

**PROCEDURES FOR MANAGING THE
MODIFICATION OF AFFECTED PICS PLUG-IN UNITS**

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1. GENERAL

- 1.01 This practice provides procedures for the management and administration of the modification program for PICS plug-in equipment.
- 1.02 Whenever this practice is reissued, the reason(s) for reissue will be listed in this paragraph.
- 1.03 The policies associated with the repair of affected units are described in SW 790-201-940, Section 22, Inventory Management Policy for Managing the Plug-In Repair Process.

2. PURPOSE

- 2.01 This practice is being issued for the following reasons:
 - a. To establish Product Change Notice (PCN) as the standard term to be used in the modification process.
 - b. To establish modification procedures for PICS plug-ins to assure uniformity within Southwestern Bell.
 - c. To replace Practice SW 790-300-973, PICS/DCPR Procedures for Managing The Modification of Affected Plug-In Units, in its entirety.

3. DEFINITIONS

- 3.01 **EXCHANGE UNITS**, as used in SWBT, refer to plug-ins borrowed from a vendor to be used in a turnaround program with the understanding the units will be returned.
- 3.02 **GHQ MAINTENANCE ENGINEER** refers to the General Headquarters person responsible for interfacing with vendors on Product Change issues.
- 3.03 **MDC, MATERIAL DISTRIBUTION CENTER**, refers to the Southwestern Bell facility located in Lancaster, Texas,

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which serves as the main warehouse.

- 3.04 **MODULE (PACK) ROTATION** is a method of completing a product change exclusively by plug-in circuit substitution, one series/issue plug-in exchanged for another.
- 3.05 **PICS/DCPR, PLUG-IN INVENTORY CONTROL SYSTEM/DETAILED CONTINUING PROPERTY RECORD**, is a mechanized plug-in control system that computerizes the plug-in central office equipment inventory for the purpose of accounting.
- 3.06 **PICS PCN COMMITTEE** is the body of persons responsible for the development and implementation of procedures for the universal application of Plug-In Product Change Notices (PCN(s)).
- 3.07 **PICS, PLUG-IN CENTRAL STOCK**, also called Central Stock, refers to all central office plug-ins located at the MDC in Lancaster, Texas.
- 3.08 **PICS REPAIR MANAGER** refers to the person within the Procurement organization who is responsible for the repair and modification of central office plug-ins maintained at the PICS Warehouse in Lancaster, Texas.
- 3.09 **PIC-SCAN** is a mechanized system used for processing plug-in field returns at the PICS Warehouse and for receipting these plug-ins into the PICS/DCPR data base.
- 3.10 **PRODUCT CHANGE** is a modification to an existing product. The change can be as simple as a component change or as complex as the complete redesigning of a circuit.
- 3.11 **PRODUCT CHANGE NOTICE (PCN)** is a term that defines the document that describes a product change.
- 3.12 **SEED STOCK**, as used in SWBT, is a supply of new or modified plug-ins purchased to be used in a turnaround program.
- 3.13 **VENDOR** is the manufacturer or distributor from whom the product was purchased. Usually, this will also be the company that warrants the product.

4. PRODUCT CHANGE CLASSIFICATION

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- 4.01 All changes to a vendor's product shall be classified by that vendor to one of three classification codes. These codes are A/AC, B and D. The changes range from higher to lower degrees of urgency. A has the highest urgency, while D has the lowest.
- 4.02 Class A/AC, B and D changes are defined below, along with a general description of each:
- a. Class A/AC Change
1. The Class A designation applies to changes required to correct a product deficiency, for example:
 - a. Safety or fire hazard.
 - b. Electrically or mechanically inoperative.
 - c. Operational or design defects that cause higher than the vendor's advertised product failure rates, or cause adverse subscriber reaction.
 - d. Product does not operate as documented in the vendor's descriptive literature and/or product technical specifications, as warranted by the vendor or specified in SWBT contract.
 2. Conditional Changes: In some cases it may be necessary to make a change only on a limited number of a particular type of plug-in. This might occur when it is necessary to correct a condition that affects a specific plug-in over time, specific product combinations or with the use of certain options. These conditions shall be described on the Product Change Notice:
 - a. Notification that this is a conditional change should appear as a suffix "C" to the "A" designation; i.e., AC.
 - b. All known conditions should be listed early and prominently in the change notice text (reason for change field).
 - c. Except for completion time frames, all of the items listed for A changes also apply to

