which does not bear such notation as "Shipper's Load Count," etc.

Clear Record - A record, usually the delivery receipt, which shows that a shipment was handled without any loss or damage being sustained.

Common Carrier - Transportation line engaged in the business of transporting persons or goods for compensation and for all persons impartially.

Concealed Damage - A damage to the contents of a package which is in good order externally.

Consignee - The individual or organization to which freight is shipped.

Consignor - The individual or organization shipping freight to a consignee.

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Consolidation - The practice of combining two or more small shipments in order to obtain reduced freight rates on higher volume shipments.

Container - Anything in which articles are packed. Constructed to even include a trailer body.

Continuous Seals - A term denoting that the seals on a truck remained intact during the movement of the truck from point of origin to destination; or, if broken in transit, that it was done by proper authority and without opportunity for loss to occur before new seals were applied.

Contract Carrier - By motor vehicle, any person not a common carrier who, under special and individual contracts or agreements, transports passengers or property by motor vehicle for compensation.

Delivering Carrier - The transportation company that makes the delivery of the shipment to the consignee, in a joint carrier movement, is the delivering carrier.

Delivery - The act of transferring possession; such as, the transfer of property from consignor to carrier, one carrier to another or carrier to consignee.

Delivery Receipt - Documents issued by carriers, signed by carriers' representative and consignee showing acceptance of freight.

Destination - The place to which a shipment is consigned.

Detention - A charge made for a vehicle held by or for consignor or consignee for loading or unloading, for forwarding directions or for any other purpose, above the normal length of time for that activity.

Direct - Via the route of a single carrier.

En Route - On the way.

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FOB Terms - FOB means free on board. The term establishes the contractual arrangements negotiated and agreed upon when purchasing goods and establishes (1) where title is transferred between seller and buyer; and (2) point where transportation responsibility is shifted from seller to buyer, e.g., FOB Origin - receiver obtains title and responsibility for shipment at time shipment is picked up. FOB Destination - shipper retains title and responsibility for shipment until delivery at destination.

Free Astray - A term applied to freight which has been unloaded at the wrong terminal. It will be transferred to the correct terminal free of charge.

Free Time - The time allowed the shipper to load, or the receiver of the freight to unload before demurrage (detention) charges begin.

Freight Allowed - Supplier is responsible for transportation charges for all shipments and the transportation charges are figured into the cost of the product.

Freight Bill - A document rendered by a transportation line to a shipper giving a description of the freight, name of consignee and destination, weight and amount of charge. A copy of this document, also called Pro, Delivery Receipt, Express Receipt or Air Bill depending on the carrier, is also used as a delivery ticket which must be signed by the consignee confirming the receipt of the freight at the time of delivery.

Freight - Merchandise hauled by transportation lines.

Freight Claim - A demand upon a carrier for reimbursement as to overcharges, loss, damage, delay or other acts of omission connected with the handling of freight.

Hazardous Material - A substance or material which has been determined, in concurrence with the Department of Transportation (DOT) and the United States Environmental Protection Agency (US EPA), to be capable of posing an unreasonable risk to health, safety, or property and which has been so designated.

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Inspection Report - A document prepared by the carrier (or SWBT personnel) describing all known details about a damage.

Interline Freight - Freight moving from point of origin to destination by two or more transportation companies.

Interstate - Movement between states or between points in the same state by way of another state.

Intrastate - Movement within a state which does not pass through another state.

Less Than Truckload (LTL) - A quantity of freight less than that required for the application of a truckload rate.

Media - All company mail, material and supplies transported and or delivered by Media Distribution.

Media Distribution - Companywide inter and intra building delivery of company mail, materials and supplies by company employees using company vehicles.

Negligence - Failure to exercise the degree of care the law demands.

Non-delivery - A shipment which never arrived at its destination.

Noted Damage - A damage discovered before or at the time of delivery of a shipment.

Noted Loss - A loss discovered before or at the time of delivery of a shipment.

Notice of Claim - (Protection of Claim) Written communication to a carrier to satisfy the Statute of Limitation.

Outlaw Date - The day which is a specified time after the delivery or expected delivery at which a carrier's liability ends for loss or damage. This is nine months after date of delivery on shortages and/or damages, or nine months after date of pickup for non-deliveries.

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Overage - An excess over the quantity believed to have been shipped or more than the quantity shown on a shipping document.

Overcharge claim - When the shipper or consignee pays charges for a transportation service which exceed those applicable under the tariff or contract, a condition of overcharge claim exists. A carrier may make an error and create an overcharge in any of the following ways: (1) assessment of an incorrect rate; (2) errors in description on the bill of lading of the commodities being shipped; (3) errors in weight in which the weight designated on the bill of lading is incorrect, or an incorrect minimum weight is applied; (4) mistakes in tariff or contract interpretation; and (5) clerical errors.

Over Short and Damage (OS&D) - Discrepancies between freight on hand and freight shown on the bill. Freight not covered by billing is "over". Missing freight is considered "short". Freight received in bad condition is "damaged".

Packing List - Shipper documents providing a detailed specification as to goods packed.

Package - A bundle, parcel or bale.

Piggy Back - Transportation of a highway trailer on a railroad flat car.

Point of Origin - The location at which a shipment is received by a transportation line from the shipper.

Prepaid - A term denoting that transportation charges have been or are to be paid by the shipper.

Private Carrier - A transportation line not engaged in business for public use, control or participation (e.g., Media).

Pro Number - "Pro" is the abbreviation of "progressive" and refers to the numbering system used by motor carriers on freight bills.

Proof of Delivery - Carriers freight bill receipt signed by the consignee on delivery.

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Reconsignment - (a) Any change, other than a change in the route, made in a consignment before the arrival of the goods at their billed destination. (b) Any change made in a consignment after the arrival of the goods at their billed destination, when the change is accomplished under conditions which make it subject to the reconsignment rules and charges of the carrier.

Routing - The process of determining how a shipment will move between an origin and destination. This includes designation of the carrier, the route of the carrier, direct or indirect, and time en route. The party holding title to the goods en route (see FOB terms) usually retains the right to route.

Seal - Is a security item which assures that a trailer has not been opened from the point of origin to destination.

Script Sheet - A form of statement carried by truck driver showing essential details of all shipments loaded in the truck.

Shipping Papers - Papers used in connection with movement of freight.

Shipper's Load and Count - A term denoting that the contents of a truck were loaded and counted by the shipper and not checked or verified by the transportation line.

Shortage - A shipment which at time of arrival at destination has one or more articles missing.

Statement Declining Inspection - A letter from the carrier or warehouse declining to make an inspection of damaged material.

Statement from Warehouse and/or Hauler - A letter from the local warehouse or hauler as to their receiving and hauling of the material.

Statute of Limitation - A law limiting the time in which claims or suits may be instituted.

