

FIELD RETURNS PROCEDURES FOR
NETWORK CHANNEL TERMINATING EQUIPMENT (NCTE)

<u>CONTENTS</u>	<u>PAGE</u>
1. GENERAL	2
2. PURPOSE	2
3. DEFINITIONS	2
4. RESPONSIBILITIES	3
LIKE-FOR-LIKE EXCHANGE	3
DEFECTIVE	5
DISCONNECT	7
CANCELLATION	16
5. FOLLOW-UP FOR LIKE-FOR-LIKE EXCHANGES.....	18
6. ORDERING FORMS	19

EXHIBITS

1. RETURNED MATERIAL TAG.....	20
2. SHIPPING LABEL	21
3. AUTHORITY NUMBER LOG.....	22
4. LIKE-FOR-LIKE REQUEST FORM	23
5. SHIPPING NOTICE.....	24
6. REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726).....	25
7. REPAIR TICKET.....	26
8. NCTE DISCONNECT FLOWCHART (NON-WFA-DO).....	27
9. DISCONNECT WORD DOCUMENT	28
10. LEFT-IN FILE SCREEN (PC)	29
11. DISCONNECT/CANCEL NOTICE	30
12. DISCONNECT/CANCELLATION CONFIRMATION	31
13. FOREMAN'S MONTHLY INDEX REPORT (1ST LINE).....	32
14. SUMMARY MONTHLY INDEX REPORT (2ND LINE).....	33
15. SUMMARY MONTHLY INDEX REPORT (DISTRICT LEVEL).....	34
16. SUMMARY MONTHLY INDEX REPORT (DIVISION LEVEL).....	35
17. NCTE DISCONNECT REPORT (OUTSTANDING DISCONNECTS).....	36
18. DISCONNECT WORD DOCUMENT (WA/CD)	37
19. DOR-TTS DATA SCREEN	39
20. CANCELLATION WORD DOCUMENT	40

PROPRIETARY

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

1. GENERAL

- 1.01 This practice covers and describes the procedures associated with the management and administration of the Network Channel Terminating Equipment (NCTE) daily field returns.
- 1.02 Whenever this practice is reissued, the reason(s) for reissue will be specified in this paragraph.

2. PURPOSE

- 2.01 This practice is being issued to define organizational responsibilities and establish uniform tracking and reporting procedures associated with Network Channel Terminating Equipment (NCTE) field returns.
- 2.02 The instruction provides information to be used by Network Installation and Maintenance (I/M), Procurement Inventory Management and Materials Distribution Center (MDC).

3. DEFINITIONS

- 3.01 **Installation and Maintenance (I/M)** refers to the group in Network that is responsible for the installation and/or maintenance of NCTE.
- 3.02 **LEFT-IN FILE** refers to the Continuing Property Record of left-in equipment which is maintained by the NCTE Personnel for the area where the disconnected equipment is physically located.
- 3.03 **LEFT-IN NCTE** is equipment that has been disconnected and remains on customers' premises.
- 3.04 **LIKE-FOR-LIKE EXCHANGE** refers to the one-for-one method of replacing a defective unit with a good unit of the same or equivalent type.
- 3.05 **NCTE** is the acronym for Network Channel Terminating Equipment which is telecommunications equipment located on customer premises used to connect the network or network facilities to customers' equipment.
- 3.06 **NCTE PERSONNEL** refers to the operating group within the Logistics District which maintains the Continuing Property Records, originates disconnect summary reports by administrative levels and receives I/M completion notices related to NCTE.
- 3.07 **RETURNED MATERIAL TAG** refers to the three-part form used for all NCTE field returns.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- 3.08 **SWIMS** is the acronym for Southwestern Inventory Management System which is a mechanized inventory management system used at the Material Distribution Center (MDC).
- 3.09 **WAREHOUSE** refers to the Materials Distribution Center (MDC) at Lancaster, Texas.
- 3.10 Acronyms:
- (a) **CD** - Circuit Detail
 - (b) **CKL** - Circuit Location
 - (c) **CMP** - Complete
 - (d) **COMM DATE** - Commitment Date
 - (e) **DD** - Due Date
 - (f) **DIS** - Disconnect
 - (g) **FEQ** - Found Equipment
 - (h) **WFA-DO** - Work Force Administration-Dispatch Out
 - (i) **GDTLOG** - Generic Dispatch Technician Log
 - (j) **HDLGCODE** - Handling Code
 - (l) **I/M** - Installation/Maintenance
 - (l) **JSTAT** - Job Status
 - (m) **LEQ** - Lost Equipment
 - (n) **LSD** - Late Start Date
 - (o) **NCTE** - Network Channel Terminating Equipment
 - (p) **NDS** - Network Dispatch Center
 - (q) **PAC** - Pending Automatic Completion
 - (r) **PLD** - Pending Load
 - (s) **RAN** - Repair Authority Number
 - (t) **SWIMS** - Southwestern Inventory Management System
 - (u) **TECH PRICE** - Technician Price
 - (v) **UNC** - Uncomplete
 - (w) **WA** - Work Authorization
 - (x) **WORD** - Word Order Request Details

4. RESPONSIBILITIES

4.01 **LIKE-FOR-LIKE EXCHANGE**

a. I/M responsibilities:

- (1) Replace defective NCTE equipment with a maintenance spare.
- (2) Contact the NCTE Personnel as soon as possible to request a replacement maintenance spare unit.
- (3) Obtain an Authority Number from the NCTE Personnel at time request for a replacement unit is made.