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an AC.

b. Class B Change

1. The Class B designation applies to changes made to incorporate improvements in design resulting in better operation, improved testing and maintenance, longer life, service improvements, cost reductions to SWBT and addition of significant new features.

c. Class D Change

1. The Class D designation applies to changes that incorporate minor new features and design improvements that do not affect the existing functionality, component changes, or other minor service improvements and test capabilities not sufficiently significant to require a Class B change. This change class is also used when a vendor changes product codes to facilitate the manufacturing requirements. Routine changes in a product documentation or technical specification; i.e., status/availability, titles, clarification of notes, and correction of drawing errors should also be Class D.

- a. Class D changes should not affect compatibility, SWBT cost, or customer use of the equipment.

2. Listed below are examples of changes that may be minor but cannot be considered Class D (they would be Class A):

- a. Component changes made to meet the product reliability standards (i.e., failure/replacement rates in accordance with the vendors reliability statements in the product technical specification).

- b. Component changes made to bring a product into agreement with the vendors environmental standards (heat loss, temperature/humidity ranges), as stated in the product technical specification.

- c. Component or design changes made to bring operational standards into agreement with

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the vendor's advertised features or descriptions in their product technical specification.

- d. Component or design changes to eliminate a potential fire or safety hazard.

5. BILLING FOR CHANGES

5.01 The party normally responsible for financing each type of change is identified below. However, contracts between SWBT and its vendors, product liability or government regulations may affect billing responsibility.

5.02 Class A/AC changes are paid for by the vendor and provided on a non-billable basis to SWBT, with the following possible EXCEPTIONS noted in 5.05.

5.03 Class B changes to previously purchased equipment are normally provided only on receipt of a Purchase Requisition, Form SW-6528, (Exhibit A). Payment is made by SWBT when the change has been completed according to contractual agreements.

5.04 Class D changes normally have no billing associated. If there should be some unusual circumstance that causes SWBT to request that a Class D change be applied, the billing will be negotiated.

5.05 Partially Billable Class A Change: Billing to SWBT might occur for Class A changes under the following conditions:

- a. Enhanced Value: If the change, in addition to curing a serious condition, adds value to the equipment, the additional value may be billable.
- b. Equipment Not Initially Engineered And/Or Installed By The Vendor: Material will be furnished at no charge, but any engineering and/or installation effort by the vendor may warrant billing.
- c. The vendor's final expiration date has passed.

Note: The billable amount in (a) and (b) and the expiration date in (c) will be negotiated by

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SWBT and vendor.

6. COMPOSITION OF PICS PCN COMMITTEE (EXHIBIT B)

6.01 The PICS PCN Committee shall be comprised of representatives from the following organizations within the Procurement and Network Departments:

- a. GHQ Maintenance Engineering (chairperson)
- b. Procurement Plug-In Administration (PIA)
 - 1. PICS Acquisition (state)
 - 2. PICS Repair (state)
 - 3. PIA Methods (GHQ)
- c. State Maintenance Engineering/Technical Support
- d. GHQ Plug-In Engineering (PICS/DCPR)
- e. GHQ Network Operations
 - 1. Toll
 - 2. Switching
- f. GHQ Transport Engineering (NDS)

6.02 A PCN Coordination Committee comprised of State Maintenance/Technical Support Engineers will be actively involved with the operation of the PICS PCN Committee.

7. RESPONSIBILITIES

7.01 PICS PCN Committee

- a. Will evaluate appropriate plug-in PCN(s) for universal application within SWBT.
- b. Will establish procedures on the handling of PICS plug-in product changes.