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Tariff - Rate books which provide the dollar charge on a given class of transportation movement are called tariffs. Separate tariffs are provided for motor shipments as compared to rail shipments, and for commodity, class, in-transit charges, and many other different classes of charges. A tariff is a rate book and should not be confused with the term applicable to international trade which refers to a tax on exports.

Terminal Carrier - The transportation line making delivery of a shipment at its destination.

Tracer - (a) A request upon a transportation line to trace a shipment for the purpose of expediting its movement or establishing delivery. (b) A request for an answer to a communication or for advice concerning the status of a subject.

Truckload (TL) - A volume of weight that is approved for the application of a truckload rate.

Uniform Express Receipt - A non-negotiable document by which Express Companies acknowledge receipt of freight and contracts for its movement. A type or form of Bill of Lading.

Warehouse - A place for the receipt and storage of goods.

Warehouse Invoice - A bill for charges incurred for storing material.

Warehouse Receipt - A receipt given for goods placed in a warehouse.

Warehouseman - A person who receives goods and merchandise to be stored in a warehouse for hire.

Waybill - Document prepared by carriers which accompanies shipment. Shows origin, destination, route, shipper, consignee, description of shipment and freight charges. It usually is one copy of a combination form, and its identifying number is, therefore, the same as the carrier's waybill number.

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Wheel chock - Blocks or stops which, when placed under the wheels of a railcar, truck, or trailer prevent the vehicle from rolling.

4. SHIPPING

- 4.01 SWBT shippers should **contact Media Distribution for routing** on all material shipments. This includes requests for expedited services.
- 4.02 Media Distribution will also be the first point of contact for service needs related to established Media Distribution routes and for establishing new Media Distribution routes.
- 4.03 When Media Distribution provides shipping arrangements they will serve as the single source of contact for all related aspects of that shipment.
- 4.04 In the event that Media Distribution is unable to provide the requested service the request will be forwarded by Media Distribution to the TCC for handling.
- 4.05 The TCC will utilize all resources available that most efficiently and economically meet the requested service requirements. This will include all premium and normal modes of common and contract carriage.
- 4.06 When the TCC provides shipping arrangements they will serve as the single source of contact for all related aspects of that shipment.

A. IDENTIFICATION OF HAZARDOUS MATERIAL

- 4.07 The Media Distribution/TCC contact is to be informed if the material to be shipped contains **hazardous materials**. This is to ensure that federal and/or state regulations governing identification, shipping paper (e.g. Bill of Lading) preparation and certification, packaging, marking, labeling and vehicle placarding may be properly addressed. The Transportation Department will also ensure that common or contract carriers, when utilized, have the proper authority, permits, insurance and liability coverage for handling these materials.

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NOTE: If the shipper does not know or is unable to determine if the material to be shipped contains hazardous material, the Manager - Hazardous Material Removals should be contacted on shipments associated with central office removals. The Area Manager - Environment should be contacted for determination of all other material types (e.g. chemicals, fuel).

B. PREPARING FOR SHIPMENT

- 4.08 Classification of materials.** Shippers are obliged by law to show the proper classification for articles shipped via common or contract carriage, and to conform to the rules governing their movement. Use of the proper freight classification description also ensures that correct transportation charges will be assessed by the carrier. Freight classifications for most types of material SWBT ships are preprinted on the FA SW6152A, Bill of Lading, shown in Exhibit 1. SWBT shipping locations should obtain, or verify if unsure, freight classification information from the Transportation Department when offering articles for shipment that are not shown on the FA SW6152A, Bill of Lading.
- 4.09 Packaging.** Articles are to be packaged in such a way so as to prevent damage or leaking when subjected to conditions normally incidental to the mode of transportation selected. Each package or pallet of packages (securely fastened with shrink wrap or strapping) shall be marked with the name and address of the consignor (shipper) and consignee (receiver). Only one consignee, at one address, at one city in one state shall be shown on each package. Post office boxes are not to be used.

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C. CARRIER SELECTION (ROUTING)

- 4.10 **Service needs.** When selecting a carrier, the need for premium versus normal transportation is sometimes a consideration, (e.g. when Media Distribution is unable to provide the requested expedited service, premium transportation may be necessary to meet a short time interval). **Premium** transportation is any mode providing extraordinary service at a cost exceeding that which would result when using the most economical mode, i.e., **normal** transportation. Air express (Federal Express, Airborne, etc.), Express Mail, exclusive-use motor transportation, air freight, and in some cases routing via household goods carriers, are examples of premium modes of transportation. When contacting Media Distribution or the TCC contact, SWBT shippers should indicate what their needs are and discuss the most economical means of transportation.
- 4.11 **Volume considerations.** Another consideration in carrier selection is the weight of the shipment being offered for transport. All shipments not handled under private carriage (SWBT Media Distribution) will be routed by the TCC via the most economical carrier. Shipments normally fall into two general categories: truckload (TL) and less-than-truckload (LTL). TL/LTL determinations are primarily based on weight (as opposed to volume) in accordance with the tariff or contract governing the movement. There are exceptions to the weight vs. volume issue and these need to be discussed with the TCC. TL rates are generally more favorable than LTL rates. Rates vary from carrier to carrier and shipment to shipment based on the material offered, distance hauled and the weight breaks associated with each tariff or price schedule.
- 4.12 **Equipment needs.** SWBT shippers should contact the TCC when they require specialized equipment capabilities. In some cases carrier selection may be limited to those having specialized equipment. Air-ride or drop-bottom household goods vans with climate control, side doors or built in hoisting equipment may be required when shipping high-value, sensitive electronic equipment or central office bays. A flat bed may be needed to handle cable or scrap cable on reels, empty cable reels or large central office batteries. Crated, oversized or heavy shipments consigned to locations without receiving facilities may require delivery on trucks having special hydraulic tailgates known as "liftgates".

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- 4.13 **Manpower requirements.** With shipments arranged by the TCC where SWBT help is unavailable, or inappropriate to assist in loading and/or unloading shipments, the TCC should be contacted, in advance (when possible), for assistance. The TCC will arrange for personnel to perform the required function(s).

NOTE: On shipments handled by Media Distribution where SWBT help is unavailable, or inappropriate to assist in loading and/or unloading shipments, the shipper should contact their building supervisor, in advance (when possible), for assistance.

- 4.14 **Carrier Regulations.** Carrier selections by the TCC are also influenced by the extent to which a shipment or commodity is regulated either economically, in terms of the rates that may be charged for transport, or by rules that ensure safe handling when placed in the transportation system. Generally, both private and for-hire modes of transportation are in some way regulated, or exempt therefrom, when operating in commerce as follows:

- (a) **Interstate** transportation is movement from one state to another, or between places in the same state by way of another state. Interstate commerce is subject to federal regulations, most of which are issued through the United States Department of Transportation (DOT) and Interstate Commerce Commission (ICC).
- (b) **Intrastate** transportation is movement between points in the same state when such transportation does not pass through another state. Intrastate commerce is subject to regulations legislated by the state in which the transportation is performed. In some cases federal statute takes precedence over state statute, e.g., regulations governing the movement of hazardous materials.

