

PROCUREMENT PICS/DCPR PLUG-IN REPAIR PROCEDURES

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1. GENERAL

- 1.01 This practice covers and describes policies and procedures associated with the management and administration of the PICS (Plug-In Central Stock) plug-in repair process.
- 1.02 When this practice is reissued, the reason(s) for reissue will be specified in this paragraph.
- 1.03 Successful management of Central Office Equipment (COE) plug-in investment involves careful administration of the repair process. Delays in processing can result in the requirement for new purchases to meet current demands.
- 1.04 The PICS Repair Manager is responsible for efficient management of the repair process. This responsibility includes the following basic functions:
 - a. Coordinates with the PIA (Plug-In Administration) organization Inventory Manager to determine the replacement value of a like unit and maintenance spare stocking strategies through the establishment of MAX/KEEP QUANTITIES.
 - b. Tracks repair expense.
 - c. Maintains an on-going plug-in repair log in PICS/DCPR (Plug-In Inventory Control/Detailed Continuing Property Record).
 - d. Monitors the movement of plug-in equipment through the repair pipeline.
 - e. Monitors reports of equipment in awaiting repair and in-repair for overall management efficiency.
 - f. Resolves receipting discrepancies with shipments to and from repair vendors.
 - g. Manages the modification of defective and Product Change Notice (PCN) affected equipment.
 - h. Represents SWBT Company in repair billing and claim procedures with repair vendors.
 - i. Identifies and responds to situations of high failure rate experience.

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- j. Prepares, approves and processes Repair/Service and Return (R/S&R) form and subsequent billing.
- k. Investigates and resolves discrepancies between the PICS/DCPR System and Central Stock (CS) with respect to awaiting repair.
- l. Assists the Procurement Department in monitoring warranty items by performing the following activities:
 1. Assists in identifying warranty items through the utilization of surplus returns.
 2. Issues Repair Service Orders (RSO) to show correct warranty vendor and warranty status.
 3. Ensures warranty is applied by tracking the RSO through the receipting and billing steps.
 4. Assists Contracting in determining the adequacy of contracted warranty intervals by monitoring the accuracy of the PICS data base concerning vendor repair performance.

2. PURPOSE

2.01 This practice is being issued to replace the following practices in their entirety:

- a. 790-201-940SW, Inventory Management Policy for Managing the Plug-In Repair Process.
- b. 790-300-970SW, PICS/DCPR Procedures for Managing the Plug-In Awaiting Repair Process.
- c. 790-300-971SW, PICS/DCPR Plug-In Repair Decision Procedure.
- d. 790-300-972SW, PICS/DCPR Procedures for Managing the Plug-In Repair Process.

3. AWAITING REPAIR

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- 3.01 The awaiting repair process begins when a defective unit is returned from the Central Office (CO) field locations to CS and ends when the unit is sent to the repair vendor or a retirement disposition is given (Field Returns - Flow chart - Exhibit 1).
- 3.02 As defective or PCN affected units are returned to CS, they are held in the awaiting repair area. The PICS Repair Manager should manage the total quantity of units to avoid an accumulation of inventory in these plug-ins as directed by the Inventory Manager within the PIA organization.
- 3.03 It is desirable to keep items moving quickly through awaiting repair to in-repair or to a retirement disposition. Thus, care should be taken by the Inventory Manager such that high-cost, low-volume units that are still in demand do not remain for long periods of time in awaiting repair for utilization purposes.
- 3.04 The Awaiting Repair Lead Time, which is the measured lead time for awaiting repair, begins on the date that the defective units are received at CS and ends when the units are shipped out for repair. Generally, by increasing the lead time in awaiting repair, the number of units increases along with the investment in these non-revenue producing units and increases the Warehouse Annual Carrying Charges.

4. REPAIR DECISIONS

- 4.01 The initial decision which begins the repair process is whether or not to repair the units identified in awaiting repair. Repair decisions made by the Inventory Manager within the PIA organization are accomplished by the PICS Repair Manager. The following elements must be considered in determining the economics of repair:
 - a. Product Life Cycle Of The Defective Unit - Decisions to repair plug-in units that have entered the maturity and declining phases of the product life cycle should be weighed more carefully than those in the introductory and growth phases. In the decline stage, particular care must be taken to insure that repair recycling is adequate to avoid purchasing new equipment and still meet service requirement of Like-For-Like movement. When deciding to commit repair budget dollars to repair and modify a unit that may have limited use in SWB Sec-

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tions, it may be beneficial to consider the purchase of "good" equipment which can possibly be purchased for less than the repair cost. Refer to Practice 790-201-920SW for more information regarding product life cycle.

- b. Replacement Rate Of The Unit - The replacement rate is the ratio of plug-ins that become defective in the field and are sent to awaiting repair CS for repair to the total plug-ins in service. This rate can be used to identify the number of Like-For-Likes that are processed during the year and also used in establishing the CS maintenance spare levels to provide adequate Like-For-Like service. The PIA should be aware of replacement rates by equipment types, especially on new types of plug-ins.

The COIM MAINTENANCE SPARE LEVEL STATISTICS REPORT, (Exhibit 2) shows the calculated replacement rate by HECI and can be used to monitor this.

- c. Central Stock Maintenance Spare Levels and Maximum Keep Quantity - This consideration is one of the more obvious in making repair decisions. The current CS maintenance spare level can be reviewed in the PICS/DCPR System using Format PINV C (Exhibit 3) by inputting the CLLC (Common Language Location Code) of the CS and the HECI of the unit in question. A comparison of this quantity and the maintenance spare level required to provide adequate Like-For-Like service can be made. The INVENTORY FILE REPORT (Exhibit 4) can also be used. The outcome of this comparison can be used in the repair decision. If maintenance levels are high and there are not any growth requirements in the near future, then repairing a significant amount of defectives may not be justified. These levels must be monitored on a regular basis, preferably quarterly, by the PICS Repair Manager.
- d. Repair Price - Repair prices and billing arrangements with outside vendors should be negotiated by the Contracting Organization within the Procurement Department. Repair prices should be evaluated for reasonableness by the PICS Repair Manager to determine whether or not to repair the defective unit under consideration. Repair billing is authorized by the PICS Repair Manager via BVAPP (Flow chart - Exhibit 5). These costs are compared by BVAPP to the published repair price as shown on Format PIRVNEQ. If significant deviations are discovered, the repair vendor should be contacted for an ex-

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planation and possible credit.

- e. Transportation Costs - All repair shipments should be made directly to the appropriate repair vendor location.

EXCEPTION: When AT&T, CTDI or RESTOR is the repair vendor, its representative will pick up the defective equipment at a designated PICS Warehouse dock and leave a copy of the signed Bill-Of-Lading as proof of receipt. In addition, AT&T uses a manifest with the Bill-Of-Lading as proof of receipt.

The charges for shipping repair orders to and from the repair location are to be expensed against the appropriate Section. Repair billing should be reviewed carefully by the PICS Repair Manager to prevent duplicate charges from being paid. It should be noted that transportation costs are a common expense to both repair and buying new. If transportation costs are similar in both functions, this item should be ignored in the decision of repair versus buying new, even though repair transportation is expensed and buying new transportation is capitalized.

- f. Repaired Equipment - If plug-ins are unable to be repaired, then the units must be replaced by new units. It is therefore important that the PICS Repair Manager monitor the amount of unrepairable equipment from repair vendors. The REPAIR ANALYSIS EQUIPMENT REPORT (Exhibit 6) can be used to compare by specific types of plug-ins the number of unrepairable units to the total number of units sent to be repaired. This should be examined to determine if certain repair vendors are having significantly lower repair yields.
- g. Replacement Value Of A Like Unit - A comparison between the complete repair cost and the replacement value of a like unit should be considered. In many cases, the replacement value will not be the same as the new unit price. Therefore, the PICS Repair Manager should coordinate with the PIA in the determination of a replacement value.
- h. In-Repair Lead Time - Once units are committed to in-repair, the measured lead time begins on the date that the defective units are shipped from CS at the PICS Warehouse to the repair vendor and returned. This will be discussed further in Section 5.

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- i. In-Repair Annual Carrying Charges - This will be discussed in Section 5.
- j. Salvage Value Of The Unit - The actual salvage value is the amount received at the end of an equipment's economic life from a sale for reuse or for scrap. A current contract between a repair vendor and SWBT establishes the actual salvage value on PICS plug-ins for each unit of equipment. The Logistic Services organization within the Procurement Department, which handles reuse sales, prepares the Returned Material Notice (RMN) FA Form SW-6381, with the appropriate Section's Responsibility Code (RC), Accounting Location Code (ALC) and Estimate Number to credit the actual salvage value correctly. The PIA provides this information to Logistics Services.

4.02 When the PICS Repair Manager is to repair a unit, the PICS/DCPR count is verified against the quantity on the Awaiting Repair Form (Exhibit 8) submitted by the PICS Warehouse. If discrepancies occur between the system count and the on-hand count, the PICS Repair Manager will perform audits to correct them.