NOTE: AN AUTHORITY NUMBER IS REQUIRED FOR LIKE-FOR-LIKE EXCHANGES ONLY.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (4) Record the Authority Number on the RETURNED MATERIAL TAG (EXHIBIT 1) in the "TAG NO." FIELD and complete the top portion of tag.

NOTE: COMPLETE ONE RETURNED MATERIAL TAG PER EQUIPMENT TYPE.

- (5) Place the RETURNED MATERIAL TAG with the defective equipment.

NOTE: DO NOT WRITE ON UNIT. USE "DEFECTIVE" TAPE TO IDENTIFY UNIT AS DEFECTIVE.

- (6) Complete a SHIPPING LABEL (EXHIBIT 2) and attach to the outside of box and immediately send to the warehouse.

NOTE: DO NOT WAIT FOR GOOD UNIT TO BE RECEIVED BEFORE RETURNING THE DEFECTIVE EQUIPMENT.

b. NCTE Personnel responsibilities:

- (1) Receive request from I/M for a replacement unit.
- (2) Assign an AUTHORITY NUMBER and update the ASSIGNMENT LOG (EXHIBIT 3) with the following information:
 - (a) Authority Number assigned
 - (b) Location of requestor
 - (c) Equipment requested
 - (d) Quantity requested
 - (e) Date of request
- (3) Prepare a LIKE-FOR-LIKE REQUEST FORM (EXHIBIT 4).
- (4) Issue a SHIPPING NOTICE (EXHIBIT 5) via SWIMS to the Warehouse for Shipment of replacement unit to I/M.
- (5) Record on LIKE-FOR-LIKE REQUEST FORM the date, time and sender of transmitted SHIPPING NOTICE and file.
- (6) Receive white copy of RETURNED MATERIAL TAG from warehouse. This tag serves as confirmation that I/M has returned the defective material to the warehouse.
- (7) Manually retire displaced equipment as follows:

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (a) Prepare REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), per instructions in Practice 790-101-520SW, Plant Retirement and Salvage, to report to Comptrollers manual retirement of displaced equipment.
- (b) Issue REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), as outlined in Practice 790-101-520SW, Paragraph 6.01. The REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), should be issued to Comptrollers no later than one month following receipt of Like-For-Like request, EXCEPT as noted below:

NOTE: ALL REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORMS (SN-726) SHOULD BE ISSUED TO COMPTROLLERS NO LATER THAN YEAR END; THEREFORE, SN-726 FORMS COMPLETED FOR UNITS RETIRED DURING DECEMBER, MUST BE FORWARDED TO COMPTROLLERS IN DECEMBER. THERE SHOULD BE NO CARRY-OVER FROM YEAR TO YEAR.

- (c) Retain copy of REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726) and RETURNED MATERIAL TAG with original LIKE-FOR-LIKE REQUEST FORM in file.

c. Warehouse responsibilities:

- (1) Receive the SHIPPING NOTICE via printer and ship replacement unit to the designated field location.
- (2) Following procedures outlined in the following Section 4.02, b., for handling "DEFECTIVE" equipment.

4.02 DEFECTIVE

a. I/M responsibilities:

- (1) Complete a RETURNED MATERIAL TAG for each unit of equipment being returned and include in box with equipment.

NOTE: DO NOT WRITE ON UNIT. USE THE "DEFECTIVE" TAPE TO IDENTIFY THE UNIT AS DEFECTIVE.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (2) Complete a SHIPPING LABEL and attach to the outside of each box.
- (3) Ship equipment to warehouse.

b. Warehouse responsibilities:

- (1) Receive defective equipment from I/M with the completed RETURNED MATERIAL TAG. Forward the white copy of the RETURNED MATERIAL TAG to the NCTE personnel.

NOTE: MATERIAL THAT HAS BEEN DESIGNATED FOR TESTING AT THE MDC WILL BE SENT TO THE TESTING GROUP PRIOR TO ANY INVENTORY TRANSACTIONS BEING PERFORMED. THE TESTING GROUP WILL INDICATE WHETHER THE MATERIAL SHOULD BE ENTERED VIA A SWIMS 04 (UNREPAIRED RETURNS) ACTIVITY TYPE TRANSACTION INTO THE CLA02 (UNREPAIRED) LOCATION/MATERIAL TYPE OR VIA A SWIMS 06 (NEW AND UNUSED) ACTIVITY TYPE TRANSACTION INTO THE CLA03 (REUSE) LOCATION/MATERIAL TYPE.

- (2) Physically dispose of any non-usable defective equipment (SWIMS not affected).
- (3) Perform a SWIMS 04 (Unrepaired Returns) activity type transaction to receipt the material into SWIMS CLA02 (Unrepaired) location/material type in the 1220.195 account, Centralized General Stock.

NOTE: THE AUTOMATIC RETIREMENT NORMALLY PERFORMED AT THIS POINT WILL BE SUPPRESSED IN THE PROCUREMENT LOGISTICS ACCOUNTING SYSTEM (PLAS).

