

**PLUG-IN CENTRAL STOCK
EMERGENCY REQUEST PROCEDURES**

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1. GENERAL

- 1.01 This practice provides procedures to be followed by Network Central Office Operations (NCOO), Network Distribution Services (NDS), Plug-In Administrators (PIA), Strategic Distribution Center (SDC), Central Stock (CS) and Intermediate Distribution Center (IDC) personnel for emergency out-of-service requests.
- 1.02 This practice is being reissued to incorporate the Logistics Integrated Control (LOGIC) system emergency/expedite notification and processing procedures.
- 1.03 This practice is issued to provide instructions for the following activities:
 - a. When an emergency out-of-service condition exists for:
 - 1. Network Central Office Operations (NCOO).
 - 2. Network Distribution Services (NDS).
 - b. Plug-In Administrator (PIA) emergency request processing procedures.
 - c. Strategic Distribution Center (SDC) emergency request handling procedures.
 - d. Central Stock (CS) emergency request handling procedures.
 - e. Intermediate Distribution Center (IDC) emergency request handling procedures.

2. GUIDELINES FOR NCOO/NDS

- 2.01 When an emergency out-of-service condition is determined, NCOO/NDS should check for a maintenance spare in the maintenance spare stocking location prior to contacting the PIA.
- 2.02 If it is determined that a replacement plug-in(s) is not available, NCOO/NDS should contact the PIA (emergency beeper numbers if emergency occurs **after normal business hours** or on the weekend) and provide the following information:
 - a. State that an emergency out-of-service condition exists.

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- b. Provide the Human Equipment Category Identifier (HECI) and/or basic unit and part number.
- c. Provide the quantity.
- d. Provide emergency contact name, telephone number and address where plug-in(s) is to be shipped.
- e. Provide the Common Language Location Identification (CLLI) for the location where the plug-in(s) is to be placed in service.

NOTE: NCOO/NDS should ensure that a person is available at the "ship to" location to receive the plug-in(s).

- f. Provide Accounting Location Code (ALC), Responsibility Code Charged (RCC) and Field Reporting Code (FRC), for transportation charges, if required.
- 2.03 After normal business hours or on the weekend, the MANUAL SHIPPING NOTICE should be utilized (Exhibit 1) and upon receipt of the emergency plug-in(s) shipment, NCOO/NDS should complete the "received by" and "date received" field of the manual shipping notice. The transportation copy of the shipping notice should be returned to the Plug-in Administration group (PIA) as soon as possible. The field copy should be retained by NCOO/NDS for a period of 90 days.
- 2.04 If the plug-in(s) is not received by the specified time, NCOO/NDS should contact the PIA again to discuss the delay and determine the arrival time of the shipment.
- 2.05 If the incorrect plug-in(s) and/or incorrect quantity is received, NCOO/NDS should notify the PIA.
- 2.06 If the plug-in(s) received is not a valid substitution, the following procedures should be followed:
- a. Contact PIA to inform them of the error so records can be corrected and request a recall for the substitute.
 - b. Package unit(s) for return to SDC, CS or IDC.
 - c. When the recall shipping notice card is received, return plug-in(s).
- 2.07 If incorrect quantity is received, the following procedures should be followed:

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- a. Contact PIA and verify quantity that should have been shipped.
 - b. Inform PIA of all over/under shipments.
 - c. Request a recall for the excess quantity.
 - d. When the recall shipping notice card is received, the field personnel should properly package the unit(s) by utilizing the guidelines as outlined in the LOGIC operational procedures and return them to the SDC, CS or IDC.
- 2.08 If a defective/damaged plug-in(s) is received, the following procedures should be followed:
- a. NCOO/NDS should contact the PIA and request a recall on the defective unit.
 - b. When the recall shipping notice card is received, the defective unit(s) should be returned.
 - c. Place defective sticker on the outside of box containing the unit(s).
 - d. When the recall shipping notice card is received, the field personnel should properly package the unit(s) by utilizing the guidelines as outlined in the LOGIC operational procedures and return them to the CS warehouse.

3. GUIDELINES FOR PIA

- 3.01 The PIA organization should observe the following procedures when an emergency out-of-service request is received after normal business hours:
- a. The SDC, CS OR IDC EQUIPMENT STOCK LIST (Exhibit 3) should be checked for the requested plug-in, and if available, LOGIC and/or the PICS/DCPR system should also be accessed in an attempt to locate them.