5. IN-REPAIR

- 5.01 The in-repair process begins when a unit is sent to a repair vendor and ends when the unit is returned to CS or a disposition is made (i.e., where Field Returns Flow Chart - Exhibit 1 ends and Receipting Repair Function Flow Chart - Exhibit 11 begins). This period of time known as the vendor's "Repair Interval" is used in the PICS/DCPR Repair Database as a measurement of Vendor Repair Performance.
- 5.02 The PICS/DCPR System is accessed and Format PIREPT (Exhibit 9) is used to create and print the Repair Service Order (RSO), Form SW 1770A (Exhibit 10). After the RSO is printed, the Plug-In Repair Log and the ECI (Equipment Catalog Item) for CS Inventory Records are updated from a status of Awaiting Repair "R" to In-Repair "I". The RSO is forwarded to the PICS Warehouse for packaging and shipping to the vendor. After notation of the ship date, weight, Bill-Of-Lading number and initials of the packer, the PICS Warehouse forwards copies of the RSO back to the repair group for maintenance of the Repair Manager's files.

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- 5.03 This mechanization of the R/S&R eliminates the manual preparation of repair orders, eliminates the need for manual junk, max/keep and modification lists, eliminates shipments to wrong repair locations, improves data base accuracy and will reduce operating costs. See BSP 745-004-000SW for detailed guidelines for preparation of the RSO FORM, SW 1770A (Exhibit 10).

6. RECEIPTING REPAIR PROCESS (Flow Chart - Exhibit 11)

- 6.01 A copy of the RSO FORM, SW 1770A (Exhibit 10), is used as an input document for updating PICS/DCPR as equipment is returned to CS or disposition is made by the vendor. Updates in PICS/DCPR are made utilizing Format PIREPF (Exhibit 13). The following comments apply to the input required when the RSO's are received.
- 6.02 The CLLC of the CS should be entered into the "CENTRAL STOCK" field. The repair order number and HECI or complete Basic Unit and Part equipment identification from the forms should be input. The input into the "RECEIVED DATE" field will be the date that was entered on the forms by the warehouse personnel when the equipment was unpacked and placed back on the select shelf. This ends the repair time interval.
- 6.03 If a unit was repaired, then the quantity received will be input into the "REPAIRED" field.
- 6.04 If a unit is junked, the quantity should be input into the "JUNKED" field. A zero is entered into the "YEAR" field, which retires the earliest investment in the CPR (Continuing Property Record) inventory records for CS. If sufficient quantity is not available for the year specified, the remaining units will be retired automatically from the earliest year of placement. A salvage dollar amount of "0.00" should be input into the "SALVAGE \$" field. The proper Section's Estimate Number should be used for retirement purposes. The Estimate Number will be entered in the "Estimate" field. Seven numeric characters (including any leading zeros) must be used in order for the retirements to journalize against the specified estimate into DOPAC (Disk Oriented Property and Cost).
- 6.05 When a unit (except minor/expense items) is retired as described in the previous paragraph, a PICS/DCPR MATERIAL

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TRANSFER/RETIREMENT REPORT (Exhibit 14) is automatically generated.

- 6.06 If a good unit was received and junked in error, then the PICS Repair Manager should process a reverse retirement to the "M" status and appropriate HECI. Format PICAT will provide the remaining reverse-retirement information for the unit junked in error to perform a CPR transaction audit.
- 6.07 If a unit was modified and the HECI or complete Basic Unit and Part of the original unit changed, this will be noted on the form by the PICS Warehouse as part of their check-in procedure. The quantity received should then be shown in the "MODIFIED" field. The new equipment identification should then be input into the Units Modified section of the Format. This creates an "01" in the NBR column of the PLUG-IN REPAIR LOG DATA BASE PRINT (Exhibit 15) and will be displayed on the second page of Format PIREPD (Exhibit 16).
- 6.08 When a modified unit is returned from repair and it has a different CPR number from the unit that was sent, the vendor message "TRANSACTION DID NOT PROCESS IN ERROR - CPR NUMBERS DIFFER" will be received. The CPR numbers must be for the same type of unit (i.e., deferrable sent equals deferrable received or non-deferrable sent equals non-deferrable received). If the received CPR number is valid, an "X" is keyed into the "IS CPR DIFFERENCE VALID?" field. The appropriate ECI updates and CPR transfers will then be made. In some cases, such as when a unit is reclassified, the DBM (Data Base Management) group may have to perform a Reject and CPR Transfer Transaction (PFXER).
- 6.09 The status change will automatically be from in-repair to maintenance spare when processing returns from repair. If the units were modified, they may have a different HECI 7 equipment entity than before. In this case, Format PIREPF (Exhibit 13) transfers the repaired unit quantity from the in-repair status for the original unit, to the maintenance spare status for the unit that was returned.
- 6.10 It should be noted that plug-in retirements do not pass through the IMS Queue when they are forwarded from the PI/INV subsystem to the PI/DCPR subsystem. Therefore, Format PIREPF (Exhibit 13), which initializes the retirement, is not released for other work until all updates are completed in both subsystems.
- 6.11 When a shortage (warranty and non-warranty) occurs on a repair requisition, the PICS Repair Manager notifies the re-

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pair vendor of the shortage. The shortage is then handled in accordance with the claims procedures outlined in Section 7. For those repair claims that are rejected with proof of denial provided by the repair vendor, no further claim processing is required. This claim denial information will be used by the PICS Repair Manager to resolve the discrepancy in PICS/DCPR.

- 6.12 In lieu of receiving credit for warranty items that are junked by the repair vendor, the PICS Repair Manager will receive from the vendor another unit to replace the unit junked.
- 6.13 Format PIREPD (Exhibit 16) can be used to display, update, or delete the repair log of a specific repair order. Once the record is displayed, information in the record may be updated, and/or the RSO FORM SW-1770A (Exhibit 10) reprinted, or the record may be deleted.
- 6.14 Format PIREPS (Exhibit 17) can be used to display repair records by complete Basic Unit and Part or HECI and completed, uncompleted or both. The Format starts at the beginning of the repair log or specific repair requisition number and scans 100 records at a time for the specified equipment. To continue the scan, the "NEXT" key must be pressed. Up to seven records may be displayed on the screen at one time.

7. CLAIMS PROCEDURES FOR OVERDUE PICS REPAIR ORDERS

- 7.01 On a monthly basis, the PICS Repair Manager should:
 - a. Review the REPAIR OPEN ORDER VENDOR REPORT (Exhibit 18), which reflects orders that show no receipt in PICS/DCPR and are past the Due Date.
 - b. Report overdue repair statistics to upper management.
- 7.02 The vendor should be contacted to determine if the unit(s) was received.
- 7.03 A copy of the OVERDUE REPAIR REPORT should be provided to the appropriate repair vendor.

NOTE: Open overdue repair orders should be no older than current year -1, because current year -2 is purged.

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- 7.04 When it is determined that the vendor received but has not repaired the unit(s), the PICS Repair Manager will determine the status of the unit(s) in the repair cycle and follow up appropriately.
- 7.05 When it is determined that the vendor did not receive the item, the following steps should be followed depending on whether or not there is a Pick-Up and Delivery Agreement with the vendor:
- a. A Pick-Up Agreement exists - the vendor will follow his own procedures to track equipment since the vendor's responsibility begins when equipment is picked up and ends when equipment is delivered at the designated MDC dock.
 - b. A Pick-Up and Delivery Agreement does not exist:
 1. Pull the RSO FORM, SW 1770A (Exhibit 21) for the unit(s) from file.
 2. Obtain the Bill-Of-Lading Number for the shipment to the vendor from the RSO FORM, SW 1770A (Exhibit 21).
 3. Obtain the following shipping information from the STRAIGHT BILL-OF-LADING FORM, FASW6152A (Exhibit 22) and associated documents:
 - a. Name of carrier.
 - b. Date of shipment.
 - c. Complete address of the destination of the shipment.
 - d. TOTAL pieces and weight.
 4. Call the MDC Transportation Group on 214-944-9154; request a tracer and a written copy of the PROOF OF DELIVERY (Exhibit 19).

NOTE: The order will not appear on the REPAIR OPEN ORDER VENDOR REPORT (Exhibit 18) unless at least 30 days has passed since shipment.
 5. Follow these steps depending on the results of the tracer:
 - a. Delivery/Found - the carrier has a signature on

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the delivery form and the vendor finds the unit(s) - determine a due date and follow up appropriately.

- b. Delivery/Not Found - the carrier delivered but the vendor cannot find the unit(s).
 - 1. Send the following documents to the Claim Coordinator so that a claim can be filed against the vendor for the cost of a new unit(s) or for its replacement:
 - a. Copy of the RSO FORM, SW 1770A (Exhibit 21).
 - b. Copy of the PROOF OF DELIVERY (Exhibit 19).
 - c. Documentation on the current cost of the unit(s).
 - 2. Complete the order by returning the lost unit(s) as "junked by vendor" in PICS/DCPR if the vendor provides a credit for the cost of a new unit(s).
- NOTE: This procedure automatically closes the order and retires the unit(s).**
- 3. Complete the order by receiving the replacement unit(s) as "returned good" in PICS/DCPR if the vendor provides a replacement unit(s).
- c. Non-Delivery - the carrier did not deliver and cannot find the unit(s).
 - 1. Delete the order in PICS/DCPR.
 - 2. Retire the unit(s) out of the PICS/DCPR Inventory.
 - 3. Send the following documents to the Claim Coordinator so that a claim can be filed against the vendor for the cost of a new unit(s):
 - a. Copy of the RSO FORM, SW 1770A (Exhibit 21).