- (4) Ship equipment to vendor as 02 (Unrepaired) Material Type along with REPAIR TICKET (EXHIBIT 7).
- (5) Receive from vendor the repaired equipment along with the vendor's paperwork.
- (6) Receipt repaired equipment into SWIMS as 03 (Reuse) Material Type using 22 (Vendor Receipt) as Transaction Type.
- (7) Return repaired equipment to stock for future reuse.

c. NCTE Personnel responsibilities:

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (1) With the information from the Returned Material Tag that has been received from the warehouse, manually retire displaced equipment as follows:
- (a) Prepare REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), per instructions in Practice 790-101-520SW, Plant Retirement and Salvage, to report to Comptrollers manual retirement of displaced equipment.
 - (b) Issue REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), as outlined in Practice 790-101-520SW, Paragraph 6.01. The REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), should be issued to Comptrollers no later than one month following receipt of Like-For-Like request, **EXCEPT** as noted below:

NOTE: ALL REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORMS (SN-726) SHOULD BE ISSUED TO COMPTROLLERS NO LATER THAN YEAR END; THEREFORE, SN-726 FORMS COMPLETED FOR UNITS RETIRED DURING DECEMBER, MUST BE FORWARDED TO COMPTROLLERS IN DECEMBER. THERE SHOULD BE NO CARRY-OVER FROM YEAR TO YEAR.
 - (c) Retain copy of REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726) with the RETURNED MATERIAL TAG in file.

4.03 DISCONNECT

a. NON-WFA-DO (NCTE DISCONNECT FLOWCHART (EXHIBIT 8))

- (1) NCTE Personnel responsibilities:
 - (a) Receive on a daily basis the DISCONNECT WORD DOCUMENT (EXHIBIT 9).
 - (b) Manually retire displaced equipment as follows:
 - (1) Prepare REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), per instructions in Practice 790-101-520SW, Plant Retirement

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

and Salvage, to report manual retirement of disconnected equipment.

- (2) Issue REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), as outlined in Practice 790-101-520SW, Paragraph 6.01. The REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726) should be issued to Comptrollers no later than one month following receipt of DISCONNECT WORD DOCUMENT EXCEPT as noted below:

NOTE: ALL REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORMS (SN-726) SHOULD BE ISSUED TO COMPTROLLERS NO LATER THAN YEAR END; THEREFORE, SN-726 FORMS COMPLETED FOR UNITS RETIRED DURING DECEMBER, MUST BE FORWARDED TO COMPTROLLERS IN DECEMBER. THERE SHOULD BE NO CARRY-OVER FROM YEAR TO YEAR.

- (3) Retain copy of REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), with original DISCONNECT WORD DOCUMENT in file.
- (c) Load, according to local instructions, applicable disconnect information into NCTE disconnect LEFT-IN FILE (EXHIBIT 10) program maintained in PC. This information will also include the dollar value of each disconnect.
- (d) Generate, according to local instructions, a DISCONNECT/CANCEL NOTICE (EXHIBIT 11) and send to I/M via field printer or company mail. This DISCONNECT/CANCEL NOTICE will be either on three-part paper or mailed in triplicate.
- (e) Receive copy of completed DISCONNECT/CANCEL NOTICE from I/M AND FILE. This will be DISCONNECT/CANCELLATION CONFIRMATION (EXHIBIT 12).
- (f) Receive RETURNED MATERIAL TAG from warehouse and file.
- (g) Update status of disconnect in PC.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (h) Generate, according to local instructions, monthly disconnect reports showing total monthly activity.
- (1) Each monthly disconnect report will be summarized for each level of management from first to fourth level. (EXHIBITS 13-16).
- (2) These reports will be mailed to each level of management on the 25th of each month or by the 5th work day following the 20th.

NOTE 1: NO DISCONNECT NOTICES WILL BE TRANSMITTED TO I/M FROM THE 20TH THROUGH THE 25TH OF EACH MONTH. ALL DISCONNECT WORD DOCUMENTS RECEIVED DURING THIS PERIOD ARE HELD IN A BRING-UP FILE AND NOT PROCESSED UNTIL THE MONTHLY REPORTS ARE ISSUED.

NOTE 2: DISCREPANCIES ON THE MONTHLY REPORTS WILL BE REVIEWED BY THE NCTE PERSONNEL UPON NOTIFICATION FROM I/M.

2. I/M responsibilities:

- (a) Receive DISCONNECT/CANCEL NOTICE from NCTE Personnel.
- (b) Associate DISCONNECT/CANCEL NOTICE with the service order or DISCONNECT WORD DOCUMENT. The Order (ORD) Number on the DISCONNECT WORD DOCUMENT will begin with either a "D", "C", or " F".
- (c) Remove the equipment and complete the lower portion of the DISCONNECT/CANCEL NOTICE. This completed DISCONNECT/CANCEL NOTICE will be the DISCONNECT/CANCELLATION CONFIRMATION.

NOTE 1: ALL MOUNTINGS ASSOCIATED WITH NCTE SHOULD ALSO BE REMOVED AND SHOWN ON DISCONNECT/CANCELLATION CONFIRMATION UNLESS REMAINING NCTE REQUIRES MOUNTING.

NOTE 2: DO NOT WRITE ON UNIT(S).

