

MOBILE TELEPHONE SERVICE
MOBILE STATION REPAIRS AND FREQUENCY CHECKS AT LOCATIONS
OTHER THAN AT THE MOBILE SERVICE CENTER

1. GENERAL

- 1.01 This Section describes responsibilities and procedures concerning a non-recurring "trip charge" when a mobile station repair or frequency check (as required by F.C.C. Rules and Regulations), is made at other than the Mobile Service Center.
- 1.02 This Section is issued to reflect changes which have occurred due to reorganization.
- 1.03 Billing for "trip charge" on service order work completed at locations other than at the Mobile Service Center will be covered by a related service order.
- 1.04 This Section is being issued to change number from Section 404-300-900SW to Section 400-200-900SW. This Section cancels and replaces Plant Administrative Practice V61.029.

2. SCOPE

- 2.01 These procedures shall be applicable at all Mobile Service Centers and Mobile Repair Service Bureaus (test centers) in the Southwestern Company.

3. RESPONSIBILITY

- 3.01 The Mobile Repair Service Bureau (test center) Supervisor shall be responsible for following procedures as outlined in Parts 4 and 5 of this Section. This involves all frequency checks and/or trouble reports received at the Mobile Repair Service Bureau, other locations or referred in by other departments.

4. PROCEDURES

- 4.01 When a Mobile Telephone customer reports service difficulty or makes a frequency check appointment, the Mobile Repair Service Bureau employee shall request the customer to bring the vehicle to the Mobile Service Center during normal working hours. If the employee knows that the mobile radio equipment is installed on a boat, portable oil rig, or large equipment rig, then such a request need not be made.
- 4.02 If a customer does not, or will not, bring the vehicle to the Mobile Service Center, but does request repairs or a frequency check, the employee shall advise the customer that a "trip charge" is applicable. Repair calls shall be handled as outlined in test center practices covering repair service contacts. If the customer is familiar with the "trip charge" such an explanation is not required.
- 4.03 If the customer objects to the "trip charge" and wants additional information or the exact charge, ask the customer for a contact telephone number and advise the customer that they will be contacted. This information shall be referred immediately, preferably through the Mobile Repair Service Bureau Supervisor, to the Marketing Department or to the Commercial Business Office. An appointment can be made for repairs or a frequency check on the original contact if the customer so desires or arrangements can be made for the customer to call back after being contacted by the Marketing or Commercial Departments.

NOTICE

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

SECTION 400-200-900SW

- 4.04 If the customer requests an appointment outside of regular Mobile Service Center hours, the repair service or service center employee shall handle the contact as instructed locally for handling requests for service at "off-hours".
- 4.05 Form E-3606, Mobile Station Trouble Report Memorandum, (BSP 400-200-003) shall be prepared for each Mobile Radio Service Trouble Report, regardless of source, and for all frequency checks where repairs or checks are made at a location other than the Mobile Service Center. An "X" shall be placed in the block "Dispatch Repairman to Clear Trouble" at upper right hand corner of the ticket. The time and complete detail of the location of the appointment shall be shown in the "Other Information" space in the lower section of the ticket. All other information as out-lined in BSP 400-200-003 shall be posted to the ticket.
- 4.06 Form E-3606 shall be prepared in the same manner for repairs to or frequency checks of Mobile Radios owned by telephone companies other than the Southwestern Bell Company. In addition, the name of the owning company shall be shown immediately above the point of registry and a C.W.O. number shall be posted in the bottom space of the ticket immediately below the name of the repairman clearing the trouble or making the frequency check and the date and time of clearance. The C.W.O. number shall be secured from the repair employee who reports the clearance information. This shall be the same as the number to which any materials used and the repair technician's time are charged for billing purposes.
- 4.07 All E-3606 forms for "dispatched" cases shall be reviewed daily. Form 5-6526, Supervisor's Memorandum, shall be forwarded daily by the Mobile Repair Service Bureau Supervisor to the local Marketing Office or to the Commercial Business Office. The Supervisor's Memorandum shall contain complete details on each case, including the Mobile Radio telephone number, the point of registry, the customer's name, the address, the date of the repairs or frequency check, and the location to which the trip was made. In addition, the C.W.O. number and the name of the owning company shall be shown on memoranda covering repairs or frequency checks of mobile radios owned by other than the Southwestern Bell Company. The address of the customer shall be the same as is shown on the line card for locally registered stations. For stations registered at other locations, the address shall be recorded as given by the customer. The number of the Supervisor's Memorandum shall be posted to the related Form E-3606, in the "Other Information" space as a cross reference and as a check that billing information has been forwarded.