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- b. Copy of the PROOF OF DELIVERY (Exhibit 19).
 - c. Copy of the retirement REPORT OF PLANT RETIRED AND SALVAGED, FORM SN-726 (Exhibit 7) which shows the appropriate Removal Account (i.e. 57X, 257X) and the EXTC - "PAC" so that the credit received from the vendor will go against the "Removal Account" instead of "Expense".
 - d. Documentation on the current cost of the unit(s).
- 7.06 When it is determined that the vendor received, repaired and shipped the unit(s) back, the vendor should initiate a tracer.
- a. Follow these steps depending on the results of the tracer:
 - 1. Delivery/Found - the carrier has a signature on the delivery form and the unit(s) is found - receipt the repair order in PICS/DCPR so that the repair invoice can be paid.
 - 2. Delivery/Not Found - the carrier has a signature on the delivery form but the unit(s) cannot be found.
 - a. Receipt the repair order in PICS/DCPR so that the repair invoice can be paid to the vendor.
 - b. Retire the unit(s) out of the PICS/DCPR Inventory.
 - 3. Non-Delivery - the carrier did not deliver and cannot find the unit(s).
 - a. Receipt the repair order in PICS/DCPR so that the repair invoice can be paid to the vendor.
 - b. Retire the unit(s) out of the PICS/DCPR Inventory.
 - c. Send the following documents to the Claim Coordinator so that a claim can be filed against the carrier for the cost of a new unit(s):
 - 1. Copy of the RSO FORM, SW 1770A (Exhibit 21).

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2. Copy of the PROOF OF DELIVERY (Exhibit 19).
3. Copy of the retirement REPORT OF PLANT RETIRED AND SALVAGED, FORM SN-726 (Exhibit 7) which shows the appropriate Removal Account (i.e. 57X, 257X) and the EXTC - "PAC", so that the credit received from the carrier will go against the "Removal Account" instead of "Expense".
4. Documentation on the current cost of the unit(s).

8. IN-REPAIR INVESTMENT AND INVENTORY MANAGEMENT REPORTS

- 8.01 The principal tools available within PICS/DCPR to facilitate the inventory investment monitoring of the in-repair performance are the following batch run reports:
- a. PLUG-IN UTILIZATION REPORT (Exhibit 23).
 - b. ECI TRANSACTION SUMMARY REPORT (Exhibit 24).
 - c. HISTORICAL MOVEMENT SUMMARY REPORT (Exhibit 25).
 - d. REPAIR OPEN ORDER REPORTS (Exhibits 18, 26-28).
 - e. REPAIR VENDOR PERFORMANCE REPORTS (Exhibits 29-30).
 - f. REPAIR ANALYSIS REPORTS (Exhibits 6, 31-32).
 - g. REPAIR LOG LISTING REPORT (Exhibit 33).
 - h. REPAIR-LOG PURGE REPORT (Exhibit 34).
- 8.02 The data contained in these reports, when analyzed, should be used to verify where the emphasis should be placed to effectively manage the in-repair process.
- 8.03 A detailed discussion of each of these reports is given in Sections 9 through 14.

9. PLUG-IN UTILIZATION REPORT

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- 9.01 The PLUG-IN UTILIZATION REPORT (Exhibit 23) provides current monthly inventory and investment information. This report is used by the Inventory Manager within the PIA organization rather than the PICS Repair Manager. When reviewing this report, an important point to remember is that the combined awaiting repair and in-repair investment in CS should not exceed one percent of the total section deferrable plug-in investment. Therefore, the in-repair investment should be limited to approximately one-half of one percent. This deferrable plug-in investment will be reported monthly.
- 9.02 The investment dollars on the PLUG-IN UTILIZATION REPORT (Exhibit 23) are computed by taking the system average CPR investment for the specified equipment type and multiplying by the number of units. The system average price used in this investment calculation is an average dollar amount by CPR from the CPR inventory file and is displayed on Format PRICE TABLE (Exhibit 35) with the designation of "AP" (Average Price) in the Year column. The unit quantity is taken by status from the ECI inventory file, including those units that have been "received" but not billed. Therefore, the total computed investment dollars on this report will not equal the total CPR inventory records in the PICS/DCPR system.
- 9.03 The one-half percent CS in-repair objective can be monitored by reviewing the total in-repair "%" for all deferrable plug-ins in CS on the report. If this actual percentage is greater than one-half percent, then an analysis of the family investment that is causing the excessive utilization is required.
- 9.04 The same analysis procedure of reviewing the in-repair "%" for CS printed for each deferrable HECI is required for the family review. The appropriate action necessary to reduce the excessive family investment, such that the overall family investment mix does not exceed the one-half percent objective, must be taken.
- 9.05 For further details on the PLUG-IN UTILIZATION REPORT (Exhibit 23), refer to BR 756-126-384.
- 9.06 An analysis of the INVENTORY FILE REPORT (Exhibit 4) will then provide a tool to determine which specific HECI 7 units are exceeding the utilization objective.
10. ECI TRANSACTION SUMMARY REPORT

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- 10.01 The ECI TRANSACTION SUMMARY REPORT (Exhibit 24) can be reviewed for the total TO-REPAIR, FROM-REPAIR-GOOD, FROM-REPAIR-MODIFIED, and FROM-REPAIR-JUNKED situations that had an impact on in-repair for the previous month. This report is used by the PICS Repair Manager as an indicator of productivity. The investment dollars are computed as discussed in Section 7.02 for this report also.
- 10.02 For further details on the ECI TRANSACTION SUMMARY REPORT (Exhibit 24), refer to BR 756-126-320.

11. HISTORICAL MOVEMENT SUMMARY REPORT

- 11.01 The HISTORICAL MOVEMENT SUMMARY REPORT (Exhibit 25) will summarize the equipment, by HECI 7, usage statistics by location and inventory management reference level. The Inventory Manager within the PIA organization should review this information as one source to determine max/keep quantity levels.
- 11.02 For further details on the HISTORICAL MOVEMENT SUMMARY REPORT (Exhibit 25), refer to BR 756-126-355.

12. REPAIR OPEN ORDER REPORTS

- 12.01 The monthly REPAIR OPEN ORDER REPORTS (Exhibits 18, 26-28) provide an order listing and summary of all overdue repair orders and the performance of the repair vendors. The information contained in these reports is extracted from the REPAIR LOG DATA BASE and the REPAIR VENDOR DATA BASE. The investment dollars are computed for these reports also.
- 12.02 The REPAIR OPEN ORDER VENDOR REPORT (Exhibit 18) lists all open repair orders by repair vendor that are overdue for a specified date within a specified PIA area.
- 12.03 The REPAIR OPEN ORDER VENDOR SUMMARY REPORT (Exhibit 26) provides a statistical summary of the preceding Section listed in alphabetical order by repair vendor.
- 12.04 The REPAIR OPEN ORDER EQUIPMENT REPORT (Exhibit 27) lists all open orders for the same equipment in date order.

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- 12.05 The REPAIR OPEN ORDER EQUIPMENT SUMMARY REPORT (Exhibit 28) provides a summary in alphanumeric order of equipment identification (i.e., HECI) of repair orders due.
- 12.06 For further details on the REPAIR OPEN ORDER REPORTS (Exhibits 18, 26-28), refer to BR 756-126-414.
13. REPAIR VENDOR PERFORMANCE REPORTS
- 13.01 The REPAIR VENDOR REPORTS (Exhibits 29-30), are used to evaluate the performance of repair vendors, based on whether or not repair orders are completed (i.e., received from repair on time or are overdue).
- 13.02 The following reports are produced by this run in addition to the REPAIR VENDOR PERFORMANCE REPORT (Exhibit 29):
- a. REPAIR VENDOR SUMMARY REPORT (Exhibit 30).
- 13.03 For further details on the REPAIR VENDOR REPORTS (Exhibits 29-30), refer to BR 756-121-415.
14. REPAIR ANALYSIS REPORTS
- 14.01 The REPAIR ANALYSIS REPORTS (Exhibits 6, 31-32) are used to track the repairability of equipment by vendor.
- 14.02 The following reports are produced in addition to the REPAIR ANALYSIS EQUIPMENT REPORT (Exhibit 6):
- a. REPAIR ANALYSIS EQUIPMENT SUMMARY REPORT (Exhibit 31).
 - b. REPAIR ANALYSIS VENDOR REPORT (Exhibit 32).
- 14.03 For further details on the REPAIR ANALYSIS REPORTS (Exhibits 6, 31-32), refer to BR 756-121-416.
15. REPAIR LOG LISTING REPORT

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- 15.01 Detailed information pertaining to unit activity in the repair records for all Sections is maintained in the PLUG-IN REPAIR LOG. When units are sent to the repair vendor, this log is updated by the use of Format PIREPT (Exhibit 9). Likewise, as units are returned from the repair vendors, the repair log records are updated to reflect repairs, modification and junking by the use of Format PIREPF (Exhibit 13). Included in the repair log records are statistical data as to quantity sent and still in repair.
- 15.02 The REPAIR LOG LISTING REPORT (Exhibit 33) lists all incomplete (open) in-repair orders by order number within each basic unit and part number combination.
- 15.03 For further details on the REPAIR LOG LISTING REPORTS (Exhibit 33), refer to BR 756-121-303.

