

LARCENY AND ATTEMPTED LARCENY
OF COIN TELEPHONES

1. GENERAL

1.01 This section provides procedures to be followed in the handling and reporting of coin telephone larcenies and attempted larcenies.

1.02 This section is issued to introduce the revised Form SW-6764 and to further define entries.

2. REPORTING LARCENIES TO SECURITY ORGANIZATION

2.01 When an I&R employee discovers a coin station larceny or attempted larceny, they should immediately inform the Repair Service Bureau (RSB). The Repair Service Bureau will relay the information by telephone to the Area Corporate Security Organization.

2.02 The information to be reported to the Corporate Security Organization should include: the customer's name, the coin station telephone number and address, the method of larceny, the approximate time the larceny took place, and any other pertinent information which might be helpful to security and law enforcement authorities.

3. COIN TELEPHONE DAMAGE REPORT-FORM SW-6764

3.01 Form SW-6764, Exhibit 1, is a multi-purpose report prepared by the serving Repair Service and/or the appropriate Coin Center. The work group or employee responsible for the various entries on the form is preprinted with either "Repair Service Bureau" (RSB) or "Coin Center." Form SW-6764 is designed to provide information which will enable I&R, the business office, coin sales and the

Corporate Security Organization to determine trends, types of larcenies, high larceny neighborhoods, equipment weaknesses, poor methods or procedures, economic effects, etc. From this information, proper corrective steps can be taken. Also, the Coin Center uses this form to report fire losses, and the Corporate Security Organization uses the form to prepare the Areas' "Coin Larceny Report," Form SN-962.

3.02 The Repair Service Bureau is responsible for initiating a larceny report on Form SW-6764 if the larceny involved equipment damage (strong-arm). If a coin collector should first discover equipment damage (strong-arm) coin larceny, they will report to the Repair Service Bureau by telephone the details necessary for the preparation of the form. After the SW-6764 has been completed, the RSB should forward the report to the appropriate Coin Center within three working days of the date the larceny is discovered.

3.03 The Coin Center is responsible for initiating a larceny report, Form SW-6764, on lock pick larcenies and other larcenies not involving equipment damage and cases of coin telephone instrument and equipment damage caused by fire. The Coin Center is also responsible for making the oral report to corporate security. In the event I&R personnel first discover a lock pick larceny or fire damage, the Repair Service Bureau will notify the Coin Center for handling of Form SW-6764.

3.04 Following is a brief description of the entries to be made on Form SW-6764:

● General Information Section (RSB or Coin) - Type of report prepared: larceny, attempted larceny, or fire. Date on which the larceny occurred, customer's name and address, coin station number, name and telephone number of person preparing the form, and the date the form was prepared.

● Strong-Arm Larceny (RSB) - Place a checkmark in the blocks which best describe the method used in the strong-arm larceny. Indicate whether upper or lower housing larceny was involved.

● Lock Pick or Lock Pull (Coin) - To be completed by coin personnel.

● Type of Instrument, Location, Type Alarm, Visibility (RSB or Coin) - This section is prepared by RSB personnel in cases of strong-arm larceny and by coin personnel in cases of lock pick or pull.

● Cost (RSB) - Enter the current replacement cost of the damaged or stolen instrument. If actual costs cannot be obtained for a particular instrument, e.g., one that has been "manufacture discontinued" and can no longer be purchased, enter the current cost of a similar instrument. Enter the labor costs for repairs to the instrument and the enclosure, if applicable. Use the current loaded labor rate per man-hour. If a contractor is utilized for the enclosure repair, use the contracted cost.

● Service Status (RSB) - Enter the number of days the instrument was out-of-service in increments of 1/4 day, 1/2 day, etc. Place a checkmark on the applicable lines to indicate if service was restored at the same instrument location or at a different one and if service was disconnected, was it Company initiated or customer initiated.

● Account Information (Coin) - This section will be completed by coin personnel.

● Discussion with Authorities (Security)- This section will be completed by security personnel.

3.05 After the form is completed by the RSB, copy E is retained for record and copies A through D are forwarded to the coin manager. The coin manager will complete the remainder of the form and retain copy D, which is shared with the coin security supervisor. The coin security supervisor will review the report and determine if preventative action should be taken. The coin security supervisor will make a photostat of the report and forward it to the Staff Specialist-Internal Safeguarding at General Headquarters, St. Louis, Missouri. Copies A and B are sent to the corporate security manager and the Comptrollers supervisor (Coin Account Settlement), respectively. Depending upon the class of service, copy C is sent to the business office for Semi-Public Service or to the public telephone sales group for Public Telephone Service. In the event the Coin Center initiates the report, copy E should be forwarded to the appropriate RSB.

3.06 OTHER REPORTING PROCEDURES - This practice is intended to establish procedures to be used in cases concerning larceny or attempted larceny (theft) of either service or money and damage caused by fire. The RSB should code the report to the appropriate disposition and cause codes.

