

PROCEDURES FOR HANDLING REPAIR VISITS
ANTIQUE-DECORATOR AND SPECIAL FINISH
TELEPHONE SETS

1. GENERAL

1.01 This Section is issued to provide instructions on handling trouble cases, involving premises visits by repair technicians, caused by customer provided antique-decorator telephone set housings and Special Finish color telephone sets. Instructions for application of the maintenance of service charge and the non-recurring color feature charge are provided.

1.02 This Section is being issued to cancel and replace Plant Administrative Practice, Section V61.251. Business office and I/M practices provide instructions for connecting arrangements and modification of customer provided telephone set housings with Company provided telephone set components. These practices also provided instructions for furnishing customers with Special Finish sets prepared by the Western Electric Company on an individual basis.

1.03 Telephone tariffs provide for maintenance of service charges in cases where a premises visit is made by a repair technician and the trouble is caused by customer provided equipment.

1.04 The telephone tariffs provide for a non-recurring color feature charge on Special Finish color telephone sets when they are refinished or the color is changed, when requested by the customer.

1.05 Refer to the following practices for additional information.

Joint Practice No. 16	BSP 501-410-400
BSP 660-101-312	BSP 501-415-101
BSP 501-410-101	BSP 501-420-101
	BSP 501-420-102

2. DEFINITION OF TERMS

2.01 Customer Premises: For the purpose of this section, a single customer's premises is a location, building or several buildings located on continuous property and occupied by one customer. Where a building is occupied by more than one customer, a customer premises is that portion of the building used and occupied by the customer for the conduct of his business or as a residence.

2.02 Visit: A visit is any dispatch of a repair technician to the customer's premises. While on a customer's premises each trouble report requiring a repair technician is to be counted as an individual visit. In the case of a regularly stationed repair technician at the customer's premises it is any case of trouble referred to him for corrective action.

2.03 In the event the repair technician dispatched requires assistance of another repair technician or supervisor, or requires several visits, for Company reasons, in connection with the same trouble report, only one maintenance of service charge will apply.

3. MAINTENANCE OF CUSTOMER PROVIDED ANTIQUE-DECORATOR TELEPHONE SETS

3.01 The customer-owned and maintained components of antique-decorator sets are:

NOTICE
Not for use or disclosure outside the
Bell System except under written agreement.

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- (a) Housing or shell, including base (pan)
- (b) Handset housing, handset cradle, and transmitter and receiver caps.
- (c) Actuator or plunger. (See Section 501-410-101, Paragraph 3b)

3.02 The Company's maintenance is limited to the Bell System components. Maintenance of housing, finish, and other customer-owned parts is the responsibility of the customer. (See Section 501-410-101, Paragraph 5a)

3.03 When a premises visit is required because of service difficulties and a customer provided antique-decorator set is involved, the following instructions will apply.

- (a) When the trouble is caused by Telephone Company provided components, repairs should be made in the normal manner. No charges will apply.
- (b) When the trouble is caused by customer provided equipment, the repair technician shall notify the customer that the trouble is not in Telephone Company equipment. The repair technician shall not attempt to clear the trouble in the customer provided equipment nor discuss the visit charge with the customer. (See J.P. No. 16)
The customer shall arrange to have the antique-decorator set repaired and decide whether he/she wants service maintained at this particular set location.
- (c) In (b) above, if the customer decides to have the defective part replaced or repaired in place, by others, and the customer's telephone is causing no interference on the line, the repair technician may leave the antique-decorator telephone set connected. The maintenance of service charge will apply.
- (d) In (b) above, if the customer wants the antique-decorator set disconnected while he has it repaired, a "man-on-job" (MOJ) disconnect service order shall be obtained by the repair technician. All Telephone Company owned components must be removed from the set before it is given to the customer. These components comprise a talking set, for inventory purposes. The maintenance of service charge will apply.
- (e) In (b) above, if the customer wants the set replaced while he/she has it repaired, the repair technician shall replace the antique-decorator set with a Telephone Company set of the type and color desired by the customer. A MOJ service order, designated "no residence service charge," in remarks space, shall be obtained by the repair technician. The maintenance of service charge will apply. The repair technician shall charge his/her time to the proper repair account code. The Telephone Company owned components

shall be removed from the antique-decorator set before it is given to the customer. These components comprise a talking set, for inventory purpose.

- (f) In all cases, when an antique-decorator set is removed from service, a service order must be issued. The customer should be informed that if they want the set placed back in service, after it is repaired, they should contact the Business Office. A service order will be issued and the normal service connection charge for an antique-decorator set will apply.

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4. SPECIAL FINISH COLOR TELEPHONE

4.01 A Special Finish color telephone is one that has been specially finished by Western Electric to match a color sample provided by the customer.

4.02 A non-recurring color feature charge is applied on the original installation of a Special Finish color set.

4.03 If a customer inquires about having the Special Finish set refinished or replaced, the repair technician should arrange to have the Business Office call the customer and make the necessary arrangements. The non-recurring color feature charge will apply when the order is issued.

4.04 Whenever it is necessary to replace the Special Finish telephone while the repair technician is on the job, because of customer damage, negligence, normal wear, or color deterioration, the non-recurring color feature charge will apply. A MOJ service order shall be issued.

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