NOTE: The availability of the requested plug-in(s) and or substitutions should be verified while the NCOO/NDS person is on the telephone.
 - b. The manual RJ-1 FORM should be prepared (Exhibit 2).

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- c. When it has been determined that Procurement has caused the condition for an emergency out-of-service request to be initiated, the Procurement at fault category from the attached TRANSPORTATION DECISION-MAKING MATRIX (Exhibit 4) should be referenced so that the correct accounting information can be shown on the proper forms.

For user initiated emergency requests, the user at fault category from the attached TRANSPORTATION DECISION-MAKING MATRIX (Exhibit 4) should be referenced so that the correct accounting information can be shown on the proper forms.

- d. The SDC, CS or IDC coordinator should be contacted and provided with the following pertinent information:
1. HECI and/or basic unit and part number.
 2. Bin location.
 3. Quantity.
 4. Contact name.
 5. Contact telephone number.
 6. Ship to location.
- e. If a substitution unit(s) was shipped in place of the requested plug-in(s), only the HECI(s) and/or basic unit(s) and part number of the substitution unit(s) should be relayed to the SDC, CS or IDC coordinator.

NOTE: The PIA coordinator should instruct the SDC, CS or IDC coordinator to enter the following message in the "note field" of the MANUAL SHIPPING NOTICE (Exhibit 1):

"THIS IS A SUBSTITUTE FOR REQUESTED PLUG-IN(S)"

- f. Request verification of the availability of the plug-in(s) and the estimated delivery time from the SDC, CS or IDC location.
- g. Request that SDC, CS or IDC coordinator notify NCOO/NDS of the estimated time of delivery.
- h. A copy of the manual RJ-1 FORM (Exhibit 2) should be sent to SDC, CS or IDC via FAX if available, or by company

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mail.

- i. Perform a "PTRAN" to transfer equipment from SDC, CS or IDC to field location on a no print basis. This "PTRAN" should occur as soon as possible during normal business hours or at the beginning of the next business day if the emergency was after business hours or on the weekend.
- j. A "PTRAN" should be performed to transfer the equipment from CS to SDC (if required).

NOTE: This message should be typed in the note section of the LOGIC shipping notice label:

****COM*
THIS IS A SDC
REPLACEMENT****

3.02 When PIA receives an emergency out-of-service request during normal business hours, the following procedures should be observed:

a. SDC

- 1. Follow procedures outlined in Paragraph 3.01.

b. CS/IDC

- 1. The PIA will receive requests from NCOO/NDS for plug-in(s) equipment to be shipped/delivered on either an emergency (Hotshot) or expedited (Must Ship) basis.
- 2. The PIA personnel receiving the above request should solicit from the field contact all of the information needed to effectively process it.

3.03 Once the necessary information is obtained from the field forces, the PIA personnel should perform the following procedures:

- a. The LOGIC and the PICS/DCPR system should be checked for the requested plug-in(s).

NOTE: The availability of plug-in(s) and/or substitutions should be verified while NCOO/NDS personnel is on the line.

- b. A "PTRAN" should be performed to transfer plug-in(s) from the CS/IDC to the field location. Once the "PTRAN" is

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completed, the PIA should perform the necessary steps to ensure that the PICS/DCPR system will download a transaction for the requested or substitutable plug-in(s) to the LOGIC system.

- c. The PIA representative should contact the CS Warehouse/ IDC coordinator via telephone and advise them of the expected shipping notice and in unique situations, they should be advised of special handling requirements from the field forces.
 - d. NCOO/NDS should be notified of the estimated time of delivery.
- 3.04 When a replacement plug-in(s) cannot be located at the SDC, CS Warehouse, IDC or any other company facility, the PIA should utilize local purchasing procedures in acquiring the requested plug-in(s) from the vendor.
 - 3.05 The appropriate NCOO/NDS field coordinate should be notified when the status of the emergency request has been determined. If at all possible, the estimated ship date and delivery time should be provided to them also.
 - 3.06 When specially ordered plug-ins are received, standard procedures as outlined in Paragraph 3.03, Section B, C and D should be followed.
 - 3.07 The status of the out-of-service condition should be closely monitored.