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- (c) **Commercial zones** are areas within which transportation is exempt from most forms of economic and operational regulations. Commercial zones are major metropolitan areas which consist generally of the base municipality, all municipalities contiguous (adjacent) to the base municipality and, depending upon the population of the base municipality, all unincorporated areas within a specified distance of its corporate city limits.

Some carriers operate under authority granted by the ICC. Others have only intrastate authority issued by the state(s) in which they operate. Some have combinations of both. Authority is granted either in the form of a permit (contract carriage) or certificate of public convenience and necessity (common carriage). Generally, authority limits the routes over which a carrier can travel, or the commodities that can be transported. In cases where transportation is confined to a commercial zone, contracts must be negotiated that address potential SWBT liability associated with accidents or injuries that may result from carrier negligence. **SWBT shippers utilizing the TCC are ensured that all shipments are routed on carriers having proper authority and liability coverage.**

D. **SHIPPING PAPERS**

4.15 **General.** On shipments arranged by the TCC, a bill of lading is the document that originates the shipment. The Interstate Commerce Act, and most state transportation regulations, require that common carriers of property issue receipts, usually in the form of bills of lading, for shipments tendered into their custody and control. At SWBT, the employee originating the shipment (not the carrier nor his agent) shall be responsible for the proper preparation of the bill of lading. In its various forms, a properly completed bill of lading:

- (a) Originates the shipment;
- (b) Serves as a receipt for the goods;
- (c) Provides documentary evidence of title to the goods;

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- (d) Identifies material by class and quantity (includes identification of material classified as Hazardous by the DOT);
- (e) Is the basis for computing freight charges;
- (f) Establishes carrier claims liability; and
- (g) Is a contract of carriage between shipper and carrier.

4.16 When shipping material via **common motor carriers, rail, trailers on flatcar (TOFC), freight forwarders, taxicabs or buslines**, SWBT shippers are to use the FA SW6152A general purpose bill of lading (Exhibit 1) prepared according to guidelines found in SW 744-001-901, Preparation and Distribution of Bills of Lading. The TCC will also render assistance in bill of lading preparation upon request. Use of the FA SW6152A offers several advantages:

- (a) SWBT freight classifications are preprinted, reducing description errors;
- (b) Multiple carbonless copies are available for record keeping, distribution, and submission to FBP as a cross-reference for freight invoice verification;
- (c) Bills are pre-numbered to avoid duplicate payments;
- (d) Fields are provided for recording required accounting data; and
- (e) The FA SW6152A conforms to National Motor Freight Classification (NMFC) rules and format.

4.17 All **contract motor carriage** applications do require the use of SWBT bills of lading when originating shipments. Because all transportation contracts call for the use of bills of lading, the terms and conditions applicable to the bill of lading are often superseded by the terms and conditions of the contract. In all instances, Logistics Services transportation contracting personnel provide for appropriate shipping and receiving documents when negotiating the performance specifications associated with the agreement.

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- 4.18 **Air cargo** and air freight forwarders publish their own tariffs and print their own individual, non-negotiable air bills containing the terms and conditions unique to those tariffs. "Air Bills" provided by each carrier and prepared according to their instructions should be used for air freight and express shipments. SWBT accounting information required on all air bills is discussed in Section 7 of this practice.
- 4.19 **United Parcel Service (UPS)** does not use bills of lading. Shippers are assigned account numbers for delivery records and billing purposes. A "Pickup Sheet," issued by UPS, is maintained for use as a manifest and receipt of material tendered for shipment. (Meters are available for larger accounts.) Preparation of Pickup Sheets shall be according to UPS instructions. No other shipping papers are prepared or required for UPS service. When SWBT material manifests or packing slips are associated with a shipment, they should be placed on or within the package, or they may be attached to the accompanying UPS Pickup Sheet. UPS shipments are not to be consigned to Post Office Boxes and will always move "prepaid," i.e., charges are assessed to the shipper. SWBT using locations shall verify UPS charges for correctness and note the required accounting information (See Section 7) on all bills prior to forwarding to the Freight Bill Payment Center for processing.
- 4.20 **Consolidation.** Unless otherwise instructed by the TCC, two or more shipments moving on the same day, to one consignee, at a single street address (at destination), via one carrier should be consolidated into one shipment and tendered on a single shipping paper. Shipments may be consigned to one party "in care of" another party, but the "in care of" party may only accept delivery and cannot order reconsignment or diversion of the shipment. Shipments to different addresses require separate shipping papers, unless a consolidation or split pickup or delivery allowing for stopping in transit (to complete loading or partial unloading of freight) is arranged. Guidelines for preparing Beyond Bills of Lading and Stop-off Bills of Lading used for these applications are found in SW 744-001-901, Preparation and Distribution of Bills of Lading.

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4.21 **Hazardous.** In order to ensure regulatory compliance regarding shipping paper selection, preparation and certification, SWBT shippers are to inform Media Distribution/TCC contacts that hazardous materials, are to be transported, so that any special instructions/notations can be provided.

E. **CARRIER PICKUP**

4.22 SWBT shippers shall inform the Media Distribution/TCC contact whenever pickups need to be "scheduled" (to plan or appoint for a certain time and date). With few exceptions, common carriers provide pickup service from platforms, docks or sidewalks immediately adjacent and accessible to the tailgate of the vehicle at manned and unmanned (with contact arrangements) locations.

4.23 **Loading** of freight will be performed by the carrier whether using Media Distribution or common or contract carriage. The carrier is required to furnish only one person, usually the driver, to perform this service.

NOTE: Media Distribution shipments are limited to 75 lbs. for mail attendants, 125 lbs. for supplies attendants and 150 lbs. for drivers - tractor trailer.

4.24 When an article (or articles) in a single container or shipping form weighs 500 pounds or more, or if the greatest dimension exceeds 8 feet, or greatest and intermediate dimension each exceeds 4 feet, loading shall be performed by SWBT shipping personnel.

4.25 When an article weighing less than 500 pounds, or having a greatest dimension less than 8 feet cannot be handled by one person, or when SWBT-owned powered equipment is required, SWBT shipping personnel shall render assistance in loading.

4.26 If SWBT help is unavailable, or inappropriate, the TCC should be contacted (in advance of shipment if possible) for assistance.

4.27 Tariffs and contracts provide for **free time for loading**. SWBT personnel should exercise caution to ensure that these free times are not exceeded in order to avoid additional charges for detention of equipment.