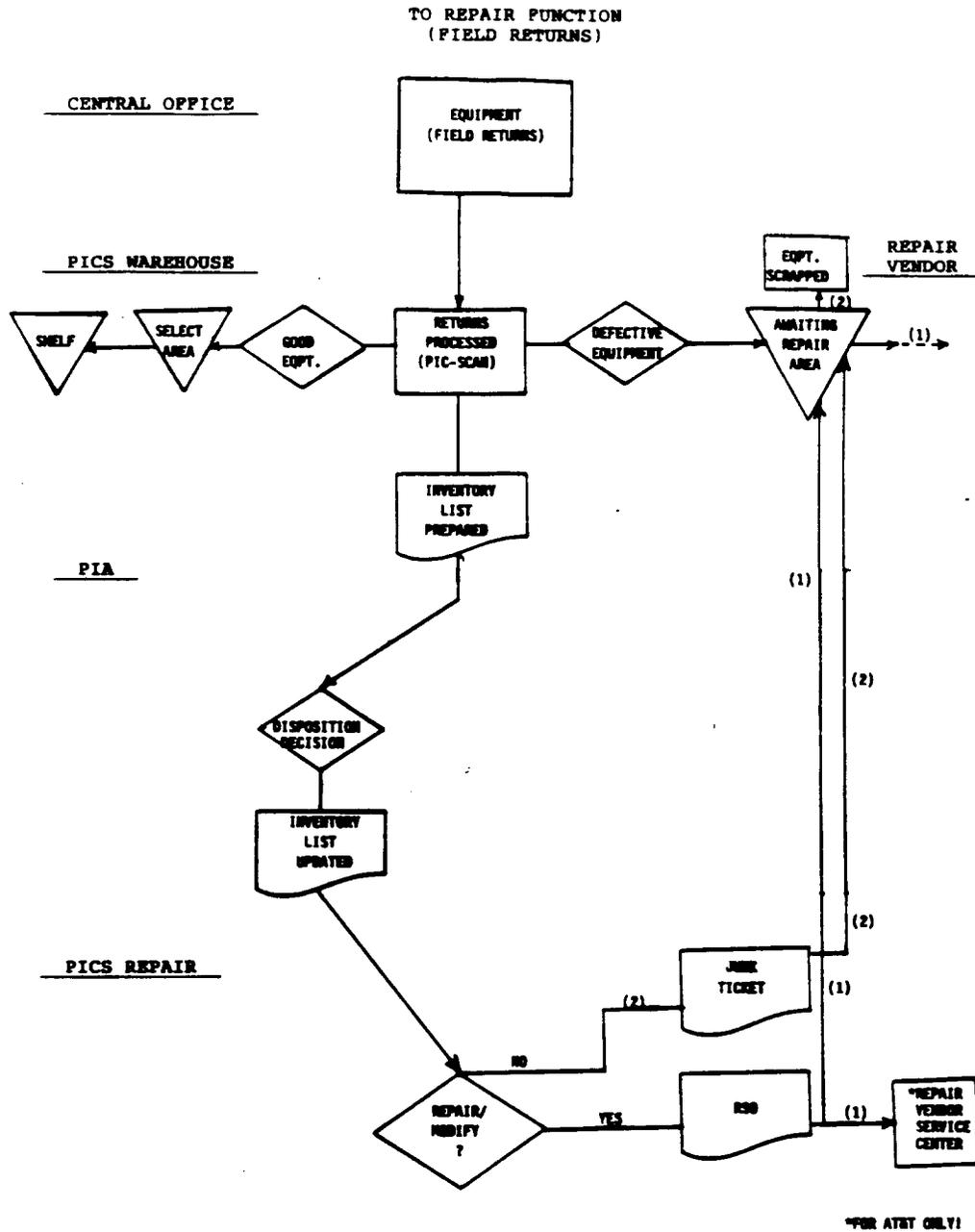
16. REPAIR-LOG PURGE REPORT

- 16.01 The ARCHIVING PURGE RUN purges data from an on-line data base for placement in an off-line archive file and an off-line report file. This run can also be used to purge data for placement in an off-line report file but not to archive these data. The report file is then used to produce a report of the data just purged.
- 16.02 Purges should be performed annually and the data purged should be current year -2.
- 16.03 Once the records are actually purged, the REPAIR-LOG PURGE REPORT (Exhibit 34) is created. This report lists all the records that were archived/purged from the REPAIR LOG DATA BASE.
- 16.04 For further details on the REPAIR LOG PURGE REPORT (Exhibit 34), refer to BR 756-121-430.

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EXHIBIT 1
FLOW CHART
TO REPAIR FUNCTION
(FIELD RETURNS)



*FOR AT&T ONLY!

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EXHIBIT 2

COIM MAINTENANCE SPARE LEVEL STATISTICS REPORT
(BR 756-126-358)

BR 9 756-126-358-03
RUN DATE: 01/25/85 12:13
PAGE: 1
FOR A 99.0 % SERVICE LEVEL
FOR A LEAD TIME OF 7 DAY

PICS/PCPR (M): MAINTENANCE SPARE LEVEL STATISTICS REPORT
BELL COMMUNICATIONS RESEARCH
COIM MAINTENANCE SPARE LEVEL STATISTICS REPORT
PLA: HQ

FOR THE PERIOD FROM 12/01/85 UNTIL 01/15/86

ELEMENT

RECOMMENDED MAINTENANCE SPARES FOR NUMBER MONTHS:
10 30 60 90 150 200 300 500 750 1000

ELEMENT	10	30	60	90	150	200	300	500	750	1000	MONTHS	RETURNED	NORMALIZED REPL. RATE	FLAG
A	0	0	0	0	0	0	0	0	0	0	0	0	0.00000	R
AAA-01AF-03	0	0	0	0	0	0	0	0	0	0	0	0	0.00000	R
MECL	0	0	0	0	0	0	0	0	0	0	0	0	0.00000	R
ACCPAB	0	0	0	0	0	0	0	0	0	0	12	0	0.00000	R
ACCPAC	0	0	0	0	0	0	0	0	0	0	31,009	0	0.00000	R
ACCPAS	0	0	0	0	0	0	0	0	0	0	1	0	0.00000	R
ACCPBB	0	0	0	0	0	0	0	0	0	0	0	0	0.00000	R
ADAPTER BLIN 880-S	0	0	0	0	0	0	0	0	0	0	100	0	0.00000	R
ADAPTER 1A9A	0	0	0	0	0	0	0	0	0	0	15	0	0.00000	R
ADAPTER 252A	0	0	0	0	0	0	0	0	0	0	2	0	0.00000	R
AME-01AF-01	0	0	0	0	0	0	0	0	0	0	0	0	0.00000	R
AMPLIFIER CLAS 2264A-100	0	0	0	0	0	0	0	0	0	0	0	0	0.00000	R

R MEANS THAT A NON-POSITIVE MONTHS COUNT HAS PREVENTED THE CALCULATION OF THE REPLACEMENT RATE.
Q MEANS THE NUMBER MONTHS WILL NOT PROVIDE AT LEAST A 99% CONFIDENCE LEVEL IN THE SPARE ESTIMATES.

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EXHIBIT 3

PINV C

/FOR	PICS/DCPR INVENTORY DISPLAY (PINV C)	10/18/89	08:38:13
<u>COMMON LANGUAGE (STOCK) LOCATION</u>			
EQUIPMENT			
<u>BASIC UNIT</u>	<u>PART NO</u>		<u>MFR</u>
OR			
HECI	CPR NUMBER		
AUDIT TRAIL IND (1=2001 2=2003/4 DEFAULT=1)			
<----- 2001 ----->		<----- 2003/4 ----->	
SPARE	COMMITTED SPARE	SPARE	
NTC SPARE	OFFSET QUANTITY	PREV TRANS #	
IN REPAIR	PENDING RECALL		
AWAITING REP	PREV TRANS #		
BIN NUMBERS			
RSO MAX KEEP QTY			

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EXHIBIT 4

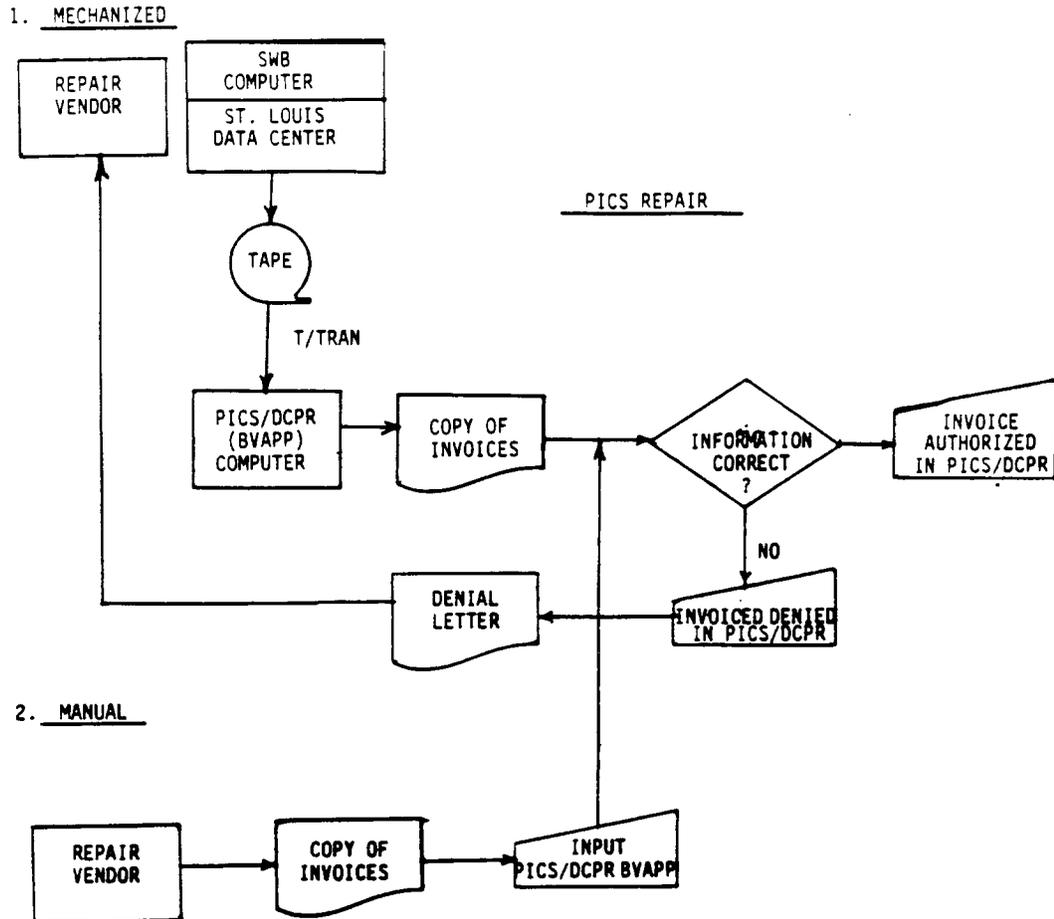
INVENTORY FILE REPORT
(BR 756-121-311)