4. SDC PROCEDURES

- 4.01 When an out-of-service condition exists and the SDC coordinator receives a call from the PIA, the following procedures should be observed:
 - a. The out-of-service information received from the PIA should be verified. (For accuracy, the information should be repeated back to PIA during the initial phone contact.)
 - b. The SDC coordinate should verify that the correct quantity and HECI is available.
 - c. Once it has been determined that the requested plug-in(s) is available, then the MANUAL SHIPPING NOTICE (Exhibit 1)

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should be prepared as follows:

1. Shipping Notice Number - Record the first letter of the first and last name of the person receiving the call, today's date and time.

 Example: CG received call on 02-09-90 at 4:15
 SN# = CG0209900415
2. Auth/Order Number - Leave blank.
3. DVA Date - Leave blank.
4. Date Printed - Today's date.
5. Date Requested - Today's date.
6. Page - Appropriate page number.
7. Transaction Type - "SDC EMERGENCY ORDER".
8. To Location - Name and address where equipment will be shipped.
9. From Location - TCS/SDC address.
10. Description - HECI.
11. Equipment Identity - Basic unit and part number.
12. Status - Leave blank.
13. Location (LCTN) - Bin number (storage location at SDC).
14. Quantity (QTY) - Number of plug-in(s) to be shipped.
15. NOTE - Leave blank unless substitute plug-in(s) is shipped. (For substitution - the notation "THIS IS A SUBSTITUTION FOR REQUESTED PLUG-IN(S)" should be written in this field.)
16. Selected By - Initials of person selecting plug-in(s).
17. Packed By - Initials of person packing plug-in(s).
18. No. of Cartons - Number of boxes required to ship the plug-in(s).

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19. Weight - Total weight of the shipment.
 20. Transportation - Type of transportation used for shipment and "Bill of Lading" number, if appropriate.
 21. Date of Shipment - Date and time order was shipped.
 22. Received by - To be completed by NCOO/NDS.
 23. Date Received - To be completed by NCOO/NDS.
- 4.02 The requested/substitutable plug-in should be selected and packed for shipment.
 - 4.03 Depending on the circumstances, the most expeditious mode of transportation should be chosen (Media, Hotshot, Contracted Carrier, Cab, etc.).
 - 4.04 The SWBT BILL OF LADING, FORM FASW-6152A (Exhibit 5) should be prepared for all shipments. Additionally, reference should be made to Paragraph 3.01, Section C, for instructions to be followed when showing the PICS Transportation Accounting information on this form.
 - 4.05 The NCOO/NDS coordinate should be contacted and given the following information:
 - a. Name of carrier.
 - b. Number of boxes.
 - c. Estimated time of delivery.
 - 4.06 Copies of the manual shipping notice should be distributed as follows:
 - a. Record Copy - Send to PIA after all shipping information has been received.
 - b. Warehouse Copy - File and retain for one year.
 - c. Transportation Copy - Send to NCOO/NDS with plug-in(s).
 - d. Field Copy - Send to NCOO/NDS with plug-in(s).
 - e. Shipper's Copy - Can be used as a "Packing Slip" or disposed of locally.
 - 4.07 The SDC coordinate should follow up and ensure that PIA has

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sent the manual RJ-1 FORM (Exhibit 2) by the end of the next business day.

- 4.08 The RJ-1 FORM should be attached to the manual shipping notice.
- 4.09 If applicable, the SDC coordinate should follow up to make sure that the PIA sends replacement plug-in(s) for the stock that was used to meet the emergency demand request. When they are received from the CS, the quantity and the HECI(s) should be verified for accuracy.
- 4.10 The bottom portion of the manual RJ-1 FORM should be completed and filed. (Retain for 90 days.)

5. CS PROCEDURES

- 5.01 When an out-of-service condition exists and the CS Control Center personnel receives an EMERGENCY SHIP/MUST SHIP REQUEST FORM (Exhibit 6) from the PIA during normal business hours, they should immediately access the LOGIC system to change the priority status of the shipping notice number to either a "10" (emergency) or "20" (must ship).
- 5.02 Once the priority is changed in LOGIC, the transaction for the requested HECI(s) will appear on a radio frequency terminal and will be selected by a supplies attendant.
- 5.03 The supplies attendant responsible for packing the plug-in(s) will pack them and perform the RF packing and ship confirmation functions.
- 5.04 The CS Control Center personnel will prepare a BILL OF LADING FORM, FASW-6152A, (Exhibit 5) for special transportation arrangements. If necessary, the CS Control Center personnel will assure that the appropriate parties are notified and provided with the delivery information shown on the Ship Request Form.
- 5.05 The CS Control Center personnel will assure that the plug-in(s) is given to the carrier and that the time, date and employee's initials are noted on the transportation pickup log.
- 5.06 When an out-of-service condition exists and the CS coordinator receives a call from the PIA after normal business hours, the