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- 4.28 On tariff or contract shipments, when SWBT shipping personnel perform the loading and counting without the carrier's supervision or verification, e.g., when trailers are spotted all day or overnight to allow for loading of large volumes of freight, the notation "**Shipper's Load and Count**" shall be made on the bill of lading associated with the shipment.
- 4.29 Motor carriers should use **wheel chocks** to prevent vehicle movement, due to load shifts or brake failure, during loading. When not provided by the carrier, SWBT shipping locations should chock equipment being loaded in the interest of safety.
- 4.30 When trailer **seals** are used to ensure in-transit shipment security with contract or common carriers, SWBT shipping locations shall be responsible for their application. Only SWBT personnel or employees of SWBT contractors shall apply seals. Seals should be of the globe or ballheaded type with positive locking action. (The Tyden brand seal satisfies these requirements.) Seals shall be embossed with consecutively numbered markings for registration purposes. Shipping locations are to maintain seal registers which include the seal number applied, date of application, carrier name and vehicle identification number. Seal numbers are also to be recorded on the bill of lading associated with the shipment. Seals and seal registers are to be under the control and observation of SWBT shipping personnel during working hours and secured under lock and key at all other times.
- F. **EXPEDITING**
- 4.31 SWBT clients requiring accelerated service should contact their Media Distribution/TCC contact as soon as possible so that arrangements can be made with the carrier to ensure prompt and continuous movement through to destination. Expediting efforts begin prior to a shipment's departure from origin. When arranged in advance, carriers will "hot tag" expedited shipments for faster-than-normal delivery.

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4.32 The following information is required when requesting expedited service:

- (a) Name, organization, location and phone number of requesting party.
- (b) Reason for expediting.
- (c) Order or requisition number(s).
- (d) Description of material, pieces and weight.
- (e) Origin address.
- (f) Destination address.
- (g) SWBT bill of lading number (contract and common carrier shipments).
- (h) Special material handling requirements.
- (i) Required ship date.
- (j) Required delivery date and
- (k) Name, organization, location and phone number of party to be notified while shipment is en route and upon final delivery.

G. DIVERSION AND RECONSIGNMENT

4.33 Media Distribution, TCC, or Media Distribution in conjunction with the TCC, upon request, will divert or reassign shipments in possession of a transportation company. Diversion and/or reassignment can involve changing the destination, consignee, or in some cases the mode of transportation of an in-transit shipment prior to delivery to its original destination. Additional charges are incurred for diversion or reassignment as provided by tariff.

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5. **RECEIVING**

- 5.01 SWBT receiving locations must be prepared to accept delivery at the address shown on the carrier's freight bill accompanying the shipment, unless otherwise provided on the bill of lading originating the shipment, or by local instructions to the carrier at destination.
- 5.02 The Media Distribution/TCC contact will be responsible for coordinating deliveries to unmanned locations, acquisition of special equipment, and/or coordinating other special delivery arrangements. When routed by the TCC, notice of these conditions are to be noted on the bill of lading by the originator of the shipment at the direction of the TCC.

A. **CARRIER DELIVERY**

- 5.03 On common and contract movements, no **notice of arrival** and only one **tender of delivery**, i.e. attempt to deliver, will be made on motor carrier shipments, except in cases where special arrangements have been made. All carriers require prompt acceptance of freight upon tender of delivery and prompt release of their equipment after unloading.
- 5.04 **Freight not accepted** when tendered for delivery and/or carrier's **equipment not released** within the "free time" prescribed in their tariff or contract arrangement will be subject to possible storage and/or detention charges.
- 5.05 Media Distribution pickups will be made at the designated Media Distribution Pickup Point. The shipper is required to bring material to be shipped to that location.

B. **UNLOADING**

- 5.06 **Weight and size guidelines.** Unloading will be performed by the carrier's employee, usually the driver, onto a dock or platform immediately adjacent and accessible to the tailgate of the vehicle. The carrier is required to furnish one person to perform unloading.

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NOTE: Media Distribution shipments are limited to 75 lbs. for mail attendants, 125 lbs. for supplies attendants, and 150 lbs. for drivers tractor-trailer.

- 5.07 When an article (or articles) in a single container or shipping form weighs 500 pounds or more, or the greatest dimension exceeds 8 feet or if the greatest and intermediate dimension each exceed 4 feet, unloading shall be performed by SWBT receiving personnel. If requested, the carrier's employee will assist in unloading.
- 5.08 When an article weighing less than 500 pounds or having a greatest dimension of less than 8 feet cannot be handled by one person, or whenever SWBT-owned powered equipment is required, receiving personnel shall render assistance in unloading. If SWBT help is unavailable, or inappropriate, the TCC should be contacted (in advance of shipment when possible) for assistance.
- 5.09 In the interest of safety, when **wheel chocks** are not provided by the carrier, SWBT receiving personnel should chock equipment prior to unloading.
- 5.10 SWBT receiving **locations without docks, platforms, ramps or other delivery facilities** should contact the TCC whenever advance arrangements need to be made, or verified, with the common or contract carrier or local cartage company to accommodate handling of bulky items, e.g., cable reels.
- 5.11 On contract and/or common carrier movements, **easily handled packages** will be delivered by the driver to the sidewalk or doorway. If provided by contract or tariff, **inside delivery** can be made, but usually at an additional charge.
- 5.12 Media Distribution deliveries will be made to the designated Media Distribution delivery point. The receiving party is responsible for obtaining the material from that location.

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C. **SEAL REMOVAL**

- 5.13 **Verification.** SWBT receiving personnel are to examine the shipping papers accompanying each shipment transported by common or contract carriers prior to unloading. This is to determine if a seal (or seals in the case of multi-latch/door equipment) was applied at origin and that the same seal (through verification of the number on the seal to the seal number on the accompanying bill of lading) is still attached. Seals will be encountered on truckload or exclusive use shipments, high value shipments, shipments involving a split pickup or delivery and some scrap movements in closed equipment.
- 5.14 **Removal.** Seals are to be removed ONLY by SWBT receiving personnel.
- NOTE: Seals are to be examined closely for evidence of tampering. Just breaking the seal is not enough. The use of products to glue or mend seals necessitate that close scrutiny be applied to the seal both before and after removal.
- 5.15 **Seal logs** shall be maintained by all SWBT receiving locations to document:
- (a) Seal number.
 - (b) Attached/unattached status at arrival.
 - (c) Condition of seal.
 - (d) Carrier name and delivery receipt (freight bill "pro") number.
 - (e) Number of pieces and weight of shipment and
 - (f) Date received.
- 5.16 **Note the number and condition of the seal at arrival**, on all copies of the carrier's freight bill/delivery receipt (e.g. intact, broken, missing, tampered or altered). This is especially important if a subsequent claim is filed.

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5.17 Shipments received for **partial unloading** and reforwarding, whether sealed or unsealed (but which should have been sealed), are to be sealed and logged as prescribed in paragraph 4.30 of this practice. The new seal number is to be noted on the bill of lading associated with the shipment.

5.18 In the event a seal is found to be broken, missing, tampered with or altered, an inspection report should be requested immediately. (See Section 6.) A joint inventory of material received should be conducted by the carriers agent and SWBT personnel to document if pilferage or damage has occurred.