PICS/OCPI SUB- SMT-TX AREAS		PI/INV INVENTORY FILE REPORT				INVENTORY SUBSYSTEM INVENTORY FILE REPORT				PIA AREA DL		SWS PAGE 1 DATE 08/28/87 13.04		
LOCATION CNS	BASIC-UNIT/ PART NBR	HECI	NBR	SPARE	OFFSET	RECALL	MAINT	SPARE	MAINT	SPARE	MAINT	OFFSET	SPARE	MAINT
ABLT000037 873000	83ACC37	83ACC37	CLM	3	0	8000202								8000202
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
8000198 1														
8000202 1														
7892191 1														
ABLT000051 873000	83ACC37	83ACC37	CLM	2	0									7890428
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
7890409 2														
ABLT000051 873000	83ACC37	83ACC37	CLM	0	0									7890017
ABLT000051 873000	83ACC37	83ACC37	CLM	0	0									7890473
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
7890473 1														
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890001
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
7890001 1														
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890258
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890700
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890100
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890571
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									8000001
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890000
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0	0100000								0100000
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
0100000 1														
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890201

PICS/OCPI SUB- SMT-TX AREAS		PI/INV INVENTORY FILE REPORT				INVENTORY SUBSYSTEM INVENTORY FILE REPORT				PIA AREA DL		SWS PAGE 1 DATE 08/28/87 13.04		
LOCATION CNS	BASIC-UNIT/ PART NBR	HECI	NBR	SPARE	OFFSET	RECALL	MAINT	SPARE	MAINT	SPARE	MAINT	OFFSET	SPARE	MAINT
ABLT000151 873000	83ACC37	83ACC37	CLM	0	0									7890201
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
7890201 1														
873000	83ACC44	83ACC44	CLM	0	0									8011130
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7140001
83LST00010 873000	83ACC37	83ACC37	CLM	0	0	7892000								7890002
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
7890002 1														
83LST00010 873000	83ACC37	83ACC37	CLM	0	0									7840007
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7890147
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
7890147 1														
83LST00010 873000	83ACC37	83ACC37	CLM	0	0									7490001
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7101700
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7870700
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7187700
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
7187700 1														
83LST00010 873000	83ACC37	83ACC37	CLM	0	0									7400001
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7890400
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7817077
83LST00000 873000	83ACC37	83ACC37	CLM	0	0									7000077
83LST00000 873000	83ACC37	83ACC37	CLM	0	0	0100000								0100000
100.2 TURN-UP RECORDS														
TRANS STATUS QTY														
0100000 1														
83LST00010 873000	83ACC37	83ACC37	CLM	0	0									8070000

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EXHIBIT 5
FLOW CHART
BILL PAYMENT FUNCTION
(BVAPP)



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EXHIBIT 6

**REPAIR ANALYSIS EQUIPMENT REPORT
(BR 756-121-416)**

PICK/DCPR NAME: ALPHA BELL TELEPHONE CO. FLA AREA - AL	REPAIR ANALYSIS EQUIPMENT REPORT ORDERS DUE FROM 12/31/66 TO 05/31/67										BR 756-121-416-03 RUN DATE: 06/29/67 11:15 PAGE: 1		
	WFR	# OF ORDERS	QTY TO REPAIR	QTY/ RET'S	AVG RPM INTERV	QTY/ REP'S	QTY/ MTP	QTY/ MOD'S	QTY/ JUMPER	QTY/ CREDI			
ASSEMBLY C-61800-6	CLPN	11	17	2	0	0	0	0	0	0	0	0	0
ASSEMBLY C-61801-2	CLPN	40	189	46	4	27	0	15	3	1	1	1	1
MICRO		10	78	60	5	52	1	5	0	2	2	2	2
MICRO		21	87	99	9	17	21	2	7	2	2	2	2
				16.33		30.72	42.92	4.12	14.32	4.1			

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EXHIBIT 9

PIREPT

PICS/DCPR PLUG-IN TO REPAIR FORMAT (PIREPT)		10/25/89	07:29:41
CENTRAL STOCK			
MECI	PART#	MFR	
OR BASIC UNIT	WARRANTY (Y OR N)	STATUS (DEFAULT = R)	
QUANTITY			
REPAIR (DEFAULT)	MODIFY	TEST & CALIBRATE	
OVERNIGHT REPAIR	FIELD LOCATION		
ORDER NUMBER	RSO FORM PRINTED? (DEFAULT = Y)		
REPAIR VENDOR			
JOB ID	CONTACT PHONE NUMBER ()		
CUSTOMER COMMENTS 1.			
2.			
REPAIR AUTHORITY	NON-STD TAX AREA		
NON-STD FRC	NON-STD EQUIP CAT		
SHIP DATE	SHIP VIA	SHIP LBS	
OVERRIDE?			

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EXHIBIT 10

**REPAIR SERVICE ORDER (RSO)
FORM SW 1770A**

SW 1770A
4-86



**Southwestern Bell Telephone
Repair Service Order**

			Order No. _____		
Services Requested <input type="checkbox"/> Repair <input type="checkbox"/> Modify <input type="checkbox"/> Test And Calibrate <input type="checkbox"/> Other Specify _____					
Quantity	Material Description				CLEI™
Under <input type="checkbox"/> Warranty					
Shipping Information		Ship Date	Ship Via	Ship Lbs.	Bill Of Lading No.
Originator	Tel No.	Product Change Notice No.		Approval	
Vendor Purchase Agreement No.	Customer Comments				Vendor Reference No.
Contracted Pricing in Effect <input type="checkbox"/> Yes <input type="checkbox"/> No					
Ship To Address			Billing Address if Different Than Contract/Return To Address		
Return To Address			Return Information		
		Modified City	Ship City	Junk Item Mfg. Dates	
		Repaired City	Junk City		
		No Trouble City	Credit City		
Unrepairable Equipment <input type="checkbox"/> Return <input type="checkbox"/> Junk <input type="checkbox"/> Contact Originator			Customer Receipt Signature		Date
Ship Comments (Identify Parts Replacements)			TELEPHONE COMPANY INSTRUCTIONS		
1. Include only one material description per order. 2. Detailed instructions for processing this form are contained in BCP 748-004-000 SW					
ATTENTION: SERVICING VENDOR					
1. This is your authority to service/repair and return the items indicated. 2. This is your authority to invoice or credit for service under our contract. 3. If material is not received within one week of ship date please notify originator for reason.					
<small>Furnish in accordance with the Terms and Conditions herein and on the Reverse side hereof. However, if This Order Agrees A Contract Agreement Already Existing Between Us, The Terms and Conditions of The Agreement Shall Preval. All Applicable Reference Material are Attached to And Make Part of This Order.</small>					