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following procedures should be observed:

- a. The out-of-service information received from the PIA should be verified. (For accuracy, the information should be repeated back to PIA during the initial phone contact.)
- b. The CS coordinate should verify that the correct quantity and HECI(s) is available.
- c. Once it has been determined that the requested plug-in(s) is available, then the MANUAL SHIPPING NOTICE (Exhibit 1) should be prepared as follows:

1. Shipping Notice Number - Record the first letter of the first and last name of the person receiving the call, today's date and time.

Example: CG received call on 02-09-90 at 4:15
SN# = CG0209900415.

2. Auth/Order Number - Leave blank.
3. DVA Date - Leave blank.
4. Date Printed - Today's date.
5. Date Requested - Today's date.
6. Page - Appropriate page number.
7. Transaction Type - "CENTRAL STOCK EMERGENCY ORDER".
8. To Location - Name and address where equipment will be shipped.
9. From Location - TCS/CS address.
10. Description - HECI.
11. Equipment Identity - Basic unit and part number.
12. Status - Leave Blank.
13. Location (LCTN) - Bin number (storage location at the CS Warehouse).
14. Quantity (QTY) - Number of plug-in(s) to be shipped.
15. Note - Leave blank unless substitute plug-in(s) is

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shipped. (For substitution - "THIS IS A SUBSTITUTION FOR REQUESTED PLUG-IN(s)".)

16. Selected By - Initials of person selecting plug-in(s).
 17. Packed By - Initials of person packing plug-in(s).
 18. No. of Cartons - Number of boxes required to ship the plug-in(s).
 19. Weight - Total weight of the shipment.
 20. Transportation - Type of transportation used for shipment and "Bill of Lading" number, if appropriate.
 21. Date of Shipment - Date and time order was shipped.
 22. Received by - To be completed by NCOO/NDS.
 23. Date Received - To be completed by NCOO/NDS.
- 5.07 The requested/substitutable plug-in(s) should be selected and packed for shipment.
- 5.08 Depending on the circumstances, the most expeditious mode of transportation should be chosen (air carrier, contracted carrier, etc.).
- 5.09 The SWBT BILL OF LADING, FORM FASW-6152A, (Exhibit 5) should be prepared for all shipments. Additionally, reference should be made to Paragraph 3.01, Section c & d, for instructions to be followed when showing the PICS Transportation Accounting information on this form.
- 5.10 The NCOO/NDS coordinate should be contacted and given the following information:
- a. Name of carrier.
 - b. Number of boxes.
 - c. Estimated time of delivery.
- 5.11 Copies of the manual shipping notice should be distributed as follows:
- a. Record Copy - Send to PIA after all shipping information has been received.

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- b. Warehouse Copy - File and retain for one year.
 - c. Transportation Copy - Send to NCOO/NDS with plug-in(s).
 - d. Field Copy - Send to NCOO/NDS with plug-in(s).
 - e. Shipper's Copy - Can be used as a "Packing Slip" or disposed of locally.
- 5.12 The CS Control Center Manager will follow-up to ensure that the PIA has sent the manual RJ-1 FORM (Exhibit 2) by the end of the next business day.
- 5.13 The RJ-1 FORM should be attached to the manual shipping notice and filed. (Retain for 90 days.)
- 5.14 During the beginning of the next business day, the CS Control Center Manager will coordinate with the PIA to make sure that the LOGIC and PICS/DCPR system is updated to reflect the change in balance for the affected HECI(s).

6. IDC PROCEDURES

- 6.01 When an out-of-service condition exists and the IDC coordinator receives a call from the PIA during normal business hours, the following procedures should be observed:
- a. The out-of-service information received from the PIA should be verified. (For accuracy, information should be repeated back to the PIA during initial phone contact.)
 - b. The IDC coordinator should verify if the correct quantity and HECI(s) is available.
 - c. Once it has been determined that the requested plug-in(s) is available, PICS shipping notice should be processed by the PIA.
- 6.02 When an out-of-service condition exists and the IDC coordinator receives a call from the PIA after normal business hours, the following procedures should be observed:
- a. The out-of-service information received from the PIA should be verified. (For accuracy, the information should be repeated back to the PIA during the initial phone contact.)