D. **FREIGHT BILL/DELIVERY RECEIPT NOTATION**

5.19 Upon delivery, SWBT receiving personnel shall **check and cross-reference all documents** associated with the shipment, e.g., freight bill/delivery receipt, load sheets, manifests, packing slips, Returned Material Notices, etc., against the freight being tendered by the carrier to ensure:

(a) The pieces, weight, and description of the freight being tendered for delivery matches that shown on the carrier's freight bill/delivery receipt; and

(b) The shipment is consigned to SWBT at the street address and city of the location being offered delivery.

5.20 A careful **visual inspection** is to be performed at the time of delivery. If this inspection indicates the shipment bears no outward evidence of loss and/or damage, SWBT receiving personnel and the carrier's driver, shall sign and date (legibly and in ink) all copies of the freight bill/delivery receipt. The carrier is entitled to a clear receipt when a shipment is delivered without loss and/or damage. SWBT receiving personnel are to retain the consignee's copy of the freight bill/delivery receipt for proof of delivery.

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NOTE: All containers should be opened within ten (10) working days of receipt and the contents examined for concealed damage. If damage is found, the receiving location should proceed with instructions for filing claims as outlined in section 6.D of this practice.

5.21 SWBT receiving locations, when applicable, should make every effort to **verify the basis for charges**, e.g., hours billed, number of persons furnished, type and size of equipment used, etc., and note the verification and/or corrections on all copies of the freight bill/delivery receipt at the time of delivery. The accuracy of these items directly affects the amount of transportation charges paid and the ability to substantiate claims when necessary.

5.22 Shipments which arrive **short or damaged** are not to be refused but should be handled according to the guidelines outlined in section 6 of this practice.

E. **TRACING**

5.23 Tracing of material, to ensure timely or accelerated delivery, takes place after departure from the shipping location. **Tracing is** a transportation service to determine if a shipment has been delivered, lost in transit, or is over or short at destination.

Note: This is different than expediting, which takes place prior to a shipments movement from origin.

5.24 **Prior to initiating tracing requests** with Media Distribution/TCC, SWBT receiving locations should wait a reasonable time for delivery (i.e., the average historical transit time for like shipments or the carrier's advertised service interval), and conduct a thorough physical search of shipping/receiving areas.

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5.25 **Types of Tracing** activities are limited to:

- (a) Shipments that are incomplete according to the associated freight bill/packing slip/shipping papers at the time of delivery, i.e., shortages;
- (b) Shipments where more material than specified on the associated freight bill/packing slip/shipping papers is delivered, i.e., overages;
- (c) Shipments that have not been received within a reasonable time frame (as outlined in 5.24) from their actual ship date; and
- (d) Shipments in transit, which, due to the needs of the business, now require locating and acceleration of delivery, i.e., emergency shipments.

5.26 When **initiating tracing requests**, SWBT receiving personnel should be prepared to provide as much of the following information as possible:

- (a) Requesting party's name and phone number.
- (b) Consignee name and address.
- (c) Shipper name and address.
- (d) SWBT Bill of Lading number (when applicable).
- (e) Carrier's freight bill/delivery receipt "pro" number (when applicable).
- (f) Date shipped.
- (g) Order or requisition number(s) (when applicable) and
- (h) Number of pieces and weight of the shipment.

5.27 Media Distribution/TCC will provide the initiator of the request with **notification** of the shipments final disposition within two days.

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5.28 **Material which cannot be located** should be handled according to the guidelines outlined in section 6 of this procedure.

6. **INITIATING CLAIMS**

6.01 Claims, as described herein, may be as a result of the vendor's/shipper's handling and/or negligence, or as a result of the transporters handling and/or negligence. After following the prescribed directions outlined in this section, SWBT shippers/receivers are to contact the appropriate Local Purchasing Office (LPO) (if the vendor was the shipper), the TCC (if SWBT was the shipper and the goods moved via common or contract carriage) or Media Distribution (if moved via Media Distribution) to initiate each claim.

NOTE: On claims associated with an initial purchase the LPO will coordinate all subsequent prosecution, disposition and recovery efforts with the vendor or with Logistics Services, if the claim is determined to be transportation related.

6.02 In addition to claims for non-delivery, claims should be filed on every discrepancy noted while checking shipments received. The following instructions provide guidelines to enhance claim settlement and reduce errors. Improper handling could result in loss of claim or insufficient documentation for filing.

NOTE: All loss or damage claims associated with material delivered via SWBT company vehicles are to be reported for recording and tracking purposes only. No further claims processing or documentation is required or necessary at this time.

6.03 Claims involving damage require that a **Carrier Inspection Report**, or the Carrier's Waiver/Denial of Inspection (which may be documented on blue line), be included in the claims package. SWBT receiving locations are responsible for calling the carriers local office immediately after documenting the receipt of damaged material to request inspections.

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- (a) **If the carrier denies or waives inspection**, note the date, carrier's name and the name of the carrier's representative who waived or denied the request. Additionally, it is important that SWBT personnel documenting waiver/denial discussions include their signature and title on the paperwork.

When the carrier waives their right to inspection or does not make an inspection for any other reason, SWBT receiving personnel shall make, and document, the inspection in an objective, pertinent and precise manner as prescribed below.

- (b) **If the carrier chooses to inspect the goods**, inspection shall be made as soon as possible, and practical, after receipt of the request. Inspection must be made within five (5) working days after receipt of the request, excluding Saturdays, Sundays and holidays.
- (1) Inspections must be factual and precise. Inspection reports should not contain self-serving statements, opinions or conclusions of law such as "damage caused by improper packaging".
 - (2) SWBT receiving personnel should not give their opinion, either verbally or in the inspection report as to what caused the damage. If SWBT receiving personnel disagree with any statement of fact on a carrier's inspection report, it should not be signed without noting an exception to that statement.
 - (3) Carrier inspection representatives shall be escorted directly to and from the inspection area, and their access should be limited to that area.

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- (4) A copy of all inspection reports made by the carrier's agent should be requested and written notes should be taken for inclusion in SWBT's file if it appears that a "Confidential" report is also being made by the carrier. Some carriers have such reports made by private inspectors and base their liability decisions thereon, rather than inspection forms left with the consignee.

A. **NON-DELIVERY**

6.04 Non-delivery claims are to be initiated by SWBT receiving personnel according to the following instruction:

- (a) Verify that a **reasonable time** has been allowed for delivery. "Reasonable" being the average historical transit time for like shipments or the carrier's advertised service interval. Transit times are available through the Media Distribution/TCC contacts.
- (b) **Contact the originator (for SWBT originated shipments), the TCC, or the appropriate LPO** for verification that the material was actually shipped.
- (c) Conduct a thorough **physical search** of receiving and storage areas to ensure the shipment was not misplaced at the time of delivery.
- (d) Verify status of **tracing** exercise (see section 5.E).
- (e) Contact the TCC to **initiate a claim** for non-delivery. (If shipped via Media Distribution call the appropriate Media Distribution depot for further instructions). The TCC will provide instruction in the selection, preparation, and distribution of the appropriate forms. Copies of all documents should be maintained at the claim originators location.