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (d) Distribute the three-part DISCONNECT/CANCELLATION CONFIRMATION as follows:
 - (1) Original included with equipment returned to warehouse.
 - (2) Second copy sent to NCTE Personnel according to local instructions.

NOTE: THE COPY TO THE NCTE PERSONNEL SHOULD BE MAILED NO LATER THAN THE 20TH OF EACH MONTH.

- (3) Retain third copy for file.
- (e) Complete the top portion of the RETURNED MATERIAL TAG and the lower portion to show the "CLO No." and the "Replaced With Equipment Type/List No" (if applicable).

NOTE: COMPLETE ONE RETURNED MATERIAL TAG PER EQUIPMENT TYPE.

- (f) Place the RETURNED MATERIAL TAG with the disconnected equipment.
 - (1) More than one unit may be shipped in a box.
 - (2) Each unit should be wrapped in "Bubble Wrap" and shipped along with a copy of the DISCONNECT/CANCELLATION CONFIRMATION and a RETURNED MATERIAL TAG.
- (g) Complete the SHIPPING LABEL and attach to the outside of each box.
- (h) Ship equipment to warehouse.

3. Warehouse responsibilities:

- (a) Receive a copy of the DISCONNECT/CANCELLATION CONFIRMATION and completed RETURNED MATERIAL TAG along with the returned equipment. Forward the RETURNED MATERIAL TAG to the NCTE personnel.

NOTE: MATERIAL THAT HAS BEEN DESIGNATED FOR "IN-HOUSE" TESTING AT THE MDC WILL BE SENT TO THE TESTING GROUP PRIOR TO ANY INVENTORY TRANSACTIONS BEING PERFORMED.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

THE TESTING GROUP WILL INDICATE WHETHER THE MATERIAL SHOULD BE ENTERED VIA A SWIMS 04 (UNREPAIRED RETURNS) ACTIVITY TYPE TRANSACTION INTO THE CLA02 (UNREPAIRED) LOCATION/MATERIAL TYPE OR VIA A SWIMS 06 (NEW AND UNUSED) ACTIVITY TYPE TRANSACTION INTO THE CLA03 (REUSE) LOCATION/MATERIAL TYPE.

(b) Receipt equipment into SWIMS as follows:

- (1) If equipment is GOOD, perform a SWIMS 06 (New and Unused) activity type transaction to receipt the material into SWIMS CLA03 (Reuse) location/material type.

NOTE: THE AUTOMATIC RETIREMENT NORMALLY PERFORMED AT THIS POINT WILL BE SUPPRESSED IN THE PROCUREMENT LOGISTICS ACCOUNTING SYSTEM (PLAS).

2. If equipment needs to be repaired,

- (a) Perform a SWIMS 04 (Unrepaired Returns) activity type transaction to receipt the material into SWIMS CLA02 (Unrepaired) location/material type.

NOTE: THE AUTOMATIC RETIREMENT NORMALLY PERFORMED AT THIS POINT WILL BE SUPPRESSED IN PLAS.

- (b) Follow procedures outlined in the previous section 4.02, b., steps 3 through 7.

b. WFA-DO (excluding NDS)

(1) NCTE Personnel responsibilities:

- (a) Receive DISCONNECT WORD DOCUMENT (WA/CD) (EXHIBIT 21). The Order (ORD) Number will begin with either a "D", "C" or "F".
- (b) Receive RETURNED MATERIAL TAG from warehouse.
- (c) Manually retire displaced equipment as follows:
- (1) Prepare REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

EQUIPMENT FORM (SN-726) to report manual retirement of disconnected equipment.

- (2) Issue REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), as outlined in Practice SW 790-101-520 Plant Retirements & Salvage, Paragraph 6.01. The REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726) should be issued to Comptrollers no later than one month following receipt of DISCONNECT WORD DOCUMENT, EXCEPT as noted below:

NOTE: ALL REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORMS (SN-726) SHOULD BE ISSUED TO COMPTROLLERS NO LATER THAN YEAR END; THEREFORE, SN-726 FORMS COMPLETED FOR UNITS RETIRED DURING DECEMBER, MUST BE FORWARDED TO COMPTROLLERS IN DECEMBER. THERE SHOULD BE NO CARRY-OVER FROM YEAR TO YEAR.

- (3) Retain copy of REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726) and RETURNED MATERIAL TAG with original DISCONNECT WORD DOCUMENT in file.

d. Access WFA-DO according to local instructions:

- (1) On the DOISWR screen, locate the address associated with the disconnect.
- (2) Verify and/or update the following fields:

<u>Field</u>	<u>To Read</u>
JSTAT	PLD
HDLGCODE	DIS
PRICE (WIRING)	000:45
(TESTING)	000:00
TECH PRICE	000:45

If the JOBID (ORDER Number) begins with a "C" or "F" change:

<u>From</u>	<u>To</u>
DD	DD +5
LSD	Same as new DD -1
COMM DATE	Same as new DD -1

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

Then update (PF5). See EXHIBIT 22.

- (3) When necessary, perform an UNC (Uncomplete) command to place the WFA/CKL in PLD (Pending Load) job status.