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- b. The IDC coordinate should verify that the correct quantity and HECI(s) is available.
- c. Once it has been determined that the requested plug-in(s) is available, then the MANUAL SHIPPING NOTICE (Exhibit 1) should be prepared as follows:
 1. Shipping Notice Number - Record the first letter of the first and last name of the person receiving the call, today's date and time.

Example: CG received call on 02-09-90 at 4:15
SN# = CG0209900415.
 2. Auth/Order Number - Leave blank.
 3. DVA Date - Leave blank.
 4. Date Printed - Today's date.
 5. Date Requested - Today's date.
 6. Page - Appropriate page number.
 7. Transaction Type - "IDC EMERGENCY ORDER".
 8. To Location - Name and address where equipment will be shipped.
 9. From Location - TCS/IDC address.
 10. Description - HECI.
 11. Equipment Identity - Basic unit and part number.
 12. Status - Leave blank.
 13. Location (LCTN) - Bin number (storage location at IDC).
 14. Quantity (QTY) - Number of plug-in(s) to be shipped.
 15. Note - Leave blank unless substitute plug-in(s) is shipped. (For substitution - "THIS IS A SUBSTITUTION FOR REQUESTED PLUG-IN(s)").
 16. Selected By - Initials of person selecting plug-in(s).

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17. Packed By - Initials of person packing plug-in(s).
 18. No. of Cartons - Number of boxes required to ship the plug-in(s).
 19. Weight - Total weight of the shipment.
 20. Transportation - Type of transportation used for shipment and "Bill of Lading" number, if appropriate.
 21. Date of Shipment - Date and time order was shipped.
 22. Received by - To be completed by NCOO/NDS.
 23. Date Received - To be completed by NCOO/NDS.
- 6.03 The requested/substitutable plug-in(s) should be selected and packed for shipment.
- 6.04 Depending on the circumstances, the most expeditious mode of transportation should be chosen (Media, Hotshot, Contract Carrier, Cab, etc.).
- 6.05 The SWBT BILL OF LADING, FORM FASW-6152A, (Exhibit 5) should be prepared for all shipments. Additionally, reference should be made to Paragraph 3.01, Section C, for instructions to be followed when showing the PICS Transportation Accounting information on this form.
- 6.06 The NCOO/NDS coordinate should be contacted and given the following information:
- a. Name of carrier.
 - b. Number of boxes.
 - c. Estimated time of delivery.
- 6.07 Copies of the shipping notice should be distributed as follows:
- a. Record Copy - Send to PIA after all shipping information has been received.
 - b. Warehouse Copy - File and retain for one year.
 - c. Transportation Copy - Send to NCOO/NDS with plug-in(s).
 - d. Field Copy - Send to NCOO/NDS with plug-in(s).

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- e. Shipper's Copy - Can be used as a "Packing Slip" or disposed of locally.
- 6.08 The IDC coordinate should follow-up to ensure that PIA has sent a manual RJ-1 FORM (Exhibit 2) by the end of the next business day.
- 6.09 If applicable, the IDC coordinate should follow-up to make sure that the PIA sends replacement plug-in(s) for the stock that was used to meet the emergency demand request. When they are received from the CS Warehouse, the quantity and the HECI(s) should be verified for accuracy.
- 6.10 The RJ-1 FORM should be attached to the manual shipping notices and filed. (Retain for 90 days.)

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EXHIBIT 1

 Southwestern Bell Telephone		PICS/DCPR SHIPPING NOTICE			
(1)	(2)	(3)	(4)	(5)	(6)
TRANSACTION TYPE					
(7)					
TO LOCATION			FROM LOCATION		
(8)			(9)		
DESCRIPTION	EQUIPMENT IDENTITY		STATUS	DATE	TIME
(10)	(11)		(12)	(13)	(14)

RECORD COPY

(RETURN TO PIA AFTER RECORDING SHIPPING INFORMATION)

(15)

SELECTED BY (16)	NO OF CARTONS (18)	TRANSPORTATION <input type="checkbox"/> COMPANY <input type="checkbox"/> UPS (20)	DATE OF SHIPMENT (21)	RECEIVED BY (22)	DATE RECEIVED (23)
PACKED BY (17)	WEIGHT (19)	<input type="checkbox"/> CONTRACT <input type="checkbox"/> SPECIAL	BILL OF LADING *		

DUPLICATE - ADMINISTRATIVE RETENTION ONLY

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EXHIBIT 2

RJ-1 FORM
03-28-90 (REV)