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7.02 Plug-In Administration (PIA)

- a. Receive PCN(s) from GHQ Maintenance Engineer.
- b. Update PIC-SCAN to recognize affected units from field returns requiring PCN application.
- c. Implement product changes at Central Stock in the PICS Warehouse.
- d. Work with the State Maintenance/Technical Support Engineer and Network Operations coordinators on completing field locations changes.
- e. Maintain an accurate record of PCN activity.
- f. Distribute a PCN activity report (Exhibit C) according to the distribution list developed by the GHQ Maintenance Engineer. This report should be provided monthly by the fifth work day.
- g. Coordinate with vendors for timely modification of plug-ins.
- h. Monitor billing associated with product changes.

7.03 GHQ Maintenance Engineering

- a. Will receive all PCN(s) from vendors and date when received.
- b. Will maintain Master file of PCN(s).
- c. Will provide copy of PCN(s) to the PICS PCN Committee members. This should be done within one month of receipt from vendor.
- d. Will be the chairperson of the PICS PCN Committee and will schedule committee meetings as required, preferably on a quarterly basis.
- e. Will receive a monthly PCN Activity Report (Exhibit C) from the PICS Repair Manager and will furnish to the GHQ PIA any changes to the distribution of this report.
- f. Will receive requests for PCN extensions. These requested extensions will be obtained from the vendor through coordination with Procurement

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Contracting.

- g. Follow-up as necessary on the progress of plug-in completions.
- h. Will notify vendors of any disagreement with plug-in PCN(s) as evaluated by PICS PCN Committee. This notification along with explanation should be made in writing, if possible.

7.04 State Maintenance Engineering/Technical Support.

- a. Receive PCN(s) from GHQ Maintenance Engineer.
- b. Conduct initial coordination with the state Network Operations or Transport Engineering Coordinator for scheduling the change-out of plug-ins at field locations.
- c. Monitor the progress of PCN(s) at the state level.
- d. Provide to the PICS Repair Manager copies of Plug-In Engineering Complaints which specify appropriate action to be taken. This will assure that PICS plug-ins which may be problems are handled and tracked.

7.05 GHQ Network Operations/Transport Engineering.

- a. Receive PCN(s) from GHQ Maintenance Engineer.
- b. Coordinate with the state field operations personnel to ensure that all PCNS received are scheduled and worked through the PICS Repair Manager.

8. INITIAL COORDINATION

- 8.01 All non-billable changes will first be applied to units at the PICS Central Stock as described in Section 9, without review by the PICS PCN Committee. If the change corrects a fire or safety hazard, it will always be applied to units at all field locations and Central Stock.
- 8.02 Billable Change: The GHQ Maintenance Engineer will receive PCN(s) from vendor(s) and distribute to the PICS PCN Committee members. After receiving the PCN, the

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State Maintenance/Technical Support Engineers will obtain from the PICS/DCPR System a copy of the Inventory File Report (Exhibit D), if necessary, to determine the quantity of affected plugs and the associated field locations for their area. When the documentation has been reviewed, the PICS PCN Committee will meet, at which time the State Maintenance/Technical Support Engineers will vote on whether or not to apply the PCN(s) within SWBT. This voting will be based on "Majority Rule" with each section having one vote.

- a. If the decision is not to apply the PCN(s), the PCN will be filed.
- b. If the PCN(s) is to be universally applied, the cost incurred by each section will be based on the section's prorated shares. This proration will be each section's percentage of the total number of plug-ins involved as shown on the Inventory File Report (Exhibit D). The State Maintenance/Technical Support Engineers will obtain from Equipment Engineering authorization to cover future billing.

Example:
$$\frac{\text{Number of plugs in section}}{\text{Total number of plugs}} = \%$$

- c. If the PCN(s) is not to be universally applied but on a section-by-section basis, the associated cost will be incurred only by the section(s) who will apply the product change. The proration method explained in Item b above can also be used in this situation to determine the cost charged to the section(s) involved. The State Maintenance/ Technical Support Engineers will obtain from Equipment Engineering authorization to cover future billing.