5. EXCEPTIONS

- 5.01 If the employee making repairs to a mobile station away from the Mobile Service Center determines that the trouble was due to an omission or improper work by a Southwestern Bell Telephone Company employee on a previous repair or installation job, the employee shall give the supervisor all the information on the case. The supervisor shall make such investigation of the facts as is necessary to determine the cause of the trouble. If the trouble is the fault of the Southwestern Bell Company, the employee shall notify the Mobile Repair Service Bureau Supervisor of all details of the case and request billing to be omitted for the "trip charge".

Page 2

SECTION 400-200-900SW

- 5.02 Upon receipt of a request from the Mobile Service Center Supervisor to omit billing, the Mobile Repair Service Bureau Supervisor shall write across the face of the Form E-3606 covering the case: "Not to be billed, see reverse side."

- 5.03 Complete details of the case, including the name of the supervisor furnishing the details shall be shown on the reverse side of Form E-3606 and the Mobile Repair Service Bureau Supervisor shall sign Form E-3606 showing name and title.
- 5.04 If repairs and frequency checks are made to the same or several mobile radios for the same customer on one trip to the same location away from the Mobile Service Center, only one trip charge applies. A Supervisor's Memorandum shall be prepared and forwarded as outlined in Part 4 to cover one Form E-3606 and cross-referenced to that particular trouble report memorandum. Other Form(s) E-3606 covering frequency checks or repairs made on the same trip to the same location and for the same customer shall be cross-referenced to the Form E-3606 covered by the Supervisor's Memorandum. This shall be done by writing in the "Other Information" space; "See Form E-3606, same date, No. ____". The number of the Mobile Service Center on the Form E-3606 covered by the Supervisor's Memorandum shall be shown following "same date".
- 5.05 Where more than one repair and/or frequency check is made on the same trip away from the Mobile Service Center covering mobile radios of different customers, or mobile radios of the same customer at different locations, a trip charge for each repair and/or frequency check applies. Each Form E-3606 covering such repairs and/or frequency checks shall be covered by a Supervisor's Memorandum as outlined in Part 4.
- 5.06 A ready reference file covering frequency checks and dates required shall be maintained at the Mobile Service Center or the Mobile Repair Service Bureau so that, for economical reasons, frequency checks can be made at the same time as necessary repairs. Current reference to such a file can result in the savings of trip charges, or visits to the Mobile Service Center by the customers.
6. FILING
- 6.01 All E-3606 forms covering "dispatched" cases and 5-6526 forms, containing copies of the memoranda sent to the Marketing Department or Business Office outlining details of repairs and frequency checks made at other than the Mobile Service Center shall be filed in the Mobile Repair Service Bureau for ready reference for a minimum period of one year.
- 6.02 After removal from current files, Form E-3606 and related Supervisor's Memoranda copies shall be handled as outlined in Joint Practice #47, Records Retention Guide.
7. REPAIRS TO AND FREQUENCY CHECKS OF OFFICIAL TELEPHONE COMPANY STATIONS
- 7.01 Supervisor's Memoranda shall not be prepared for repairs to or for frequency checks of official mobile radio stations of the Southwestern Bell Telephone Company that are used for Company business. Repairs to or frequency checks of official mobile radio stations of other telephone companies and the American Telephone and Telegraph Company, shall be handled as outlined in Part 4 of this Section.