SHIPMENT TO FIELD

PIA USE ONLY

BIN # _____

REQUESTED HECI _____

QUANTITY _____

BASIC UNIT _____

PART # _____

SHIPPED HECI _____
(NOTE #1)

QUANTITY _____
(NOTE #1)

CONTACT: _____

TELEPHONE # _____

SHIP TO LOC: _____
(STREET, CITY & ZIP CODE)

INSTALL LOC: _____
(OFFICE NAME AND/OR CLLI)

TRANSPORTATION CHARGES: ALC _____ RCC _____
FRC _____ KCO _____

SDC USE ONLY (REPLACEMENT FROM MDC)

HECI: _____ QUANTITY _____

BIN #: _____

RECEIVED BY: _____ DATE _____

NOTE #1 - THESE FIELDS ARE REQUIRED ONLY IF A SUBSTITUED PLUG IS SHIPPED IN PLACE OF THE ORIGINALLY REQUESTED PLUG.

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PICS/DCPR RUN: PI/INV INVENTORY FILE REPORT
 SWBT-MOKA

INVENTORY SUBSYSTEM
 INVENTORY FILE REPORT

PIA AREA AR

BR# 756-121-311-01
 PAGE 1
 DATE 12/31/91 22:22

LOCATION CPR#	S T O C K BASIC-UNIT/ PART NBR	HECI	MFR	L O C A T I O N					I N V E N T O R Y		RSO KEEP QTY
				SPARE	MAINT SPARE	IN REPAIR	AWAIT REPAIR	COMTD SPARE	PREVIOUS TRAN	PREVIOUS TRAN	
LTRKAR80ACS	*ECI=720389			0	0	0	0	0	BINS-> USE 0 10771113	E2PQ 28F 0	0
	*ECI=720401			0	0	0	0	0	BINS-> 0933E 0 10797836	0931B 0	2
	*ECI=720741			0	0	0	0	0	BINS-> 1051E 0 10969045	0921D 0	8
	*ECI=721010			0	0	0	0	0	BINS-> DO 0 10771141	NOT STOCK 0	0
	*ECI=721027			0	0	0	0	0	BINS-> 0920D 0 10797856	0	8
	*ECI=721031			0	0	0	0	0	BINS-> 0957E 0 10457540	0	10
983186	ED-7C560-30 2		WECO	0	0	0	0	0	BINS-> 1229A 0 10681713	0	0
983186	ED-7C560-30 4		WECO	0	0	0	0	0	BINS-> 1267A 0 10692045	0	0
099999	ED-92309-30 1		WECO	0	0	0	0	0	BINS-> 1177B 0 10797288	0	0
099999	ED-92309-30 11		WECO	0	0	0	0	0	BINS-> 1070C 0 10797290	0	0
099999	ED-92309-30 15		WECO	0	0	0	0	0	BINS-> 1047A 0 10797291	0	0
099999	ED-92309-30 2		WECO	0	0	0	0	0	BINS-> 1180A 0 10797293	0	0
983057	J68437F-1 1,A,B		WECO	0	0	0	0	0	BINS-> 1029E 0 10797914	0	0
170209	UNIT WSCH 663641I02*		WSCH	0	0	0	0	0	BINS-> 0965B 0 10799063	1283C 0	0
081365	UNIT POWER 16A		WECO	0	0	0	0	0	BINS-> 0908D 0 10693883	1267A 0	0
380938	KS-20017 208	AMPQ-----	WECO	0	0	0	0	0	BINS-> 1209A 0 10331327	ARK 0	0
380939	KS-20017 217	AMPQ-----	WECO	0	0	0	0	0	BINS-> . 0 10797933	ARK ARK 0 0	0