In cases of malicious damage not related to larceny or attempted larceny (theft) of either service or money and damage caused accidentally, the case should be handled as shown in V61.253 and Joint Practice No. 46. The RSB should code these reports to the appropriate disposition and cause codes for future analysis.

4. PROCEDURE FOR SERVICE RESTORAL

4.01 The RSB shall enter on the coin station line card in red pencil "(Date) Larceny" when a strong-arm larceny or an attempted strong-arm larceny occurs at that station. In an LMOS environment the larceny information is updated into the LMOS data base via CRT.

4.02 If the line card (or microfiche in an LMOS environment) indicates a prior larceny within a 24-month period, the RSB should request the repair supervisor to make a preliminary inspection of the station prior to service restoral to ascertain the appropriate security requirements. In such cases, maximum installation security measures should be taken as described in various Bell System Practices. If, in the judgement of the repair supervisor, service cannot be restored with adequate security measures due to nonsuitable building construction for mounting and/or inability to arrange with the customer for an appropriate location, they should refer the matter to the business office manager for Semi-Public Service or the public telephone sales supervisor for Public Telephone Service. The repair supervisor shall inform the customer that they will be contacted soon by our business office or public telephone sales office for negotiating other arrangements since the service cannot be restored until adequate security measures can be provided. Depending upon the class of service, the appropriate sales representative will arrange to contact the customer at the earliest possible time but no later than the next working day. The contact will permit complete negotiations with the customer for a more secure type installation, i.e., pedestal, shelf, etc., or if necessary, appropriate steps to discontinue the service.

4.03 If coin service is to be restored, the coin station must be reinstalled with maximum security arrangements as provided by Bell System Practices. It may be necessary to provide temporary service until the required equipment can be obtained and installed, however, this is only after the customer has agreed to security arrangements.

4.04 Upon completion of the installation equipped with the security measures, an I&R supervisor must inspect the installation to insure the work is proper and the equipment is adequate.

EXHIBIT I
FORM SW6764

COIN TELEPHONE DAMAGE REPORT
FIRE, LARCENY OR ATTEMPTED LARCENY



Form SW-6764-A
(Rev. 1-80)

COIN TELEPHONE DAMAGE REPORT
FIRE, LARCENY OR ATTEMPTED LARCENY

Larceny Attempted Larceny Fire Occurred on _____ (DATE)

Customer's Name _____

Coin Station Telephone No. _____ Address _____

Prepared by _____ Date _____ Tel. No. _____

CHECK ALL ITEMS DESCRIPTIVE.

Description of Larceny STRONG ARM - Repair Service Bureau (RSB)			LOCK PICK - Coin Center LOCK PULL		
Prying from Mounting	Upper	Lower	Type and Series	14 ()	
Breaking				30A ()	
Drilling				30B ()	
Torch				30C ()	
Explosive				Other* _____	
Other (Describe)* _____			Door Plate Pulled		
Entire Removal			Unauthorized Key		
Premises Burglarized			Receptacle Spike in place		

Sections of form to be completed by Work-Groups as designated.

Type Mounting (RSB)	Wall	Plaster	Alarm
	Shelf	Sheet Rock	Stud-Bolt Fastener
	Pedestal	Masonry	H.S. Steel Screws
	Enclosure	Wood-Panel	Security Studs
	Other* _____	Backboard	Thru Bolts/Sec. Fast.
	Other* _____	Other* _____	

RSB (STRONG ARM), COIN CENTER (LOCK PICK)

Indoor SPI PTN ALARM: Police Central Office
Local Scare-Away

Outdoor SPI PTN Location _____ Visibility-Lighting _____

Single Slot	Laundramat	Excellent
Single Slot Panel	Service Station	Adequate
	Deli. or Rest.	Poor
	Motel	Booth Light Working
	Other* _____	

COST (RSB)

Telephone-Material _____ Enclosure-Material _____ Total - Material _____
-Labor _____ -Labor _____ -Labor _____
Grand Total _____

SERVICE STATUS (RSB)

Number of Outage Days _____ Service Restored Per Location _____ Service Disconnected _____
(¼, ½, etc.) Same _____ Company _____
Different _____ Customer _____

COIN CENTER

Name of Collector _____ At this location:
Route No. _____ Receptacle No. _____ Old Key No. _____ No. of same type larcenies
Stop No. _____ Date Last Coll. _____ New Key No. _____ last 24 Mo. _____
Daily Average _____ Estimated Cash Loss _____ Total larcenies last
Revenue _____ from larceny or fire _____ 24 Mo. _____

Estimated loss in revenue _____ Money Found in station _____ Estimated Total Loss
due to outage _____

Name and title of person discussing case with police _____ Name of person (s) apprehended _____
(Name) _____ Date _____
(Title) _____

*In sections entitled "Other" write in description - if additional space is needed use back of form or attachment.