NOTE 1: ALL DISCONNECTS DO NOT HAVE NCTE. WITH WFA-DO THROUGH TABLE OPTIONS, DISCONNECT CKLS WILL GO TO PAC (PENDING AUTOMATIC COMPLETION) JOB STATUS AND THEN TO CMP (COMPLETE) JOB STATUS WHEN THE PAC RUN IS EXECUTED. THE PAC RUN IS EXECUTED DAILY, WHICH TAKES ALL WFA/CKLS IN PAC JOB STATUS TO CMP.

NOTE 2: ALL ACTIVITY STATUS REPORTS WILL BE PROVIDED BY THE SPECIAL SERVICES ORGANIZATION.

2. I/M responsibilities:

- (a) Receive disconnect job through WFA-DO on technician log according to local instructions. On DOTLOG a JOBID (ORDER #, CKL #) should indicate DIS (disconnect) in the handling code field. This DIS handling code is an indication of two things to the field: THIS IS A DISCONNECT AND THERE IS NCTE TO BE REMOVED.

- (b) Remove the NCTE.

NOTE: ALL MOUNTINGS ASSOCIATED WITH NCTE SHOULD ALSO BE REMOVED UNLESS REMAINING NCTE REQUIRES MOUNTING.

- (c) Package and return the equipment to the warehouse.

- (1) On the "cd" portion of the DISCONNECT WORD DOCUMENT (WA/CD), circle the equipment being returned to the warehouse. Include the whole "cd" portion of the DISCONNECT WORD DOCUMENT (WA/CD) with equipment to be returned to the warehouse. If the equipment removed is different from the equipment on the "cd", write on the "cd" the equipment being shipped to the warehouse. If using RFAS paper, copies of the "cd" are not received; therefore, pull

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

a paper copy of the "cd" or obtain a copy from the NDS DISCONNECT WORD DOCUMENT (WA/CD).

- (2) Complete the top portion of the RETURNED MATERIAL TAG and the lower portion to show the "CLO No." and the "Replaced With Equipment Type/List No" (if applicable).

NOTE: COMPLETE ONE RETURNED MATERIAL TAG PER EQUIPMENT TYPE.

- (3) Place the RETURNED MATERIAL TAG with the disconnected equipment. More than one unit may be shipped in a box. Each unit should be wrapped in "Bubble Wrap" and shipped along with a copy of the DISCONNECT/CANCELLATION CONFIRMATION and a RETURNED MATERIAL TAG.

- (4) Complete the SHIPPING LABEL and attach to the outside of each box.

- (5) Ship equipment to the warehouse.

- (d) Call the NDS completion clerk according to local instructions to complete disconnect.

NOTE: THIS COMPLETION OF THE DISCONNECT SHOULD TAKE PLACE ON OR BEFORE DUE DATE + 10 DAYS. JOBS COMPLETED AFTER DD+10 WILL SHOW UP ON THE MONTHLY "BREAD AND BUTTER" RESULTS.

- (1) Report LEQ (Lost Equipment) when equipment was not recovered.

- (2) Report FEQ (Found Equipment) when equipment was found.

3. NDS Center responsibilities:

- (a) Receive call from I/M to complete disconnect JOBID (ORDER #, CKL #).
- (b) Using local instructions, access the WFA-DO DOCOMP (Completion Screen) to verify and/or update the following fields:

<u>Field</u>	<u>To</u>
JSTAT	CMP (Complete)

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (1) If equipment is GOOD, perform a SWIMS 06 (New and Unused) activity type transaction to receipt the material into SWIMS CLA03 (Reuse) location/material type.

NOTE: THE AUTOMATIC RETIREMENT NORMALLY PERFORMED AT THIS POINT WILL BE SUPPRESSED IN THE PROCUREMENT LOGISTICS ACCOUNTING SYSTEM (PLAS).

- (2) If equipment needs to be repaired,
 - (a) Perform a SWIMS 04 (Unrepaired Returns) activity type transaction to receipt the material into SWIMS CLA02 (Unrepaired) location/material type.

NOTE: THE AUTOMATIC RETIREMENT NORMALLY PERFORMED AT THIS POINT WILL BE SUPPRESSED IN PLAS.

- (b) Follow procedures outlined in the previous section 4.02, b., steps 3 through 7.

4.04 CANCELLATION

- (a) NCTE Personnel responsibilities:

- (1) Receive the CANCELLATION WORD DOCUMENT (EXHIBIT 23).
 - (2) Access SWIMS, according to local instructions, to verify shipment of initial order.

- (a) If order has not shipped:

- (1) Access SWIMS, according to local instructions, and close the order.

NOTE: THE ORDER IS AUTOMATICALLY DELETED FROM SWIMS AND NO FURTHER ACTION IS REQUIRED.