Note: The situation described in Item c above will occur if the plug-in stocks for all five SWBT areas are not combined.

9. ESTABLISHING THE IMPLEMENTATION METHOD

9.01 The implementation strategy for the modification program must be selected and established. The three basic alternatives which should be considered are discussed below.

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- 9.02 The first alternative will be to start by modifying the affected units in Central Stock. This will prevent unmodified units from being shipped to the field. The PICS Repair Manager can accomplish this by reviewing the inventory records (Exhibit G) for each Central Stock location. When the units are identified, a physical check of the bins in Central Stock will be performed by the warehouse personnel to locate the affected units. The units will then be moved to the awaiting repair area. A status change would be performed in the PICS System by the PICS Repair Manager to move (FORMAT PSTAT) the units to status "R" for awaiting repair. This status change is required to reflect this physical move in the ECI inventory records. A seed stock or exchange units should be purchased or borrowed from the vendor to accommodate the normal activity if sufficient stock is not available and will be discussed in Section 10. The stock would be handled such that no Class A PCN affected plug-in equipment is shipped to the field. To prevent the TIRKS/PICS Interface from selecting PCN affected plug-ins, the inventory of these plugs must be kept at zero.
- 9.03 For fire or safety hazards, the State Maintenance/ Technical Support Engineers will promptly schedule the turnaround of equipment with the field locations to ensure an orderly completion of the program. A completion date for each location should be established to encourage prompt return of unmodified units from the field. Also, if the State Maintenance/Technical Support Engineer decides to implement a non-fire/safety hazard Class "A" PCN in the field, plans to work the modification will be coordinated between the state and the PICS Repair Manager.
- 9.04 When the schedule for the field locations has been established, the PICS Acquisition Manager will coordinate the provisioning of the modified replacement units upon notification from the PICS Repair Manager. The Like-For-Like change-out of units using PTRAN will be utilized. The Network Operations or Transport Engineering personnel will have to first identify the PCN affected units and then request replacements. The affected units will be processed through PIC-SCAN as a Like-For-Like field return(s).
- 9.05 After the returned unit(s) is processed through PIC-SCAN, the warehouse personnel will complete an "Awaiting Repair" form (Exhibit E) for use by the PICS Repair

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Manager. Once the "Awaiting Repair" form is reviewed, a Repair Service Order (RSO) (Exhibit F) to modify the units should be prepared. The RSO preparation instructions are provided in Practice SW 745-004-000.

- 9.06 A variation of the first alternative would apply the PCN(s) to the PICS Central Stock but omit the modification of field units by the use of Turnaround Stock. Unmodified equipment received at the PICS Warehouse as field returns will be identified by PIC-SCAN for PCN application. As these units are identified, the same procedures defined in paragraph 9.05 will be followed to modify the units.
- 9.07 The second alternative would be to purchase new units to replace existing unmodified units in Central Stock. The PICS Repair Manager will coordinate with the appropriate PICS Acquisition Manager who will purchase the new equipment. The unmodified units from field returns will be retired. PIC-SCAN will identify the disposition of the returned equipment as "Resale" or "Scrap" and will complete the retirement. No modification of field units would be performed. This alternative will be used when the modification and handling expense approaches or exceeds a new unit price.
- 9.08 The third alternative, used for Class "B" (billable) changes, would be to contract the vendor to perform the modification of units either at the field location or at a centralized location. The State Maintenance/Technical Support Engineer will request that an Equipment Engineer initiate a Purchase Requisition (Exhibit A). The PICS Acquisition Manager will arrange for the additional units required to provide normal service during the vendor modification. The PICS Repair Manager will be responsible for arrangements to update the ECI inventory for field locations.
- 9.09 A variation of the third alternative would utilize Telephone Company personnel to perform the modification at the affected field location(s) or a centralized location. This may be economically practical when the modification is relatively simple and a large volume of equipment is involved. The basic procedures in this variation are identical to the third alternative as defined in paragraph 9.08.

