

ACTION TO BE TAKEN BY PLANT FIELD FORCES
WHEN ACCESS CANNOT BE GAINED TO CUSTOMER PREMISES

1. GENERAL

1.01 This section is being reissued to illustrate the Revised Form S-6490 in Exhibits 1 and 2.

2. NO ACCESS NOTICE (FORM S-6490)

2.01 Form S-6490 (No Access Notice) shall be used by Plant Field Forces for notifying the customer that a telephone company representative had visited the premises.

2.02 The "No Access Notice" shall be used in connection with service order and/or repair activity. The procedures to apply to "No Access" situations are described as follows:

(a) Service Order Activity - The field employee shall enter the appropriate local company number(s) and service order number in the spaces provided on Form S-6490 (No Access Notice) and proceed as set forth in paragraph three (3) of this practice. (See Exhibit 1.)

NOTE: The telephone number which the customer is requested to call shall be either the business office or service center who is locally designated to handle such inquiries. This telephone number(s) shall be arranged to provide free coin service (see P.A.P. V66.201 for additional procedures).

(b) Customer Trouble (including Referred-In) Reports - A field employee can encounter two (2) conditions in connection with a "No Access" to the customer's premises when dispatched on Customer Reports or Referred-In Reports from another test center. These conditions and the procedure for handling each

is described as follows:

(1) Field employee requires access to the customer's premises to repair reported trouble but cannot gain necessary access.

PROCEDURE: Leave a "No Access" Notice (Form S-6490) on the customer's premises as described in paragraph 3 of this practice. It is important and necessary that the Repair Service Telephone Number (the number listed in the local telephone directory) be entered in the space provided on the Form S-6490. Only this listed number shall be entered on the "No Access Notice" when this condition is encountered.

(2) Access cannot be gained to the customer's premises but the reported trouble can be repaired without the necessity of access, e.g., worn drop, cable trouble, wet terminals, wire down, etc.

PROCEDURE: The field employee shall leave a "No Access Notice" on the customer's premises after repairing the trouble. A brief statement notifying the customer that the trouble has been repaired and that it is not necessary for the customer to re-contact Repair Service should be entered on the Form S-6490. See Exhibit 2.

(c) Employee Originated Trouble Report - The field employee shall proceed as described in subparagraph (b) above, with the following exception:

It is necessary to gain access to repair the trouble and access cannot be

obtained, leave a "No Access Notice" (Form S-6490) but provide a telephone number other than the Repair Service number. Local authority shall designate the telephone number to be used for such inquiries.

3. NO ACCESS VISITS

3.01 Field employees shall make every practicable effort to gain access to customer premises on the initial visit made to install, change or repair service. The following points should be considered:

- (a) If doorbell cannot be heard clearly, knock at the door.
- (b) At other than very small residence or buildings try other doors if no response is obtained at first one approached.
- (c) Do not leave too soon; continue ringing doorbell or knocking at door for at least 3 minutes.

3.02 If the employee fails to gain access after trying or considering all of the above points, No Access Notices (Form S-6490) shall be filled out and left at the premises as follows:

- (a) Each entrance--front, side or rear--should be observed to determine the probability of the customer entering upon his return.
- (b) A notice shall be left at each entrance at which it appears probable that the customer may enter, i.e., where doors are not latched or bolted from inside, where screen doors are not hooked from inside, etc.

- c. (c) The notices shall ordinarily be hung, face side out, on the door knob, door pull, etc. In the case of outside doors where the notices may be torn or blown off, or obliterated by rain, wind, etc., they shall be slipped, face side up, under the doors if possible.

4. REPORTING NO ACCESS VISITS

4.01 Each no access visit encountered by a field employee in attempting to work a service order, or in response to a customer trouble report, shall be reported to the test center, service center or other locally designated organization. This shall be done after the "No Access Notice" (Form S-6490) has been left at the premises as described in paragraph 3.02.

4.02 No access visits shall be reported on Daily Work Report for Installation and Repair Forces, Form S-6212, in accordance with instructions covering the preparation of that report.

5. SUBSEQUENT VISITS

5.01 Field employees shall not ordinarily make subsequent visits to customer premises where no access is obtained on the first visit until dispatched by the test desk or the foreman as a result of response by the customer to the "No Access Notice."

EXHIBIT 1
Form S-6490

Sorry

I missed you

Date 1-10-72 Time 10:00 A.M.

I was here to

* <input checked="" type="checkbox"/> install	<input type="checkbox"/> repair
* <input type="checkbox"/> change	* <input type="checkbox"/> remove

your telephone. I would like to return when you will be at home; please call.

241-9887

as soon as you can for a new appointment.

*To speed handling, give the following.

Order Number T-3748

Thank you

 **Southwestern Bell**

EXHIBIT 2

Typical entries appropriate for notifying customer that the reported trouble has been repaired.

EVEN

Sorry

I missed you

Date 1-10-72 Time 2:40PM

I was here to

* <input type="checkbox"/> install	<input checked="" type="checkbox"/> repair
* <input type="checkbox"/> change	* <input type="checkbox"/> remove

your telephone. I would like to return when you will be at home, please call

SEE OTHER SIDE

as soon as you can for a new appointment.

* To speed handling, give the following:

Order Number _____

Thank you

 **Bell Telephone**

MR. JOHN DOE,

YOUR telephone
service has been
restored. It is
NOT NECESSARY for
you to recall
REPAIR SERVICE

THANK YOU.