- (b) If order has shipped:

- (1) Generate, according to local instructions, a DISCONNECT/CANCEL NOTICE and send to I/M via field printer or company mail. This notice will be either on three-part paper or mailed in triplicate.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (2) Receive copy of completed DISCONNECT/CANCEL NOTICE from I/M and file. This will be the DISCONNECT/CANCELLATION CONFIRMATION.
- (3) Receive RETURNED MATERIAL TAG from warehouse.
- (4) Manually retire canceled equipment as follows:
 - (a) Prepare REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), per instructions in Practice 790-101-520SW, Plant Retirement and Salvage, to report to Comptrollers manual retirement of displaced equipment.
 - (b) Issue REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), as outlined in Practice 790-101-520SW, Paragraph 6.01. The REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726), should be issued to Comptrollers no later than one month following receipt of Like-For-Like request, EXCEPT as noted below:

NOTE: ALL REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORMS (SN-726) SHOULD BE ISSUED TO COMPTROLLERS NO LATER THAN YEAR END; THEREFORE, SN-726 FORMS COMPLETED FOR UNITS RETIRED DURING DECEMBER, MUST BE FORWARDED TO COMPTROLLERS IN DECEMBER. THERE SHOULD BE NO CARRY-OVER FROM YEAR TO YEAR.
 - (c) Retain copy of REPORT OF PLANT RETIRED AND SALVAGED CENTRAL OFFICE OR LARGE PBX EQUIPMENT FORM (SN-726) with the DISCONNECT/CANCEL NOTICE and the RETURNED MATERIAL TAG in file.

b. I/M responsibilities:

- (1) Receive DISCONNECT/CANCEL NOTICE from the NCTE Personnel.
- (2) Associate DISCONNECT/CANCEL NOTICE with the service order or DISCONNECT WORD DOCUMENT.
- (3) Complete the lower portion of the DISCONNECT/CANCEL NOTICE. This completed DISCONNECT/CANCEL NOTICE will be the DISCONNECT/CANCELLATION CONFIRMATION.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (4) Distribute the three-part DISCONNECT/CANCELLATION CONFIRMATION as follows:
 - (a) Original included with equipment returned to warehouse.
 - (b) Second copy sent to NCTE Personnel according to local instructions.
 - (c) Retain third copy for file.
- (5) Complete the top portion of the RETURNED MATERIAL TAG.
- (6) Place the RETURNED MATERIAL TAG with the equipment.
- (7) Complete the SHIPPING LABEL and attach to the outside of each box.
- (8) Ship equipment to warehouse.

c. Warehouse responsibilities:

- (1) Receive from I/M copy of the DISCONNECT/CANCELLATION CONFIRMATION and completed RETURNED MATERIAL TAG along with the returned equipment.
- (2) Forward white copy of the RETURNED MATERIAL TAG to the NCTE personnel.
- (3) Perform a SWIMS 06 (New and Unused) activity type transaction to receipt the material into SWIMS CLA03 (Reuse) location/material type in the 1220.95 account.

5. FOLLOW-UP FOR LIKE-FOR-LIKE EXCHANGES

5.01 The following steps should be taken by the NCTE Personnel when defective equipment from Like-For-Like requests have not been received:

- (a) Review the pending file of Like-For-Like requests monthly. If RETURNED MATERIAL TAG has not been received from the warehouse, call the warehouse to verify that the equipment has not been received. If the equipment has been received, follow procedures outlined in the previous Section 4.01, paragraph b. If no equipment is received:

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

- (b) Issue a letter(s) to the responsible 1st line I/M manager(s) requesting the unreturned defective equipment.
- (c) File a copy of letter with the original Like-For-Like request(s) in the pending file for follow-up in 30 days.
- (d) Within 30 days of issuing letter(s) to the 1st line I/M manager(s):
 - (1) If the equipment is received:
 - (a) Follow procedures outlined in the previous Section 4.01, paragraph b.
 - (2) If no equipment is received:
 - (a) Issue a letter(s) to the responsible district level I/M manager(s) reporting the unreturned defective equipment.
 - (b) File copy of letter with the original Like-For-Like request in an "unreturned" file.
- (e) After issuing letter(s) to the district level I/M manager(s), and the defective equipment is received, procedures outlined in the previous Section 4.01, paragraph b., should be followed.

6. ORDERING FORMS

- 6.01 The NCTE Personnel is the point of contact for I/M when ordering RETURNED MATERIAL TAGS and SHIPPING LABELS. I/M should contact the NCTE Personnel to request these forms according to local instructions.

PROPRIETARY

Not for use of disclosure outside Southwestern Bell Telephone Company except under written agreement.

EXHIBIT 1

RETURNED MATERIAL TAG

NCTE		(1-93)														
		Returned Material Tag														
Southwestern Bell Telephone Dock 42-46 1325 Cornell Rd. Lancaster, TX 75134	TAG No (LIKE FOR LIKE) ONLY <hr/> Date <hr/> Returned From (Work Ctr./Cust. Name & Loc) <hr/> Technician's Name <hr/> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Supv's. Name</td> <td style="width: 50%;">Tel No.</td> </tr> <tr> <td>No. Of Items Returned</td> <td>NNX.</td> </tr> </table> <hr/> Equipment Type/List No. <hr/> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Return Status</th> <th style="width: 50%;">Reason for Return</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Working</td> <td><input type="checkbox"/> Disconnect</td> </tr> <tr> <td><input type="checkbox"/> Defective - Mtce. Repl.</td> <td><input type="checkbox"/> Job Cancelled</td> </tr> <tr> <td><input type="checkbox"/> Unused/Unopened</td> <td><input type="checkbox"/> Defective</td> </tr> <tr> <td><input type="checkbox"/> Like for Like</td> <td><input type="checkbox"/> Found (Surplus)</td> </tr> </tbody> </table> <hr/> Warehouse: <hr/> Date Received: <hr/> Replaced With Equip. Type/List No. <hr/> CLO No. <hr/> NCTE Warehouse Send With Equip. - White Field Copy - Pink Originator Copy - Gold		Supv's. Name	Tel No.	No. Of Items Returned	NNX.	Return Status	Reason for Return	<input type="checkbox"/> Working	<input type="checkbox"/> Disconnect	<input type="checkbox"/> Defective - Mtce. Repl.	<input type="checkbox"/> Job Cancelled	<input type="checkbox"/> Unused/Unopened	<input type="checkbox"/> Defective	<input type="checkbox"/> Like for Like	<input type="checkbox"/> Found (Surplus)
Supv's. Name	Tel No.															
No. Of Items Returned	NNX.															
Return Status	Reason for Return															
<input type="checkbox"/> Working	<input type="checkbox"/> Disconnect															
<input type="checkbox"/> Defective - Mtce. Repl.	<input type="checkbox"/> Job Cancelled															
<input type="checkbox"/> Unused/Unopened	<input type="checkbox"/> Defective															
<input type="checkbox"/> Like for Like	<input type="checkbox"/> Found (Surplus)															