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10. TURNAROUND PROGRAM

- 10.01 Seed stock is required to allow for in-repair, transportation and handling time. This equipment will be purchased from the vendor if sufficient stock is not available to meet the completion objectives.
- 10.02 When determining the amount of new equipment to be obtained from the vendor, the turnaround time required to modify and transport the equipment should be considered. Other considerations would include the cost of the seed stock as well as the flexibility of the equipment being modified. The recommended minimum seed stock supply is 5% of the total units required. The PICS Repair Manager will coordinate with the appropriate PICS Acquisition Manager for the provisioning of this equipment. Care must be taken to maintain enough spare and maintenance spare stock for the normal plug-in movement requirements.
- 10.03 One alternative to warehousing the seed stock at Central Stock would be to hold it in the maintenance spare status.

11. DISPOSITION OF STOCK IN TURNAROUND PROGRAM

- 11.01 It is the intent of the implementation strategy to minimize the seed stock near the end of the modification program. However, excessive stock may still exist and it should be disposed of in the same manner as any other excess equipment.
- 11.02 The exchange stock that was originally borrowed from the vendor would simply be returned to the vendor at the end of the modification program.
- 11.03 If the seed stock was purchased and normal growth demand was high and the surplus was not too excessive for the demand, additional purchases can be deferred until the surplus is exhausted. There would, however, be annual carrying charges on this excess to be considered.
- 11.04 If the seed stock was purchased and normal growth demand was low and the surplus was excessive for the demand, then the surplus should be offered for sale. If

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increased demand was expected in the near future, the units could be retired and held in the supplies account.

12. PCN LIST

12.01 The Master PCN List is maintained and updated on a timely basis by the GHQ Maintenance Engineer. The PICS Repair Manager will update PIC-SCAN with PCN information to ensure field returns requiring modification are processed accurately. The PICS Repair Manager will also maintain a record of all PCN(s) received and handled which will be reflected on the monthly PCN Activity Report (Exhibit C).

13. PCN EXTENSIONS

13.01 The GHQ Maintenance Engineer will be responsible for obtaining extension of expiration dates from the vendor(s). This will be accomplished through coordination with Procurement Contracting.

13.02 The GHQ Maintenance Engineer will use the PCN Activity Report to determine if an existing PCN(s) is about to reach or has already reached the established expiration period and has not been completed.

14. PCN ACTIVITY REPORT

14.01 The PICS Repair Manager will provide to the GHQ PIA a monthly report showing the Central Stock and field activity on each PCN received and worked (Exhibit C).

NOTE: The data on field activity will be made accessible to the PICS Repair Manager by GHQ Plug-In Engineering via a Management Query System.

14.02 The GHQ PIA will distribute this monthly activity report (Exhibit C). The distribution will be determined by the GHQ Maintenance Engineer.

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15. REFERENCE

- 15.01 TR-TAP-000209, Guidelines For Product Change Notices, Issue 4, February 1990.
- 15.02 BSP SW 790-300-973, PICS/DCPR Procedures for Managing The Modification of Affected Plug-In Units, Issue B, January 1982.

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EXHIBIT A PURCHASE REQUISITION



Southwestern Bell Corporation
and Participating Subsidiaries

SW-6528
FICS/DCPR
(5-86)