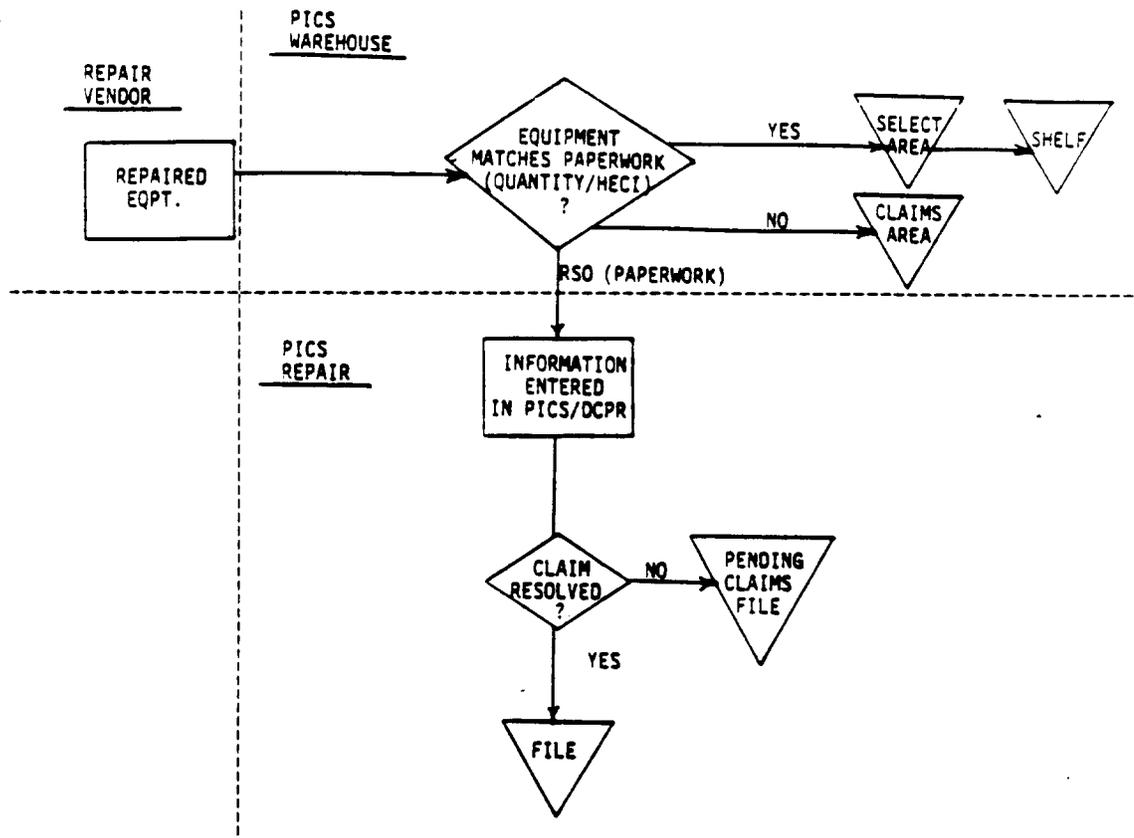
DUPLICATE-ADMINISTRATIVE RETENTION ONLY

LOCAL PURCHASING OFFICE OR VENDOR AUTHORIZATION

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EXHIBIT 11

**FLOW CHART
RECEIPTING REPAIR FUNCTION**



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EXHIBIT 12
PURCHASE ORDER
FORM SW 6531

PURCHASE ORDER						
ORDER DATE 03/22/90	NOTICE TO SUPPLIERS - TO INSURE PROMPT AND PROPER BILL PAYMENT THIS PURCHASE ORDER NUMBER AND ALL SHIP TO INFORMATION MUST BE CLEARLY MARKED ON ALL INVOICES PACKAGES BILLS OF LADING ETC.					PAGE 01 OF 01
PURCHASE ORDER #	CPO REQUISITION # 1583242					
VENDOR PHONE # 913-677-6112	VENDOR # 952525	SHIP TO - DO NOT INSURE WHERE RATES DEPENDENT ON RELEASED VALUE. RELEASE TO VALUE RESULTING IN LOWEST CHARGES.				
20006 AT&T TECHNOLOGIES 9501 WEST 67TH STREET MERRIAM KS 66203-3697		SWBT COMPANY C/O PO# CAPC0103219 DEBORAH ARIAS-VALES-CSSS-MM SOUTHWESTERN BELL TELEPHONE CO 13729 SHORELINE EAST COURT EARTH CITY MO 63045-1202				
BILL TO - PURCHASE ORDER # MUST APPEAR ON ALL INVOICE COPIES			DESTINED FOR / INSTALL AT			
PO # - CAPC0103219 KAREN ERNST/BUYING/EXPEDITING SOUTHWESTERN BELL TELEPHONE CO 500 N BROADWAY ROOM 900 ST LOUIS MO 63102-2123						
ROUTING INSTRUCTIONS - SEE FOB BELOW						
ROUTING INSTRUCTIONS - SHIP VIA MOST ECONOMICAL WAY						
ITEM #	ITEM ID #	QUANTITY	UNIT	ITEM DESCRIPTION	UNIT PRICE	TOTAL COST
CONFIRMING ORDER - DO NOT DUPLICATE						
001		1	EA	REPAIR OF TERMINAL (KE) S/N 619269269 TAG# 103683 TERMS: NET 30 VPM - 56D202YAF FOB ORIGIN FREIGHT PREPAID AND ADD ON JOB DATE - 04/06/90	50.00000	\$50.00
002		1	HR	REPAIR LABOR (ST. LOUIS) TERMS: NET 30 FOB ORIGIN FREIGHT PREPAID AND ADD ON JOB DATE - 04/06/90	.01000	\$.01
					TOTAL PO COST	\$50.01
* * * END OF ORDER * * *						
VENDOR: IF MSDS REQUIRED SENT TO MSDS COORDINATOR (REFER TO PO#) 500 N BROADWAY SUITE 1300 ST LOUIS MO 63102-2125						
SHOW SALE OR USE TAX AS SEPARATE LINE ITEM ON INVOICE				REMARKS CALL EXPEDITOR IF REPAIR COST IS GREATER THAN 50% OF NEW COST THESE CHARGES REFLECT AN EST. COST OF REPAIR		
PURCHASING OFFICE - SWBT-ST LOUIS LPO 500 N BROADWAY SUITE 910 ST LOUIS MO 63102-2110				Furnish in Accordance With The Terms And Conditions Herein And On The Reverse Side Hereof. However If The Assisted Agency A Contract Agreement Already Established Between Us, The Terms And Conditions Of The Agreement Shall Prevail. All Entries Referenced Herein And Addressed To Are Made Part Of The Order.		
REQUESTED BY - BETTY ENGLEMAN-SUPPLY CLERK SOUTHWESTERN BELL TELEPHONE CO 13729 SHORELINE EAST COURT EARTH CITY MO 63045-1202				REFER QUESTIONS TO EXPEDITOR ON - 314-247-3190 MICKI SPAIN BUYER - 314-000-0000 AUTHORIZED BUYER SERIAL # 397798		
AN EQUAL OPPORTUNITY EMPLOYER RETENTION PERIOD - 3 YEARS				PURCHASING COPY		OFFICIAL FILE COPY IF REQ; RETENTION

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EXHIBIT 13

PIREPF

CENTRAL STOCK		ORDER NUMBER	RECEIVED DATE
HECI			
OR			
BASIC UNIT	PART NUMBER		MFR
QTY			
NTF			
REPAIRED			
JUNKED	IF JUNKED? ENTER:		
	YEAR SALVAGE \$		RETIREMENT AUTH
CREDIT	IF CREDIT? ENTER:		
	YEAR SALVAGE \$		RETIREMENT AUTH
MODIFIED	IF MODIFIED? EQUIPMENT RETURNED AS:		
	HECI		
	BASIC UNIT		
	PART NUMBER		MFR
	NON-STD FRC	NON-STD EQUIP CAT	VERRIDE?

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EXHIBIT 14

PICS/DCPR MATERIAL TRANSFER/RETIREMENT REPORT

PICS/DCPR MATERIAL TRANSFER/RETIREMENT REPORT 02/01/91 08:08:23

* ---ACCOUNT----- SOURCE | (REFERENCE CPR TRANSACTION NUMBER----- 10581914)
 FROM TO CODE | ACCOUNTING LOCATION T40331 FR-AUTH 0890039
 2001 1220.199 R01 | SOURCE DOC/REQ EM TO-AUTH 0890039

* BASIC UNIT CARD PART NO SCOR 9941-1941 MFR SCOR
 OR HECI S6RPS701AA DISCONNECT DATE 02 71
 CPR NUMBER 573677 FRC 457C EQ CAT 011

YEAR	QUANTITY	MATERIAL PRICE	ADJUSTED COST	'FROM' SALVAGE	'TO' SALVAGE
30	00000001	\$ 38.95	\$ 39.15	\$.00	\$.00

***** PICS/DCPR MATERIAL TRANSFER/RETIREMENT REPORT 02/01/91 08:12:00

* ---ACCOUNT----- SOURCE | (REFERENCE CPR TRANSACTION NUMBER----- 10581926)
 FROM TO CODE | ACCOUNTING LOCATION T40331 FR-AUTH 0890039
 2001 1220.199 R01 | SOURCE DOC/REQ LG TO-AUTH 0890039

* BASIC UNIT UNIT PART NO TSCM IFT-4011L1 MFR TSCM
 OR HECI D40ERC04AA DISCONNECT DATE 02 71
 CPR NUMBER 372031 FRC 357C EQ CAT 009