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

EXHIBIT 2

SHIPPING LABEL

Box ____ of ____

From
Location _____
Street Address _____
City _____

**SHIP TO: NCTE
1325 CORNELL RD.
DOCK 42 - 46
LANCASTER, TX. 75134**

Colors For Tag

Arkansas - Purple
Kansas City, Kansas - Blue
Kansas City, Missouri - Green
Oklahoma - Yellow
St. Louis - Orange
Texas - Pink

PROPRIETARY

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

EXHIBIT 5
SHIPPING NOTICE

DEFINITION					RM882	
ISSUE						
VARIABLE SHIP TO REQUISITION						
PTD/060990 BD/060690 MDT/060190						
BLANKT					858C	
					F.I.C. CODE	
					84802700 05/30/90	
					R.C.D. DATE CREATED	
					37	
					TRANSPORTATION CHARGES	
					SHIPPING RECEIPT NO.	
					DATE	
					SHIPPED VIA	
					TRANSPORTATION B.F.O.	
					0001-0001 OF PA	
					0001-0001 OF TR	
					CLR-90150-00	
					TICKET NUMBER	

LINE NO	FD	ALY. GR.	R.C.D.	INT. CLASS. E.C.	C.P.A. CODE	QTY. REQ.	QTY. B.O.	QUANTITY	UOM	PRICE	AMOUNT
	CONNECTION CODE					PER UNIT	ORDER DATE	TO PICK		C.C.	
	LINE ITEM				ALT. BIN		REQ. DATE				
YV8C	ND0003135	01	TEL TREND	DA8290	ISS 1 L12	1	0	0	EA	0.00	
	0001/0002				ALT. BIN	0	00000000				
	FREIGHT CLS						05/30/90				
Y021A	ND0003109	01	NESTELL	4324-08		1	1	1	EA	0.00	
	0002/0001				ALT. BIN Y0213C	0	06/06/90				
	FREIGHT CLS						05/30/90				

30858C	ORDERED BY	DATE	3/30	ISSUED BY	DATE	TOTAL AMOUNT
--------	------------	------	------	-----------	------	--------------