RETENTION PERIOD - 6 YEARS

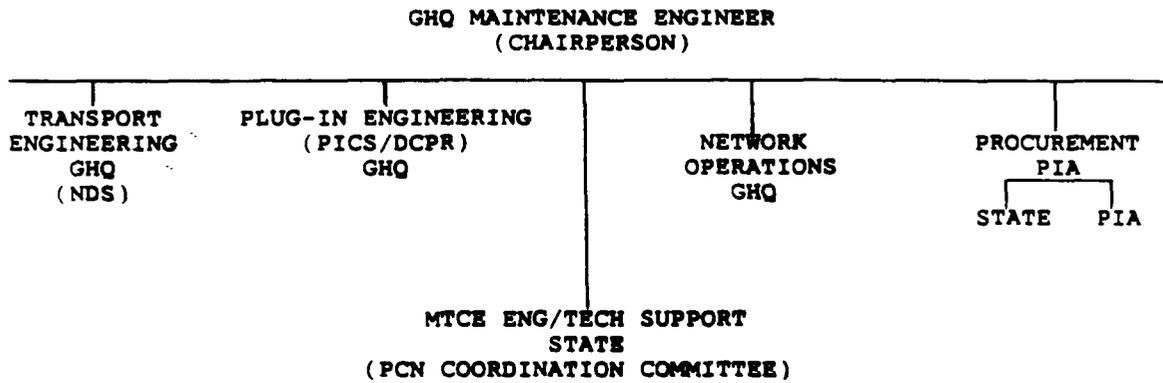
BILL TO CODE		PURCHASE REQUISITION - NOT A PURCHASE ORDER INSTRUCTIONS ON REVERSE SIDE OF ORIGINATOR'S COPY					PAGE _____ OF _____					
A	REQUISITION #	DATE	LPO	REQ BY CODE	CONF ORD	NOT BY DATE						
	REQ BY NAME		SOC SEC #		TELEPHONE #							
	REQ BY (STREET, RM # OR LOC, CITY, STATE, & ZIP)											
B	SHIP TO - CODE		TEL #	PROJ. ID								
	REQ NO.	AUTH/EST#	GEO-LOC	INSTALL AT / HDWR								
	NAME		CLLC	NAME								
	ADDRESS		ADDRESS									
C	EC-O		WU	EC-C	ENV	ORD TYPE STD _____ SHORT _____	TAX AREA	CUTOVER CLLC				
	JOB START DT	JOB COMP DT	SHIP TYPE A _____ C _____	JOB ID	ACCOUNT 100 1 _____ 100 2 _____ 121 _____							
	REMARKS											
D	QTY	UN	CPR/HBC	ON JOB DATE	FEC	LTD APPROVAL	MIC	TAXABLE	SUB	INSP	ATTACH	
	DESCRIPTION						PO # / ITEM #					
	ADDITIONAL LPO DESCRIPTION						EST ITEM VALUE \$					
01							\$					
							\$					
02							\$					
							\$					
03							\$					
							\$					
04							\$					
							\$					
05							\$					
							\$					
E	USER COMMENTS						TOTAL EST REQ VALUE \$					
F	ORIGINATOR →	NAME (PRINT OR TYPE)			SIGNED		TELE #	DATE				
	AUTHORIZATION	NAME (PRINT OR TYPE)			SIGNED		TELE #	DATE				
	RC-A →	TITLE						DESIGNATED	<input type="checkbox"/>			
							DELEGATED	<input type="checkbox"/>				

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**EXHIBIT B
PICS PCN COMMITTEE**



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EXHIBIT D
INVENTORY FILE REPORT