YEAR	QUANTITY	MATERIAL PRICE	ADJUSTED COST	'FROM' SALVAGE	'TO' SALVAGE
84	00000001	\$ 47.46	\$ 48.65	\$.00	\$.00

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EXHIBIT 15

PLUG-IN REPAIR LOG DATA BASE PRINT
(BR 756-121-306)

```

PIC/PCP: BR; PLUG-IN REPAIR LOG DATA BASE PRINT
BILL COMMUNICATIONS RESEARCH
PIA AREA = NJ
CENTRAL STOCK = CSTRAN

BR 756-121-306-03
RUN DATE: 10/26/85 09:54
PAGE 1

=====
REQUISITION 06/06/85 06/06/85 06/06/85 06/06/85
SHIPPED AND PART MFR MFR MFR MFR
MECI MFCI MFCI MFCI
=====
REP0000079 06/06/85 06/06/85 06/06/85 06/06/85
ORIGINATOR: LOIS AURIGERNA AUTHORITY: ZBACK01
VENDOR: AND VENDOR1
FROM REPAIR QUANTITIES-> QPSED: 5 MODIFY: 0 JUNKED: 0 CREDIT: 0 MTF-REC: 0
TO REP: 5 IN REP: 0 IMCC: 10 TYPE: 0 PCN: M
CONFIRM: 0 AUTAZE: 0 TO MAP: 0 UNIT: M BILL: Y
COMMENTS: CALL UPON RECEIPT OF SHIPMENT
PRNT: Y
=====
REPAIR OPTIONS
<-----OPTIONS----->
=====
REP0000080 06/06/85 06/06/85 06/06/85 06/06/85
ORIGINATOR: LOIS AURIGERNA AUTHORITY: ZBACK01
VENDOR: AND VENDOR1
FROM REPAIR QUANTITIES-> QPSED: 2 MODIFY: 0 JUNKED: 0 CREDIT: 0 MTF-REC: 0
TO REP: 3 IN REP: 1 IMCC: 17 TYPE: R PCN: M
CONFIRM: 90 AUTAZE: 0 TO MAP: 0 UNIT: M BILL: Y
COMMENTS:
PRNT: Y
=====
REPAIR OPTIONS
<-----OPTIONS----->
=====
REP0000081 06/06/85 06/06/85 06/06/85 06/06/85
ORIGINATOR: LOIS AURIGERNA AUTHORITY: ZBACK01
VENDOR: AND VENDOR1
FROM REPAIR QUANTITIES-> QPSED: 2 MODIFY: 0 JUNKED: 0 CREDIT: 0 MTF-REC: 0
TO REP: 2 IN REP: 2 IMCC: 1 TYPE: T PCN: M
CONFIRM: 10 AUTAZE: 0 TO MAP: 20 UNIT: Y BILL: M
COMMENTS:
PRNT: M
=====
REPAIR OPTIONS
<-----OPTIONS----->
=====
REP0000082 06/06/85 06/06/85 06/06/85 06/06/85
ORIGINATOR: LOIS AURIGERNA AUTHORITY: ZBACK01
VENDOR: AND VENDOR1
FROM REPAIR QUANTITIES-> QPSED: 1 IN REP: 1 IMCC: 0 TYPE: R PCN: M
CONFIRM: 0 AUTAZE: 0 TO MAP: 0 UNIT: M BILL: Y
COMMENTS:
PRNT: Y
=====
REPAIR OPTIONS
<-----OPTIONS----->
=====

```

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EXHIBIT 16

PIREPD

PICS/DCPR PLUG-IN REPAIR LOG DISPLAY/UPDATE (PIREPD) 10/25/89 08:24:56							
FROM REPAIR	EQUIPMENT		<----- QUANTITIES ----->				
DATE	BASIC UNIT & PART#,MFR /HECI	REPAIRED	NTF	JUNK	CREDIT	MOD	

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EXHIBIT 17

PIREPS

PICS/DCPR REPAIR LOG SCAN BY EQUIPMENT (PIREPS)										03/24/87	13:38:21																																				
CENTRAL STOCK		START DATE			ORDER STATUS					(B.C. OR U)																																					
---ENTER ONE OF THE FOLLOWING EQUIPMENT NAMES---																																															
INV MGT GROUP																																															
HECI																																															
BASIC UNIT		PART NUMBER				DATE					MFR																																				
<table border="0"> <tr> <td colspan="2"></td> <td colspan="2"></td> <td colspan="2"></td> <td colspan="2"><-----QUANTITIES-----></td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="2">EQUIPMENT/</td> <td colspan="2">ORDER</td> <td colspan="2">TO REP/</td> <td colspan="2">TO IN</td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="2">PART NUMBER</td> <td colspan="2">MFR</td> <td colspan="2">NUMBER</td> <td colspan="2">FROM REP</td> <td colspan="2">REP REP</td> <td colspan="2">NTF REPAIR JUNK CREDIT MOD</td> </tr> </table>																		<-----QUANTITIES----->						EQUIPMENT/		ORDER		TO REP/		TO IN						PART NUMBER		MFR		NUMBER		FROM REP		REP REP		NTF REPAIR JUNK CREDIT MOD	
						<-----QUANTITIES----->																																									
EQUIPMENT/		ORDER		TO REP/		TO IN																																									
PART NUMBER		MFR		NUMBER		FROM REP		REP REP		NTF REPAIR JUNK CREDIT MOD																																					

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EXHIBIT 18

**REPAIR OPEN ORDER VENDOR REPORT
(BR 756-126-414)**

PICO/PCPI ALPHA BELL TELEPHONE CO. PIA AREA: DC		REPAIR OPEN ORDER VENDOR REPORT ORDERS DUE BY 06/01/87				BR 756-126-414-0 RMA DATE: 06/19/8 PAGE: 1			
VENDOR: AND VENDOR1									
ACQUISITION NUMBER	DATE SENT	DATE DUE	DAYS OVERDUE	MECI	BASIC UNIT & PART	MFR	QTY TO REPAIR	QTY IN REPAIR	INVESTMENT IN REPAIR
822000	05/07/86	06/11/86	434	TICB100	TICB100 1,A	MECO	10	5	920.43
822000	06/17/86	07/01/86	185	TICB100	TICB100 1,A	MECO	1	1	9304.01
827001	05/06/86	06/08/86	437	TICB100	TICB100 1,A	MECO	1	1	9304.01
VENDOR TOTAL							12	5	91,534.06

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EXHIBIT 19
PROOF OF DELIVERY

CF AIRFREIGHT		TAXPAYER ID. #94-1636139	5-25-88	CODE	CODE	292765723
SERVICE REQUESTED (CHECK ONE) <input type="checkbox"/> NOW SERVICE <input type="checkbox"/> PM SERVICE <input checked="" type="checkbox"/> AM SERVICE <input checked="" type="checkbox"/> 2ND DAY SERVICE		<input type="checkbox"/> PREPAID <input checked="" type="checkbox"/> COLLECT UNLESS OTHERWISE MARKED		CHARGES AIRPORT AIRPORT CHARGES FEE OF CHARGE DELIVERY CHARGE ADVANCED AT ORDER ADVANCED AT DEL.		
SOUTHWESTERN BELL 1329 CORNELL RD. LANCASTER, TX 79906		RESTOR COMMUNICATIONS 1815 NORTHWEST 169TH PLACE BUILDING A BEAUBLON, TX 79802		NOTICE: A SPECIFIC SERVICE BOX IS NOT CHECKED. THE SERVICE WILL APPLY.		
1 Pallet Tech Parts	280	SEE FOR CWP INS. COVERAGE AND LIST OF LIABILITY	C.C. #	EXCESS VALUE INSURANCE FEE C.O.D. FEE S.W. FRIED. CHG. S.W. FRIED. DEL. C.O.D. TOTAL CHARGES		
SHIPPER'S NUMBER H68923	CONSIGNEE'S NO.	BILL TO THIRD PARTY	CUBIC INCHES	CUBIC FEET	C.O.D.	
SPECIAL INSTRUCTIONS	DECLARED VALUE	INSURANCE AMOUNT	CUSTOMER VALUE	CUBIC WEIGHT	TOTAL CHARGES	
BILLING NO. 292765723	DECLARED BY: (NAME AND TITLE)	NET WEIGHT	YEAR	DATE	SIGNATURE	

I hereby agree that the goods herein described are intended to be transported in accordance with the terms and conditions of the contract of carriage, and that I warrant that the goods are properly packed, secured and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

FORA 0876-14 REV 1/88 TO EXPEDITE DELIVERY, AIR FREIGHT SHIPMENT MAY BE DIVERTED TO MOTOR OR OTHER CARRIER AS PER TARIFF RATE UNLESS SHIPPER GIVES OTHER INSTRUCTIONS HEREON.

SHIPPER'S COPY

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EXHIBIT 25

**HISTORICAL MOVEMENT SUMMARY REPORT
(BR 756-126-355)**

BR 756-126-355-04
RUN DATE: 10/27/85
PAGE: 2

HISTORICAL MOVEMENT SUMMARY REPORT
DATE SPAN: 08/01/84-08/30/85

PIC/BCPR
BELL COMMUNICATIONS RESEARCH
HEADQUARTERS

LOCATION	I.N. REF. LEVEL	(1) QTY	(2) QTY	(3) QTY	(4) QTY
BOSWELL/MSGA	BAMB-GRUPL	-16	3	39	10
	BAMB-GRUPL	0	0	0	0
	REFGRUPL	0	0	9	0
	T1=TESTMAN	-2	39	3	5
BOSWELL/PI	T1B1C76	0	0	17	0
	BAMB-GRUPL	-16	3	204	10
	BAMB-GRUPL	0	0	0	0
	ER00040	0	0	9	0
MITSUBISHI	MITSUBISHI	0	2	0	0
	RECALLP	0	0	0	0
	REFGRUPL	0	9	192	0
	TELAR00	4	0	0	4
T1=TESTMAN	T1=GRUPL	-5	0	15	0
	T1=TESTMAN	62	42	23	81
	T1C0865	0	9	12	0
	T1F1Z40	0	0	0	0
T1B1C76	T1B1C76	0	0	17	0

1.06 CONTROL CARDS & PREPROCESS REPORTS -

- A. CONTROL CARDS

THE RUN CONTROL CARDS SHOWN BELOW ARE USED TO EXECUTE THIS RUN AND OBTAIN THE VARIOUS OUTPUT CARDS SHOWN IN THE INPUT STARTING IN COLUMN 1. OPTIONAL CARDS AND/OR ANY CARDS REQUIRING VARIABLE INPUT ARE MARKED BY A 'V' IN THE VAR (VARIABLE) COLUMN. DEFINITIONS OF THESE VARIABLE CARDS ARE LISTED IN THE NOTES DESCRIBING WHETHER EACH CARD IS REQUIRED OR OPTIONAL.