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B. **SHORTAGE** (Material received, but order is incomplete)

6.05 Claims on shipments involving a loss (shortage) are to be initiated by SWBT receiving personnel according to the following instructions:

- (a) At the time of delivery, **verify the description and quantity received** is indeed different than the description and quantity shown on the carrier's freight bill/delivery receipt. (This may identify ordering errors and/or back order situations.)

NOTE: If no shipping papers are available (as in Media Distribution handled shipment), contact the shipper to verify quantity shipped and report discrepancies to the appropriate Media Distribution depot.

- (b) If the shipment is short, **note the following information**, in ink, on all copies of the freight bill/delivery receipt before the delivering carrier leaves the premises:
- (1) Specify the shortage, e.g., "2 boxes short," "1 reel/4 handcoils short," "short 30 cartons on 2 pallets of 15 cartons each."
 - (2) Delivering driver's full and legible signature.
 - (3) Date of delivery and
 - (4) Signature of SWBT receiver.
- (c) **Contact the TCC or appropriate LPO** for verification that the material was actually shipped or that it has not been back-ordered (shipped short with the balance to follow).
- (d) If the material was shipped in full and the carrier does not clear the shortage within 10 working days, SWBT receiving locations are to contact the TCC to **initiate a shortage claim**. The TCC will provide instructions on the selection, preparation, and distribution of the appropriate claim forms. Copies of all documents should be maintained at the claim originators location.

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C. **APPARENT DAMAGE** (Visible damage to material or to containers in which it was shipped)

6.06 Claims on shipments involving apparent damages are to be initiated by SWBT receiving personnel according to the following instructions:

- (a) At the time of delivery, open and **examine contents of containers** with apparent (visible) damage. Do not sign the freight bill/delivery receipt prior to examining the contents. Drivers are obligated to wait while inspecting shipments with apparent damage. If they do not, note all copies of the freight bill/delivery receipt accordingly and notify the carriers local management. (For Media Distribution shipments notify the appropriate Media Distribution depot for further instructions).

NOTE: DO NOT REFUSE DAMAGED GOODS.

CAUTION

When dealing with hazardous material loading should be stopped until the TCC has been notified and instructions are received to continue.

- (b) If the contents of the damaged container are also damaged, **document the damage** in clear detail (in ink) on all copies of the freight bill/delivery receipt, e.g., "hole in ctn. 3 adapters crushed," "2 cans dented and leaking," "plt. banding broken closures smashed."
- (c) **Obtain the driver's signature** and date (legibly and in ink) on all copies of the freight bill/delivery receipt. Drivers are assumed agents of the carrier and their signature on loss and damage notations is binding.
- (d) The SWBT representative receiving the shipment is to then **sign and date** (legibly and in ink) all copies of the freight bill/delivery receipt.
- (e) **Photographs** of the damaged material should be taken if possible.

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- (f) **Secure the damaged goods**, including packaging material, in an area where they can be protected from theft and further damage. Hazardous materials should be isolated and handled according to the guidelines provided by the TCC, the Manager-Hazardous Material Removals or the Area Manager-Environment.
- (g) Immediately contact the TCC to **initiate a damage claim**. The TCC will provide instructions on the selection, preparation, and distribution of the appropriate claim forms. Copies of all documents should be maintained at the claim originators location. Until final disposition is determined, and notification is received from the Manager - Claims, the goods and/or packaging material is not to be disposed of or destroyed.

D. **CONCEALED DAMAGE** (Material found to be damaged after delivery)

6.07 Concealed damage claims on shipments routed by the TCC are to be initiated by SWBT receiving personnel according to the following instructions:

- (a) When concealed damage is found, the goods or packaging material should not be removed from the container, except to the extent necessary to examine the contents.
- (b) Follow steps outlined in paragraph 6.06 (e) thru (g) and paragraph 6.03 as applicable.
- (c) If the material is considered hazardous the Manager-Hazardous Material Removals or the Area Manager-Environment should be contacted immediately.

6.08 Notification of concealed damage on shipments handled by Media Distribution are to be referred to the appropriate Media Distribution depot for further instructions.

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7. **FREIGHT BILL PAYMENT**

A. **LOGISTICS SERVICES FREIGHT BILL PAYMENT CENTER**

7.01 The FBPC has the responsibility of verifying, processing, and monitoring all expenditures associated with for-hire transportation as identified in this section and incurred on behalf of SWBT. This responsibility includes:

- (a) **Verification of charges and authorization** for payment of transportation, and transportation related charges, in accordance with guidelines outlined in JP 56, Bill Payment Practice;
- (b) **Identification, by type**, of expenditures related to material movement utilizing the Functional Accounting System EXTCS;
- (c) **Bill payment within credit periods** as legally prescribed (i.e. within 15 days of postmark);
- (d) **Monitoring** to avoid duplication of payments;
- (e) Identification and realization of **rate negotiating opportunities** through centralized control;
- (f) **Report generation** for monitoring and analysis.

7.02 The FBPC maintains an extensive **tariff and contract library** with personnel trained to interpret their contents in order to meet SWBT freight bill verification/authorization responsibilities.

7.03 The FBPC maintains **freight bill verification information** (carriers, freight classifications and descriptions, tariff rates and charges, contract price schedules, free on board points, mileages, etc.) within the Integrated Transportation Information Management System (ITIMS) to facilitate mechanized freight bill payment authorization via an electronic interface with the Southwestern Accounts Payable System (SWAPS).

7.04 The FBPC is also responsible for **conditional payments** to carriers (payments made to meet credit guidelines before obtaining proof of delivery), payment of separately billed detention charges, and processing refunds and past due notification.

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B. **TRANSPORTATION EXPENDITURE TYPE CODES (EXTCs)**

7.05 FBPC has sole responsibility, as provided in SWBT's Schedule of Authorizations, for the authorization of payment of transportation freight bills, statements or invoices rendered against existing (previously authorized) purchase orders, contracts and/or bills of lading (excluding the movement of household goods) whether processed manually or utilizing the Integrated Transportation Information Management System (ITIMS). These charges, when separately identified, will be directed to the following Expenditure Type Codes (EXTCs):

(a) **48C (Transportation Charges Associated with Initial Purchase)**

For-hire (tariffed or contracted) costs associated with an initial purchase of material, including charges for packing, loading, shipping, in-transit storage/warehousing, delivery and unloading, shall be reported against this EXTC.

(b) **48D (Transportation Charges Associated with Movement Subsequent to Initial Purchase)**

For-hire (tariffed or contracted) costs associated with (a) transporting company mail and (b) packing, loading, shipping, in-transit storage/warehousing, delivery and unloading that are subsequently assessed and unrelated to an initial purchase of material shall be reported against this EXTC.

