

RADIO ADMINISTRATION

MOBILE RADIO

TROUBLE MEMORANDUM—FORM E-3606

	CONTENTS	PAGE
1.	GENERAL	1
2.	DESCRIPTION	1
3.	DISPOSITION OF FORM E-3606	2

1. GENERAL

1.01 Form E-3606 is shown in Figure 1. It is a 4 in. x 7 in. pink colored form which can be used by the radio craftsman for recording trouble or routine work dispatched to them for clearance.

1.02 It may also be used at the Mobile Service Center (MSC) to record the essential information concerning local mobile users or mobile customers from another point of registry who bring their vehicles to the MSC without having previously reported the trouble to the Mobile Repair Service Bureau. Pertinent information should be transcribed to the Mobile Station Card, Form E-3569 or E-3570, as well as to the Customer Trouble Ticket, Form E-4732, or equivalent, for inclusion in the Exchange Maintenance Service Results Plan. See Section 400-200-008.

1.03 This section has been generally revised and arrows indicating revisions have been omitted.

2. DESCRIPTION

2.01 *Block Spaces at Top of Form:* Enter a check mark, as required, in the appropriate block.

2.02 *Tel. No.:* Enter the telephone number of the mobile station.

2.03 *Point of Registry:* Enter the name of the city in which the mobile station is registered.

2.04 *Date:* Enter the date the trouble report is made.

2.05 *Time Rec'd:* Enter the time the report is made to mobile repair service or, if no such report was made, the time the subscriber came to the mobile repair center.

2.06 *Nature of Trouble Reported:* Enter the nature of the trouble report.

2.07 *Trouble Found, Cause, and Work Done:*

Enter details of troubles found, equipment units replaced, and any other work done. When the trouble investigation indicates that the cause of the trouble is the battery, generator, or other equipment for which the customer is responsible, indicate what action was suggested to the subscriber. Sufficient information should be shown to permit the Mobile Repair Service Bureau to prepare Form E-3587—Report of Mobile Station Repairs for transmittal to the other point of registry, where appropriate, and to make complete entries on Form E-4732, and on the Mobile Station Card, Form E-3569 or E-3570. If the radio transmitter was replaced, record in the space provided the date of the frequency, power, and modulation deviation measurement on the replacing unit. Whenever practicable, this same measurement is made on all "out-of-town" stations visited even though the transmitter is not replaced. This date will also be shown on Form E-3743 which is forwarded to the Mobile Repair Service Bureau as outlined in Section 400-200-020.

2.08 *Other Information:* This space may be used for notes regarding appointments made for subscribers to visit the mobile repair center, the time a repairman is to meet the subscriber at some other location, where he is to go, whom he is to see, etc, and to indicate action taken in reference to request for billing, in the case of stations from another point of registry. If additional space is required, the reverse side of the form may be used. The trouble disposition code assigned to the trouble report may be entered here. See Bell System Practices 660 series.

SECTION 400-200-003

2.09 *Cleared By, Date, Time:* Enter the initials of the employee clearing the trouble and the date and time that the trouble was cleared in the mobile unit.

2.10 *Entered on Station Card:* The employee who transcribes the trouble report to the Mobile Station Card, Form E-3569 or E-3570, enters his initials in this space.

2.11 *Reported to Mobile Repair Service:* When the details shown on this form are telephoned to the mobile repair service, the initials of the employee who telephones the report should be entered in this space.

2.12 *Forms E-3587 & E-3743 Sent:* When this form was originated to cover a station trouble on a unit from another point of registry, the employee mailing the forms in accordance with Sections 400-200-005 and 400-200-020, respectively, should enter his initials in this space.

3. DISPOSITION OF FORM E-3606

3.01 When this form is prepared to cover repairs made to a mobile station from another point of registry, the form should be forwarded to the local Mobile Repair Service Bureau. The Mobile Repair Service Bureau uses the data on this form to originate requests for billing the distant area for repair work performed and to originate and mail the necessary forms to the other point of registry indicated in paragraph 2.12.

3.02 When a vehicle from the local point of registry is driven into the repair center without having been reported to the Mobile Repair Service Bureau, the essential information may, if desired locally, be telephoned to the repair service bureau in lieu of forwarding Form E-3606. The repair service bureau will then make appropriate entries on the Mobile Station Card, Form E-3569 or E-3570, and Customer Trouble Report Ticket, Form E-4732.

3.03 After necessary data has been transcribed from Form E-3606, it may be filed with local repairman trouble tickets or destroyed as determined locally.

ESP 400-200-003

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FORM E-3606 (7-73)

MOBILE STATION TROUBLE REPORT MEMORANDUM

<input type="checkbox"/> SUBSCRIBER BROUGHT CAR TO MOBILE REPAIR CENTER - TROUBLE NOT PREVIOUSLY REPORTED.	<input type="checkbox"/> SUBSCRIBER WILL BRING CAR TO MOBILE REPAIR CENTER - APPOINTMENT MADE BY MOBILE REPAIR SERVICE.	<input type="checkbox"/> DISPATCH REPAIRMAN TO CLEAR TROUBLE.
TEL. NO. _____ POINT OF REGISTRY _____	DATE _____ TIME RECD. _____	
NATURE OF TROUBLE REPORTED		
TROUBLE FOUND. CAUSE AND WORK DONE		
RECORD DATE OF FREQ. MEAS. OF TRANS. DATE _____		
OTHER INFORMATION		
CLEARED BY _____ DATE _____ TIME _____		
ENTERED ON STATION CARD _____ REPORTED TO MOBILE REPAIR SERVICE _____ FORMS E-3587 & E-3743 SENT _____		

Fig. 1—Trouble Memorandum—Form E-3606