

REPORTING FACILITY DAMAGE AND ABNORMAL
CONDITIONS FOR CENTRALIZED SERVICES

1. GENERAL

1.01 This section provides guidelines and procedures to be followed for reporting certain facilities damage and/or abnormal conditions which occur within the area served by Southwestern Bell Telephone Company and which may relate to real estate management.

1.02 This section is reissued to update the reporting procedures for facility damage and abnormal conditions within the Centralized Services segment.

1.03 The purpose of the Abnormal Report is to alert higher management, both line and staff, of a condition that has seriously affected service and has an effect on real estate management. Reports should also be made on any communication problem which causes or has the potential to cause reaction from the news media.

1.04 A report, containing as much information as is available at the time, must be sent immediately when management is aware of a facility damage or abnormal condition. Interim reports may be required to advise General Headquarters of the restoration progress.

2. RESPONSIBILITY FOR REPORTING ABNORMAL CONDITIONS

2.01 The Division Staff Manager-Support Services in Arkansas, Kansas, and Oklahoma is responsible for accepting abnormal conditions and facility damage reports from all segments and forwarding

those reports by telegram to the Division Staff Manager-Real Estate Management and Architecture at General Headquarters in St. Louis.

2.02 The Division Staff Manager-Real Estate and Administrative Services in Missouri is responsible for accepting abnormal conditions and facility damage reports from all segments and forwarding those reports by telegram to the Division Staff Manager-Real Estate Management and Architecture at General Headquarters in St. Louis.

2.03 In Texas, each segment shall report abnormal conditions and facilities damage through segment lines of organization to the Assistant Vice President-Support Services, who in turn will promptly notify the Division Staff Manager-Real Estate Management and Architecture at General Headquarters in St. Louis.

3. CONDITIONS REQUIRING A REPORT

3.01 The following are major categories, described in detail, of conditions requiring a report in owned or leased facilities.

A. Report telephone service interruptions and/or facility damage due to failure of any building system component. These components include, but are not limited to the following:

- (1) Air conditioning systems.
Some of the components that could fail are the compressor, chillers,

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air handling equipment, pumps, piping and cooling tower. The report shall list equipment replacement required, delivery date, installation date and service date. If there will be an unusually long interval until the service date, explain the circumstances involved and interim action planned. Also describe the cause of the air conditioning system failure. If failure of equipment was caused by an outside individual or company, list the name and location.

(2) Heating systems.

Some of the major components that could fail are the gas train, air handling equipment, boiler, valves, piping system and individual units. The report shall list the cause of failure, if there was damage to the facility, and the service outage interim action planned. Also list equipment replacement required, delivery date, installation date and service date. If failure of the system was caused by an outside individual or company, list the name and location.

(3) Electrical systems.

Some of the major components that could fail are the main switchboard, transformers, grounding system, main disconnect, telephone power disconnect, branch panels, fuses and commercial power. The report shall include equipment replacement required, delivery date, installation date, service date, damage to the facility, interim action

plan, and service outage. If failure of the system was caused by an outside individual or company, list the name and location.

(4) Water supply systems.

Reports shall list facility damage, telephone service outage, plan for damage repair, cause of failure and service restored date. If failure of the system was caused by an outside individual or company, list the name and location.

(5) Structural systems.

Some of the situations that could occur are earth movement or settlement, exceeding the design load, accidental damage by an outside source, and high winds. The report shall state the cause of the failure, damage to the facility, telephone service outage, plan for damage repair and service restored date. If damage was created by an outside individual, list the name and location.

(6) Roofing systems.

List cause of damage, plan for repairs, and estimated completion date of repairs. If damage was created by an outside individual or company, list the name and location.

B. Report telephone service interruptions due to storm damage to buildings and towers. This would include major damage to facilities as a result of hurricanes, tornadoes, high winds, floods, hail, heavy rains, dust storms, earthquakes and other abnormal weather condi-

tions. Minor damage to facilities need not be reported unless it is directly related to a service interruption.

C. Report service interruptions due to UPS failure. Damage to major components such as modules, switchgear, bus or cable, charging control or battery strings should be reported.

D. Report all fires in company-owned or leased buildings and in motor vehicles as outlined in Section 770-300-300SW, Reporting Fires in Telephone Buildings and Motor Vehicles. Also report all Boiler Explosions.

E. Report sabotage and acts of vandalism to facilities. This report is in addition to the report made to the Security Organization as provided in Joint Practice 18. The report should detail the damage, service outage, physical injury to individuals, interim plan for repairs and name of individual or group responsible for damage.

4. REPORTING PROCEDURES FOR ABNORMAL CONDITIONS

4.01 Abnormal service conditions should be reported immediately by telephone to the Southwestern Bell Telephone Company Fire-safety Coordinator (Staff Manager-Building Operations and Maintenance) and a follow-up telegram should be sent containing the following information:

1. To: Division Staff Manager-Real Estate Management and Architecture
2. State
3. City (Building, name and address)
4. Date of abnormal condition
5. Time of abnormal condition

6. Time abnormal condition was lifted
7. If condition still exists, time of expected restoral
8. Brief narrative of cause of abnormality
9. Will an investigation be made to determine the cause of the abnormal condition?
10. An assessment of the impact the abnormal condition has caused to the network
11. Estimated cost of damage to the facilities
12. Statement if anyone was physically injured in connection with this incident
13. Other items as listed in paragraph 3.01 for the particular type of damage incurred
14. From: Division Staff Manager-Support Services (Arkansas, Kansas Oklahoma),
Division Staff Manager-Real Estate and Administrative Services (Missouri),
or
Assistant Vice President-Support Services (Texas)

5. DEPARTMENTAL COORDINATION

5.01 This report should be coordinated with the Network organization and is in addition to the report required by the Network organization.