7.06 **Labor and/or inseparable costs** may also be processed when presented with the above mentioned transportation charges. These expenditures will be directed to the following EXTCS:

(a) **477 (Contracted Plant Labor)**

Costs for contracted plant labor, which substitutes for labor performed by SWBT employees whose wages are monitored as "direct labor," e.g., Job Function Codes 40XX, 42XX, 43XX, 44XX and 47XX when chargeable to Field Reporting Codes and Function Codes, shall be reported against the EXTC.

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Such work includes that which SWBT employees would have had to perform if it had not been contracted. This also includes costs for equipment rental associated with contracted plant labor, even if separately identified, and material transportation costs when not separately identified.

(b) **481 (Labor and Inseparable Costs)**

Costs for contracted labor and services, including associated overhead and profit, provided at SWBT's request shall be reported against this EXTC. Also includes associated materials, supplies and transportation charges when included in the billing but not listed separately on the bill or invoice.

NOTE: See Joint Practice 50, Functional Accounting System Codes, for additional EXTC information.

C. **SHIPPING PAPER ACCOUNTING ENTRIES**

7.07 In order to facilitate freight bill verification and authorization for payment by the FBPC, the following accounting information **must** be shown, legibly, on the shipping papers authorized for use in Section 4 of this Practice:

(a) **Responsibility Code Charged (RCC)**

The responsibility code of the organization bearing the freight charges, if different than the responsibility code of the organization originating the shipment (RCO).

(b) **Location Code (Geo Loc)**

The location code of the organization bearing the freight charges.

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(c) **Account Code, Job Function Code (JFC) or Special Purpose Function Codes (SPFC)**

The appropriate field account code (C,X,M,R). If the shipment is to be charged to an account other than a field account code, enter the JFC. Special JFCs shall be preceded by an "F".

NOTE: Special Purpose Function Code "F5C50" requires that a Material Identification Code (MIC) also be shown. The field entitled "CPR CODE" (Continuing Property Record) on the FA SW6152A bill of lading form may be used to record MICs associated with SPFC 5C50.

(d) **Authorization or Estimate numbers** should be shown when available and/or applicable.D. **COLLECT TRANSPORTATION CHARGES**

7.08 **Freight bills** to be paid by SWBT (collect shipments), **which are misdirected** by carriers or suppliers to the SWBT receiving locations instead of being mailed directly to the FBPC, are to be forwarded in an expeditious manner to the FBPC for processing.

NOTE: Collect charges are to be paid by the receiver (SWBT) as opposed to prepaid which are paid by the shipper (vendor). At no time should collect be interpreted or handled as C.O.D. (Cash on Delivery). Should a receiving location be approached on this basis by a carrier, the TCC should be contacted immediately for instructions.

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EXHIBIT 1

FA SW 6152A - STRAIGHT BILL OF LADING

1

Southwestern Bell STRAIGHT BILL OF LADING - SHORT FORM ORIGINAL - Not Negotiable FASW6152A (4-84)

744-001-901SW RECEIVED, subject to the classifications and tariffs in effect on the date of issue of the Bill of Lading

NAME OF CARRIER: ABC Carrier SCAC: CARRIER'S NO: SHIPPER'S NO: A680748 DATE: 2 / 5 / 89

PROPERTY DESCRIPTION: The property described below, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated below, which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any of said property over all or any portion of said route to destination, and as to each party as any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Straight Bill of Lading set forth (1) in Uniform Freight Classification in effect on the date hereof, if this is a rail or a rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment.

SHIPPER: SOUTHWESTERN BELL TELEPHONE CO. (4) ORIGIN CITY: Big Springs, TX STATE: TX ZIP: 63130 COUNTY: COUNTY

CONSIGNEE TO: SWB (2) STREET ADDRESS: 1800 N. Mason Rd. DESTINATION CITY: Dallas (3) STATE: TX ZIP: 63102 COUNTY: COUNTY

VEHICLE INITIALS: NO: SEAL NO: CONSOLIDATION NO: FREIGHT CHARGES: PREPAID COLLECT

MAIL FREIGHT BILLS TO: Freight Bill Payment P.O. Box 7802E St. Louis, Mo. 63178-8025 (6) (5)

RCO: S10234567 (7) RCC: S76543210 ENV: HH7808 EST. NO. CWO. KCC: IF APPLICABLE

NO. PKGS.	NO. NBI	KIND OF PKG.	DESCRIPTION OF ARTICLE	WEIGHT	CLASS OR RATE	NO. PKGS.	NO. NBI	KIND OF PKG.	DESCRIPTION OF ARTICLE	WEIGHT	CLASS OR RATE
		(8) BDLs	ANCHORS, Gray, Iron					COILS	STRAND Steel Wire		
		BOXES	ARRESTERS, Lightning or Parts					BOXES	SWITCHBOARDS or Substation Parts, NO!		
		BOXES	BATTERIES, Dry Cell, Not Spent					BOXES	TAPE, Insulating or CLOTH, Insulating, NO!		
2		BOXES	BOLTS, Iron NO! WASHERS, Iron	400				BOXES	TELEPHONE SETS or Parts, NO!		
			BOOTHES, Telephones, Aluminum, S.U.						TELETYPEWRITERS or Parts, NO!		
		BOXES	BOXES, Cable Terminal, Steel or TERMINALS, Cable or Parts						TOOLS, NO!		
		BDLS	BULGERS, Insulator, Wood or PINE, Insulator Wood					BOXES	WIRE, Brass, Bronze, Copper or Copper Clad Steel		
		COILS	CABLE, Electric Copper, NO!					COILS	WIRE, Iron, NO!		
		COILS	CABLE Lead Cov., Copper or CABLE Lead Cov., Copper, Arm'd.						STATIONERY:		
		BOXES	CABLE JOINTS, NO!					BOXES	FORMS, Printed, NO!		
		BOXES	CLAMPS, Wire Guy Iron					BOXES	STATIONERY, NO!		
		PCS.	CROSSARMS, Wood or BRACES, Crossarm, Wood						SCRAP, CABLE, COPPER, Lead Covered - FOR REBELTING ONLY		
		PCS.	CROSSARMS, Wood With Braces or Insulator Pins Attached						SCRAP, BRONZE OR COPPER - FOR REBELTING ONLY (includes scrap wire or cable not lead covered)		
		BOXES	ELECTRICAL Appliances NO!						SCRAP LEAD - FOR REBELTING ONLY		
10		(8) BDLs	HANDLES, Wood, NO! O.T. in the Rough	400							
			LADDERS, Wood and Steel Combined, NO!								
		PCS.	PIPE LEAD, Plain								
		BDLS	BATTERY, Elec. Storage, w/nt, filled with acid, corrosive material, UN 2794:								
			- 100 lbs. or less, net. vol. NX \$2.00/lb.								
			- 100 lbs. or less, net. vol. exc. \$2.00/lb.								
			- weighing over 100 lbs. each								
		BDLS	POLE or TRANSMISSION LINE CONSTRUCTION MATERIAL STEEL								
		BOXES	RADIO OR ELECTRONIC FUSES, NO! RELEASED TO VALUE NOT EXCEEDING \$1.00 PER LB.								
		BOXES	RECTIFIERS, NO!								
		BDLS	RODS, Anchor, Gray Iron								
		BDLS	SHOVELS, Steel or Wood Combined								
		PKG.	SOLDER, NO!								

