COLORED STATION SETS

1. GENERAL

1.01 This section prescribes the installation and maintenance procedures regarding colored telephone sets. It is reissued to bring the information up to date.

1.02 Information pertaining to specific colored parts or sets is covered in the respective sections.

2. INSTALLATION

2.01 Where a black set is to be installed temporarily, pending delivery of a colored telephone, a service order will be issued for the installation on a normal appointment interval. A separate cross-related order will be issued for the substitution of the colored set with the notation "NO SBST. CHG., SEE RO" in the Bill space.

2.02 Where a service order is issued for a black telephone set, and upon the Installer's visit, the customer requests or is sold a colored set, to be installed when available, service shall be furnished immediately with the temporary installation of a black telephone set. The Installer will complete the order and refer this information to the Business Office. A separate substitution order, cross-related and noted as described in 2.01 will be issued.

2.03 If the customer requests the Installer to defer installation of service until the colored set is available, the Installer will quote the interval and arrange for correction of the order by the Service Order Force.

2.04 Moves within New York Company Territory:

(a) Moves of service involving standard colored telephone sets shall be handled in the usual manner.

(b) Moves of service involving nonstandard colored telephone sets will require arrangements to be made by the Plant Department to move the nonstandard equipment to the new location. The installation foreman handling the "F" portion of the order shall immediately forward all nonstandard colored equipment as advised in the "REMARKS" space on the order.

3. MAINTENANCE - STANDARD COLORS

3.01 Refinishing or replacement of the following types of colored telephone sets shall be handled by the repair forces. No service order is required.

1. Nonkey and key colored telephone sets furnished in any of the standard colors.

2. Flush type elevator sets furnished in old brass.

3.02 When the finish of one of these colored telephone sets is found to be worn or discolored and replacement is necessary, the repairman shall make the replacement of complete set or parts in the same color.

NOTE: If change of color is desired at time of replacement, refer customer to Business Office, as service order is necessary.

4. MAINTENANCE - NONSTANDARD COLORS

4.01 Refinishing or replacement of the following types of colored telephone sets shall not be made without a service order. They shall, therefore, be handled by the installation forces.

1. Any telephone set in colors other than black and the standard colors.

2. Flush type elevator sets in colors other than old brass and black.

3. Semi-public telephone sets in all colors except black.

4.02 When a repairman is requested to inspect the finish of one of these sets or on complaints from customers regarding the finish of such set, he shall make an inspection and advise the customer that the matter will be referred to the Business Office for prompt attention. He shall then call the Business Office and advise the representative of the condition of the colored telephone set.

4.03 The representative will negotiate with the customer and, if customer agrees to replacement, a service order will be issued which will be handled by the Installation Department.

4.04 A black set or part shall be substituted only if the defect constitutes an accident hazard or affects service, in which case the Business Office shall be advised.

5. RECORDS

5.01 The installation or test desk dispatcher shall be advised whenever a black set or part is used temporarily in place of a colored telephone set or part so that it may be entered on the line card.