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EXHIBIT 4

TRANSPORTATION CHARGE
DECISION FLOW CHART

PART 2

IF THE CHARGE IS FOR	AND	THEN REPORT
1. OUTBOUND (CIRCUIT OR PAIR-GAIN) PICS MATERIAL FROM THE MDC: a. NORMAL>	IT'S BY TRUCK, AIR FREIGHT, ETC., ANY SWBT LOCATION>	SPFC 513P S4802A600 770000 AND KCO 3999883.
b. FIELD INITIATED "HOT SHOT" OR EMERGENCY SHIPMENTS SERVICE-AFFECTING AND PROCUREMENT'S AT FAULT>	IT'S BY TRUCK, AIR FREIGHT, ETC., DUE TO: a. INCORRECT HECI b. DEFECTIVE UNIT c. INCORRECT QUANTITY d. UNIT SHIPPED TO WRONG LOCATION e. MISSING SHIPMENT f. BACKORDERED EQUIPMENT>	1. OBTAIN THE FOLLOWING: a. CLO OR ORDER NUMBER b. SHIPPING NOTICE NUMBER c. CLO OF OFFICE d. GEO LOC CODE 2. TYPE IN NOTE SECTION OF SN: 513P S4802A600 770000 AND KCO 3999883.
OR, USER'S AT FAULT> SPECIAL NOTE: FOR THE ORDERS - WAREHOUSE WILL MANUALLY ADD ACCOUNTING INFORMATION PER PIA INSTRUCTIONS.	IT'S BY TRUCK, AIR FREIGHT, ETC., DUE TO: a. CUSTOMER OUT OF SERVICE> b. NOT/DUE DATE MISSED c. EQUIPMENT NOT ON WORD DOCUMENT d. CIRCUIT REDESIGNED e. WORD DOCUMENT NOT ISSUED f. EMERGENCY REQUEST FOR LIKE/LIKE SERVICE g. EMERGENCY REQUEST FOR MAINTENANCE SPARE>	1. OBTAIN THE FOLLOWING: a. CLO OR ORDER NUMBER b. SHIPPING NOTICE NUMBER c. CLO OF OFFICE d. GEO LOC CODE 2. TYPE IN NOTE SECTION OF SN: a. USER'S ACCOUNT; 2ND LINE RC; GEO LOC CODE; AND, KCO 3999882. E.G., 357M (SLO); 357M (CIRCUIT), ETC.
3. INBOUND (RETURNS) PICS TRANSPORTATION FROM A STATE LOCATION TO THE MDC	THEY'RE FROM: a. ARKANSAS> b. KANSAS> MISSOURI c. ST. LOUIS> d. KANSAS CITY> e. OKLAHOMA> f. TEXAS>	SPFC 513P S4802A600 440200 & * SPFC 513P S4802A600 K56010 & * SPFC 513P S4802A600 000000 & * SPFC 513P S4802A600 E00000 & * SPFC 513P S4802A600 R60041 & * SPFC 513P S4802A600 740331 & * * YOU MUST INCLUDE KCO 3999883.
PROCUREMENT PROCUREMENT ADMINISTRATION		FILE: 91PICFLOW 01-NOV-83

PROPRIETARY
 Not for use or disclosure outside Southwestern Bell
 Telephone Company except under written agreement.

EXHIBIT 5



STRAIGHT BILL OF LADING — SHORT FORM — ORIGINAL — Not Negotiable

PASW5152A
REV. (2/89)

NAME OF CARRIER: 744-001-901SW RECEIVED SUBJECT TO THE CLASSIFICATION AND TERMS IN EFFECT ON THE DATE OF ISSUE OF THIS BILL OF LADING
DATE: SHIPPER'S NO. DATE

A 821687

The property described below in location and other respects as noted contents and condition of contents of packages (hereinafter "marked") consigned and delivered 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 of carriage to its usual place of delivery at said destination or its route, whichever to deliver to another carrier for the route to said destination. It is mutually agreed as to each item of or any item of property over set or any portion of said (due to destination) and as to each item of or any item of property that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Freight Bill of Lading set forth in the Uniform Freight Classification in effect on the date hereof. If this is a bill of lading for a bill of lading shipment of 2 or in the applicable mode of transport, the carrier shall be a "motor" carrier shipment.

The carrier hereby certifies that he is familiar with all the terms and conditions of the bill of lading, including those on the back hereof, set forth in the classification of tariff which governs the transportation of the shipment and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

CONSIGNEE TO: STREET ADDRESS

DESTINATION CITY: STATE: ZIP: COUNTY:

SHIPPER: STREET ADDRESS: ORIGIN CITY: STATE: ZIP: COUNTY:

ROUTE: SCAC: SCAC: SCAC:

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

MAIL FREIGHT BILLS TO SOUTHWESTERN BELL TELEPHONE CO., FREIGHT BILL PAYMENT, P. O. BOX 64755, ST. LOUIS, MO 63166-6755

RCC: RCC: ENV: LOCATION CODE: EST. NO. OWO. KCO:

FUNCTION OR ACCOUNT CODE: SPR CODE ACCT. FA ONLY: PLAN NO:

DESCRIPTION OF ARTICLE	WEIGHT	CLASS OR RATE	DESCRIPTION OF ARTICLE	WEIGHT	CLASS OR RATE
BOXES ANCHORS Guy Iron			COILS STRAND Steel Wire		
BOXES ARRESTERS Lightning or Parts			SWITCHBOARDS or Switchboard Parts NO		
BOXES BATTERIES Dry Cell Not Spent			BOXES TAPE Insulating or Parts NO		
BAGS BOLTS Iron NO			BOXES TELEPHONE SETS or Parts NO		
BOXES BOLTS Iron NO			TELETYPEWRITERS or Parts NO		
BOXES BOOTHIS Telephone Aluminum S U			TOOLS NO		
BOXES BOXES Cases Terminal Steel or TERMINALS Cable or Parts			BOXES WIRE Brass Bronze Copper or Copper Clad Steel		
BAGS BRACKETS Insulator Wood or Parts Insulator Wood			COILS WIRE Iron NO		
COILS CABLE Electric Copper NO			STATIONERY		
COILS CABLE Lead Cov Copper or Parts			BOXES FORMS Printed NO		
COILS CABLE Lead Cov Copper Arms			BOXES STATIONERY NO		
BOXES CABLE JOINTS NO			BOXES MACHINES SYSTEMS OR DEVICES DATA PROCESSING OR ELECTRONIC TELEPHONE SWITCHING SYSTEMS OR COMPONENTS FOR SUCH SYSTEMS		
BOXES CLAMPS Wire Guy Iron			RVNX \$5.00 PER LB.		
PCS CROSSARMS Wood or BRACKETS Crossarm Wood			SCRAP CABLE COPPER Lead Covered FOR REMELTING ONLY		
PCS CROSSARMS Wood with Braces or Insulator Pins Attached			SCRAP BRONZE OR COPPER FOR REMELTING ONLY Includes scrap wire of cable not lead covered		
BOXES ELECTRICAL Appliances NO			SCRAP LEAD FOR REMELTING ONLY		
BOXES HANDLES Wood NO					
BOXES LADDERS Wood and Steel (Painted) NO					
PCS PIPE LEAD Plain					
BATTERY Elec Storage wet filled with acid Corrosive material UN278					
10 lbs x 6 1/2 x 6 1/2 in. net wt. 52.00/lb					
10 lbs x 6 1/2 x 6 1/2 in. net wt. 52.00/lb					
weighing over 100 lbs each					
BOXES POLE or TRANSMISSION LINE CONSTRUCTION MATERIAL STEEL					
BOXES RADIO OR ELECTRONIC DEVICES NO RELEASED TO VALUE NOT EXCEEDING \$150 PER LB					
BOXES RECTIFIERS NO					
BOXES RODS Anchor Guy Iron					
BOXES SHOVELS Steel or Wood (Painted)					
PCS SOLDER NO					

24 HOUR EMERGENCY RESPONSE TELEPHONE # (314) 235-4578

TOTAL PIECES: TOTAL DUNNAGE: TOTAL PALLETS: TOTAL WEIGHT:

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

SOUTHWESTERN BELL TELEPHONE CO., Shipper
Per: Permanent Postoffice Address of Shipper and Telephone Number

Carrier Agent
Per: The necessary 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

PROPRIETARY
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EXHIBIT 6

**EMERGENCY SHIP/MUST SHIP
REQUEST**

Date: _____ Time: _____

Prepared by: _____ Telephone Number: _____

Shipping Notice Number: _____

Field Contact Name: _____ Field Telephone Number: _____

Delivery Time Required: _____ Delivery Date Required: Check Below
Same Day _____ Next Day _____

Field Requires Flight/Delivery Information: _____

Delivery Address: _____

Transportation Accounting Information: Fill In Blanks Below If Necessary

Check One: _____

	Procurement At Fault	USER At Fault	Must Ship Only Request
Responsibility Code Charged:	<u>S4802A600</u>	* _____	<u>S4802A600</u>
Location Code:	<u>TT0000</u>	* _____	<u>TT0000</u>
KCO Number:	<u>3999881</u>	<u>3999882</u>	<u>3999883</u>
Account:	<u>SPFC 513P</u>	* <u>FRC()</u>	<u>SPFC 513P</u>

*User
Provided

Short Pick Report Verified (If Applicable): _____
Time/Initials

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