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EXHIBIT 26

REPAIR OPEN ORDER VENDOR SUMMARY REPORT
(BR 756-126-414)

VENDOR	REQUISITIONS DUE	QTY TO REPAIR	QTY IN REPAIR	INVESTMENT IN REPAIR	AVERAGE DAY OVERDUE PER OVERDUE ITE
AND VENDOR1	3	12	5	61,534.05	418
AND VENDOR2	9	13	13	63,749.94	154
AND VENDOR3	0	9	9	9770.47	107
AND VENDOR4	0	20	16	63,295.35	178
EASTERN TELECON	1	1	1	0.00	208
PRINT	4	6	6	9513.78	204
REPAIR VENDOR001	1	1	1	885.43	99
GRAND TOTAL	14	62	51	69,949.42	201

DATE 07/31/97
TIME 09:40
PAGE 014

PICS/BCPR
BR 756-121-414

PICS/BCPR
ALPHA BELL TELEPHONE CO.
PLA AREA: DC

REPAIR OPEN ORDER VENDOR SUMMARY REPORT
ORDERS DUE BY 06/01/97

BR 756-126-414-04
RUN DATE: 04/19/98
PAGE:

SUMMARY

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EXHIBIT 27

REPAIR OPEN ORDER EQUIPMENT REPORT
(BR 756-126-414)

PICS/MCPR ALPHA BELL TELEPHONE CO. FLA AREA - DC		PICS/MCPR BR 756-126-414		REPAIR OPEN ORDER EQUIPMENT REPORT ORDERS DUE BY 06/01/07		DATE 07/31/07 TIME 09:48 PAGE 016		BR 756-126-414-06 RUN DATE: 06/19/08 PAGE: 1			
MSCI	BASIC UNIT & PART	WTR	REQ	REQUISITION NUMBER	DATE SENT	DATE DUE	DAYS OVERDUE	QTY TO REPAIR	QTY IN REPAIR	INVESTMENT IN REPAIR	
0403100	0403100		REQD	DE5016	06/21/06	09/11/06	281	1	1	685.63	
				DE5017	10/01/06	11/02/06	229	1	1	685.63	
				DE5018	10/06/06	11/05/06	226	1	1	685.63	
				DE5020	10/21/06	11/11/06	220	1	1	685.63	
				DE5022	10/21/06	11/11/06	220	1	1	685.63	
				DE5024	10/29/06	11/19/06	212	1	1	685.63	
				DE5021	10/21/06	11/20/06	211	1	1	685.63	
				DE5023	10/21/06	11/20/06	211	1	1	685.63	
				DE5026	11/10/06	12/01/06	200	1	1	685.63	
				DE5027	11/10/06	12/10/06	191	1	1	685.63	
				DE5031	12/01/06	12/22/06	179	1	1	685.63	
				DE5034	12/01/06	12/31/06	170	1	1	685.63	
				DE5037	01/13/07	02/13/07	126	1	1	685.63	
				DE5038	01/26/07	02/16/07	123	2	2	0171.26	
				DE5039	01/26/07	03/12/07	99	1	1	685.63	
EQUIPMENT TOTAL									16	16	61,370.08

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EXHIBIT 28

**REPAIR OPEN ORDER EQUIPMENT SUMMARY REPORT
(BR 756-126-414)**

PICL/BCPR ALPHA BELL TELEPHONE CO. PLA AREA - BC	PICL/BCPR BR 756-121-414	DATE 07/31/87 TIME 09:08 PAGE 017	REPAIR OPEN ORDER EQUIPMENT SUMMARY REPORT ORDERS DUE BY 06/30/87	DR 8 756-126-414-0 RUN DATE: 06/19/87 PAGE: 1
--	-----------------------------	---	--	---

SUMMARY

MSCI OR BASIC UNIT	PART	MFR	REQUISITIONS DUE	QTY TO REPAIR	QTY IN REPAIR	INVESTMENT IN REPAIR	AVERAGE DAY OVERDUE PER OVERDUE ITE
94C0100			15	16	16	91,370.08	169
94N0100			1	1	1	648.22	204
94C0201			1	1	1	8.00	288
94C0201			1	5	1	8.00	294
TLAC200			7	15	15	81,295.35	170
TLCS100			11	24	17	85,218.77	230
GRAND TOTAL			36	62	51	89,949.42	201

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EXHIBIT 30

**REPAIR VENDOR SUMMARY REPORT
(BR 756-121-415)**

PICB/PCFR BR 756-121-415
 DATE 02/02/09
 TIME 16:17
 PAGE 013

PICB/PCFR BR 756-121-415-04
 RUN DATE: 06/29/07 12:03
 PAGE 1

PICB/PCFR BR 756-121-415
 REPAIR VENDOR SUMMARY REPORT
 ORDERS DUE FROM 02/01/07 TO 06/31/07
 REPAIR VENDOR = AND VENDOR1

PICB/PCFR BR 756-121-415
 ALPHA BELL TELEPHONE CO.
 PIA AREA = 00

PTA	QTY TO ORDERS	QTY TO REPAIR	QTY/X MET'S	AVG DPR INTERVAL	QTY/X ON TIME	QTY/X LATE	QTY/X OVERDUE	AVG DAYS OVERDUE	DOLLAR OVERDUE	
AL	11	16	7	43.8X	6	37.8X	1	9	64	0110.4
TOTAL:	11	16	7	43.8X	6	37.8X	1	9	64	0110.4

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EXHIBIT 32

REPAIR ANALYSIS VENDOR REPORT
(BR 756-121-416)

PIC/S/DCR
BR 756-121-416

DATE 02/02/09
TIME 16:17
PAGE 018

REPAIR ANALYSIS VENDOR REPORT
ORDERED DUE FROM 12/01/06 TO 06/31/07
FOR PIA AREA(S) AT NJ

PIC/S/DCR (M):
ALPNA SELL TELEPHONE CO.
PIA AREA = NJ

BR 756-121-416-05
RUN DATE: 06/29/07 11:15
PAGE: 1

VENDOR: AMB VENDOR1

REPAIR CENTER	Q OF	QTY TO	QTY/X	AUG MPR	QTY/X	QTY/						
AND REPAIRS	ORDERING	REPAIR	REP'S	INTVAL	REP'S	NTV	REP'S	REP'S	REP'S	REP'S	REP'S	CHGRI
	33	16	7	0	1	0	0	0	5	0	0	1
			45.0X		14.1X	0.0X	0.0X	0.0X	71.0X	0.0X	0.0X	14.3

3-05-CONTROL CARDS & VARIABLES REPORT

1. CONTROL CARDS

THE 100 CONTROL CARDS BELOW ARE USED TO EXECUTE THIS RUN AND GEN-
ERATE VARIOUS OUTPUT. CARDS SHOULD BE INPUT STARTING IN COLUMN 1.
CONTROL CARDS AND/OR ANY CARDS CONTAINING VARIABLE INPUT ARE MARKED BY A
V IN THE VAR (VARIABLE) COLUMN. INDENTATIONS OF THESE MARKED CARDS
GIVES AND NOTES DESCRIBING WHAT THE MARKED CARDS DO. OPTIONAL
CARDS ARE PROVIDED ON THE FOLLOWING PAGE(S). CARDS WITHOUT THE V DESIGNATION
ARE REQUIRED (LITERAL) ENTRIES.

NOTE: INDENTATIONS OF CARDS, UNVARIABLE CARDS, BIFUNCTIONAL CARDS

- 000 VAR DATA
- 1 V //STEPARM E=0
- 2 // SDC ZP10A166
- 3 //PARSON M=0
- 4 V //PIAAREA=111111
- 5 //PIAAREA=111111
- 6 V //PIAAREA=111111
- 7 V //PIAAREA=111111
- 8 V //PIAAREA=111111
- 9 V //PIAAREA=111111
- 10 V //PIAAREA=111111
- 11 V //PIAAREA=111111
- 12 V //PIAAREA=111111
- 13 V //PIAAREA=111111
- 14 V //PIAAREA=111111
- 15 V //PIAAREA=111111
- 16 V //PIAAREA=111111
- 17 V //PIAAREA=111111
- 18 V //PIAAREA=111111
- 19 V //PIAAREA=111111
- 20 V //PIAAREA=111111

2. RESPECTED REPORTS

000 REPORT CARD CDS. INSTRUCTIONS FOR VARIABLE SELECTION

1-16 THIS CARD REPORT IS IDENTICAL TO THE NUMBER ASTER-
ISK FROM THE REPORTS FOR THE PREPARATION OF
REPORT (MAYBE) IS TO BE USED. (NOTE 1)

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EXHIBIT 33

REPAIR LOG LISTING REPORT
(BR 756-121-303)

THE CAP TELEPHONE COMPANY
 015 PICS/PCPA
 DATE 10/21/06 TIME: 11:30
 CARRIER LANG LOC: INCS3

PICS/PCPA
 BR 756-121-303

DATE 12/23/
 TIME 11:24
 PAGE 009

CENTRAL STOCK INVENTORY SYSTEM
 REPAIR LOG LISTING

ACCT LCTN: AMCS1

BR 756-121-303-03
 SHEET 1
 PAGE 1

BASIC UNIT	PARTS	REPAIR ORDER NUMBER	SHIPPING DATE	RETURNED DATE	ECI	QTY SENT	QTY STILL IN REPAIR
-----	-----	7981	1/ 4/02	/ /	549105	3	3
PACK CNT	JLS						

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EXHIBIT 35

PRICE TABLE

PICS/DCPR PRICE TABLE			04/20/88	07:56:35				
CONTINUING PROPERTY RECORD <u>070631</u>								
YEAR	PRICE	CODE	YEAR	PRICE	CODE	YEAR	PRICE	CODE
AP	82.00	U	73	79.30	A	74	80.72	C
75	84.48	C	76	78.30	A	77	81.34	C
78	85.20	C						

PIC1000 FIND COMPLETED.

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