PICS/DCPR RUN: PT/INV INVENTORY FILE REPORT	INVENTORY SUBSYSTEM INVENTORY FILE REPORT										PIA AREA AR	DRB 756-121-311-01													
SMRT-NOKA	S	T	O	C	K	L	O	C	A	T	I	O	M	I	M	V	E	M	T	O	R	Y	PAGE 1	DATE 04/05/90 00:09	
LOCATION CTR	BASIC-UNIT/ PART NBR	MFR	HECI	WFR	SPARE	MAINT IN AWAIT COMD	SPARE	REPAIR	SPARE	OFFSET	PREVIOUS TRAN	SPARE	TRAN	PREVIOUS TRAN	RSR	MAX	KEEP								
LTRKAR00APE	HECI=780603					2	0	0	0	0	0	0	0	0	BINS->	0	0	0	0	0	0	0	0	0	
202036	ALPQA0	ALPQA0		KMTX		1	0	0	0	0	0	0	0	0	BINS->	0	0	0	0	0	0	0	0	0	
202526	ALPQL42	ALPQL42		LARS		0	0	0	0	0	0	0	0	0	BINS-> D224A	0	0	0	0	0	0	0	0	0	
B A C K O R D E R S																									
202536	ALPQL43	ALPQL43		LARS		0	2	0	0	0	0	0	0	0	BINS-> D210M	0	0	0	0	0	0	0	0	0	0
202524	ALPQL47	ALPQL47		LARS		0	1	0	0	0	0	0	0	0	BINS-> D224B	0	0	0	0	0	0	0	0	0	0
202523	ALPQL40	ALPQL40		LARS		0	3	0	0	0	0	0	0	0	BINS-> D224A	0	0	0	0	0	0	0	0	0	0
202584	ALPQL51	ALPQL51		LARS		0	1	0	0	0	0	0	0	0	BINS-> D224A	0	0	0	0	0	0	0	0	0	0
202540	ALPQL62	ALPQL62		LARS		0	2	0	0	0	0	0	0	0	BINS-> C262B	0	0	0	0	0	0	0	0	0	0
202687	ALPQL69	ALPQL69		LARS		0	1	0	0	0	0	0	0	0	BINS-> C262A	0	0	0	0	0	0	0	0	0	0
105415	AMPLIFIER LNKT 37501-01	LNKT		LNKT		3	3	0	0	0	0	0	0	0	BINS->	0	0	0	0	0	0	0	0	0	3
300079	AMPLIFIER LNKT 37513-02	LNKT		LNKT		1	0	0	0	0	0	0	0	0	BINS->	0	0	0	0	0	0	0	0	0	0
072650	AMPLIFIER LNKT 00494	LNKT		LNKT		1	0	0	0	0	0	0	0	0	BINS-> D004M	0	0	0	0	0	0	0	0	0	0
101550	AMPLIFIER LNKT 00494-01	LNKT		LNKT		2	2	0	0	0	0	0	0	0	BINS-> D264C	0	0	0	0	0	0	0	0	0	2
903122	AMPLIFIER 524A	MECO		MECO		0	2	0	0	0	0	0	0	0	BINS-> CH26M	0	0	0	0	0	0	0	0	0	0

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**EXHIBIT F
REPAIR SERVICE ORDER
(RSO)**

SW 1770 A
4-88



**Southwestern Bell Telephone
Repair Service Order**

					Order No.
Services Requested <input type="checkbox"/> Repair <input type="checkbox"/> Modify <input type="checkbox"/> Test and Calibrate <input type="checkbox"/> Other (Specify) _____					
Quantity		Material Description			CU#
<input type="checkbox"/> Under <input type="checkbox"/> Inventory		Shipping Information Ship Date		Ship via	Ship Lab.
Engineer		Tel. No.	Product Change Order No.		Address
Order Purchase Agreement No.		Customer Comments			Vendor Reference No.
Contracted Party in Effect <input type="checkbox"/> Yes <input type="checkbox"/> No					
Ship To Address			Billing Address if Different Than Contract/Return To Address		
Return To Address			Shipping Instructions		
			Material City	Ship City	Just Run City, State
			Return City	Just City	
			No Material City	Crash City	
Addressed Equipment <input type="checkbox"/> Return <input type="checkbox"/> Just <input type="checkbox"/> Contract Engineer			Customer Receipt Signature		Date
Ship Comments (Inventory Parts Shipment)			TELEPHONE COMPANY INSTRUCTIONS		
			1. Include only one material description per order. 2. Contact instructions for ordering this form are contained in SWP 748-004-008 SW.		
			ATTENTION SERVICE VENDOR		
			1. This is your authority to service/repair and return the same equipment. 2. This is your authority to create or amend the service order for contract. 3. It remains in full force and effect until the date and time stated on this order or until further notice.		
			Authority terminates with the terms and conditions stated on the contract and return receipt. If the contract is returned to the Telephone Company, this authority is void. The Telephone Company is not responsible for any equipment returned to the Telephone Company without this authority.		

DUPLICATE—ADMINISTRATIVE RETENTION ONLY

LOCAL PURCHASING OFFICE OR VENDOR AUTHORIZATION

PROPRIETARY
 Not for use or disclosure outside Southwestern Bell
 Telephone Company except under written agreement