TOTAL PIECES: 12 TOTAL DUNNAGE: TOTAL PALLETS: TOTAL WEIGHT: 800

(9)

This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to Applicable regulations of the Department of Transportation.

This is to certify that destination of empty reels or cylinders or hampers is a point from which filled reels or cylinders or hampers moved by (Rail) (Truck) freight service. Charges are guaranteed.

SOUTHWESTERN BELL TELEPHONE CO., Shipper
Per T.M. Smith (713) 247-0000
Permanent Respective Address of Shipper: 301 N. Post

Carrier Agent
Per _____
The receipted original shall be retained by the shipper. The duplicate shall be retained by the Agent.

RETENTION PERIOD - 3 YEARS RETAINED BY ORIGINATOR OFFICIAL FILE COPY IF RED; RETENTION _____

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Exhibit 1 (Cont'd.)

Form FA SW-6152 - Straight Bill of Lading - Short form - preparation guidelines

1. Carrier Name and Shipping Date
2. Consignee/Shipped to City, State and Zip Code
3. Destination/Shipped from City, State, and Zip Code
4. Shipper City, State, and Zip Code
5. Shipment Made Prepaid or Collect
6. Freight Bill Mailing Address
7. Responsibility Code, Originating and Charged Location Code EST, RO, CWO, KCO and if applicable Function Code or Account Code
8. Description of Article
9. Totals -- Weight and Pieces
10. Shippers Signature, Telephone Number and Mailing Address
 - Changes made on the Bill of Lading must be initialed by the carriers agent. Unless this is done, the Bill of Lading becomes void.
 - Complete explanation of Bill of Lading may be found in BCP 774-001-901 SW.

PROPRIETARY

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EXHIBIT B

INITIAL CONTACTS FOR SHIPMENT OF ALL MATERIALS

<u>CITY/TOWN</u>	<u>ADDRESS</u>	<u>TELEPHONE NUMBER</u>	<u>CITY/TOWN</u>	<u>ADDRESS</u>	<u>TELEPHONE NUMBER</u>
<u>ARKANSAS-MEDIA</u>			<u>TEXAS</u>		
Little Rock	4621 Bethany Road	(501) 373-3508	San Antonio	11105 Landmark 35	(512) 650-8280
Little Rock	1111 W. Capital	(501) 373-6484	San Antonio	4119 Broadway	(512) 820-6053
All Points Tool Free #1-990-4317			Corpus Christi	450 Sun Belt	(512) 289-6757
<u>KANSAS-MEDIA</u>			Corpus Christi	1210 S. 12th	(512) 421-7538
Lenexa	11705 W. 83rd Terrace	(913) 676 0387	Austin	3201 Longhorn 101	(512) 870-2465
Salina	409 E. Prescott	(913) 826-1121	Houston	415 W. Crosstimbers	(713) 691-6855
Topeka	220 E. 6th	(913) 276-6033	Houston	409 W. Croostimbers	(713) 697-1654
Wichita	2929 S. Minneapolis	(316) 268-3022	Houston	3100 Main	(713) 521-8786
<u>MISSOURI-MEDIA</u>			Beaumont	5255 Washington	(409) 842-9560
Cape Girardeau	2146 Tremis	(314) 335-6273	Dallas	2725 114th Street	(214) 660-7660
Eldon	HWY. 87 & 54	(314) 392-9870	Dallas	One Bell Plaza	(214) 464-7372
Lenexa	11705 W. 83rd Terrace	(913) 676-0387	Dallas	108 N. Pleasant	(214) 391-3135
Kansas City	500 E. 8th Street	(816) 275-8595	Ft. Worth	13845 Faa Road	(817) 267-8521
St. Louis	2218 Locust	(314) 247-9144 (314) 247-9143 (314) 247-9145	Waco	2901 Gholson Road	(817) 757-7837
Springfield	600 St. Louis	(417) 836-2491	Tyler	3300 W. Shaw	(214) 531-3384
<u>OKLAHOMA-MEDIA</u>			<u>W. TEXAS MEDIA</u>		
Lawton	7 S. W. 17th	(405) 223-7264 (405) 355-0989	Abilene	1001 Industrial Blvd.	(915) 675-3620
Oklahoma City	600 E. California Room 100	(916) 838-1835 (405) 278-4683	Amarillo	709 North Dallas	(806) 378-1371
Tulsa	1504 N. 105th E. Ave.	(918) 838-1835 (918) 838-1834	El Paso	11200 Pellicano	(915) 542-2535
			Lubbock	711 E. 4th Street	(806) 741-5229
			Midland	104 County Road #1207 South	(915) 684-1661

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EXHIBIT 3

**SECONDARY CONTACTS RELATED
TO SPECIAL NEEDS**

LOGISTICS SERVICES

FREIGHT BILL PAYMENT CENTER
TRANSPORTATION CONTROL CENTER
500 North Broadway Room 1000
St. Louis, Missouri 63102

- District Manager-Logistics Services.....314-235-2310
- Freight Bill Payment Center (FBPC).....314-235-2237
- Transportation Claims.....314-235-2209
- Transportation Control Center (TCC).....314-235-4578
- Area Manager-Logistics Control (TCC).....314-235-4540
- Area Manager-Mechanization/Billing (FBPC).....314-235-2238
- Area Manager-Transportation (MOKA).....314-235-2210
- Manager-Transportation/MARC Methods.....314-235-2424
- Manager-Hazardous Material Removals.....314-235-2222

TRANSPORTATION INFORMATION
MATERIAL DISTRIBUTION CENTER
1325 Cornell Road
Lancaster, Texas 75134

- Area Manager-Transportation-South (Texas).....214-944-9151

PROCUREMENT ADMINISTRATION

500 N. Broadway, Rm. 1400
St. Louis, Missouri 63102

- Area Manager-Environmental Regulation314-235-4452

PROCUREMENT OPERATIONS

500 N. Broadway, Rm. 1300
St. Louis, Missouri 63102

- Area Manager-Procurement Operations.....314-235-4564

PROCUREMENT METHODS AND SYSTEMS

500 N. Broadway, Rm. 1000
St. Louis, Missouri 63102

- Manager-Transportation Support (Media Distribution Support).....314-235-2314

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