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

EXHIBIT 7

REPAIR TICKET

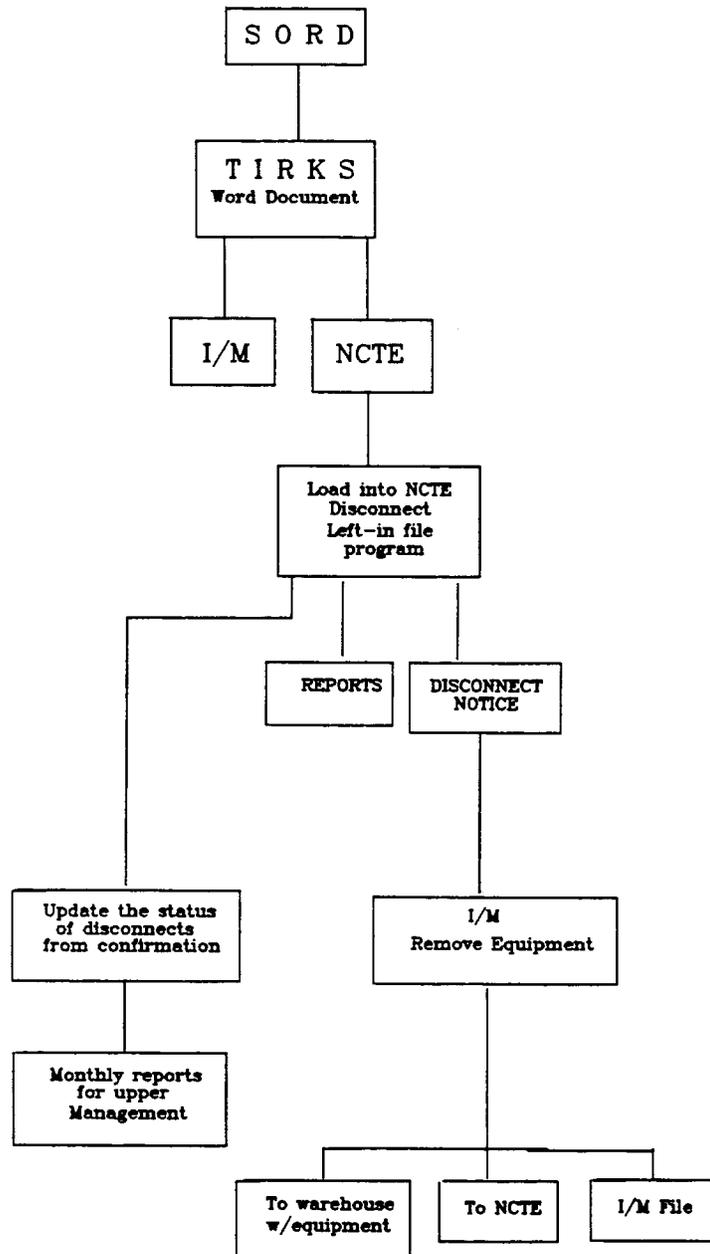
Southwestern Bell Telephone		WARI HOUSE SUPPORT				PRJ 143-R01		
FROM: SW BELL TEL 116-CLT-30778-2869 3325 CORWELL RD LANCASTER TX 75146		1557E VARIABLE SHIP TO REQUISITION				TICKET NUMBER CLT-90116-0010		
PERAL SOUTHWESTERN BELL TEL WESTELL INC. 101 LINDALL POINT DR. 00000 IL 60943		REPAIR---WARRANTY BLNKY				0001/0001 0001/0002		
COPY REPAIR WARRANTY		230778	Z0	S	000000	540029300	04/26/90	
Q CODE	REV. CODE	RCC	REV. C/R C.C.	C/P R CODE				
U	840850	53030000	3004100					
ITEM	COMP. CODE	DESCRIPTION	QTY. REQ.	QTY. IN STOCK	QTY. TO PICK	UOM	PRICE	AMOUNT
PO	050005105 02	WESTELL 4326-00 ✓	44	0	44	EA	0.00	0.00
	0001/0001		0	00000000	04/26/90			
PO	050003111 02	WESTELL 4401-00 ✓	1	0	1	EA	0.00	0.00
	0002/0002		0	00000000	04/26/90			
PO	010003102 02	WESTELL 4320-00 ✓	1	0	1	EA	0.00	0.00
	0003/0003		0	00000000	04/26/90			
PO	050003100 02	WESTELL 4305-00 ✓	25	0	25	EA	0.00	0.00
	0004/0004		0	00000000	04/26/90			
PO	050003404 02	WESTELL 3100-25 ✓	20	0	20	EA	0.00	0.00
	0005/0005		0	00000000	04/26/90			
PO	050005105 02	WESTELL 4326-00 ✓	38	0	38	EA	0.00	0.00
	0006/0006		0	00000000	04/26/90			
		44 5/1						

PROPRIETARY

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

EXHIBIT 8

**NCTE
DISCONNECT FLOWCHART (NON-WFA-DO)**



PROPRIETARY

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

EXHIBIT 9

DISCONNECT WORD DOCUMENT

CKT 98/LGGS/852035	/SW	A TULSOKTBWAC -- ②	WBTNOKMA
ORD C8766360K**	-001 SUPP	ACTN D CAC SEE7PH6	MCO OKCYOKCESSC
CUST ATX/LTV-ENERGY-PRODU DV		RRI 0030 MSC N	PRQ TSP
BTN 410-080-0044	CUS 498	CCON	
CLO OKS607425 001 OF	ORD TYPE C	TGAC	
ACNA ATX CCNA ATX	LATA 538	IMC - -	IMP 800-323-2851
SA 509 S DETROIT			PON GMS00844119
CKR .FDEC.107752.20.ATI.			
RCLD		DD 11-17-92	IAD 11-24-92
RO		PTD	SWC
CRO		FCD	WOT
ORIGR/TEL MECHANIZ	/ - -	DVA	RID 11-16-92
PREVIOUS CLO : CLO NBR	DD	ACTN	
001 OKS544440001	8-02-90	IE	
MCN		OCO OAI OKCYOKCEMC	
WORK DESCRIPTION AND NOTES:		CCO OAI OKCYOKCEMC	
DISCONNECT			
ITEM ACTN A Z CD TD	CKT ID : INDEX		
001: D	001 98/LGGS/852035	/SW	<i>5486</i>
PRE CKT ID:	98/LGGS/852035	/SW	<i>196 BERRYHILL</i>
DISTRIBUTION:			
E46/WC---	OMB/WC---	00C/WC---	E4U/WC---
1112	CO SWOK	DSG NR MCP/405-236-6789	ISS 001/11-12-92 PG W001-001

PROPRIETARY

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

EXHIBIT 10LEFT-IN FILE SCREEN (PC)

CKTID	84/LGGS/700338
FOREMAN	(M) HOUSEMAN
EQUIPTBRT	5486
DOLLARVALU	192
DATEISSUED	10/09/90
OFFICE	SPFDMOMC
ORDNO	C906751KC
CUSTOMER	OVERNITE TRANS
CLO	480409 C906751
CC	NORM
CCTEL	312-230-5836
ORGNTOR	NONA MAR
ORGTEL	713-521-1786
DUEDATE	10/11/90
NOTE2	
APPEND	:<C:>:MDAILY
	:Rec: 25/25
	: : Cap
NOTE2	
DSGNENG	LVB
DSGNTEL	816-275-2959
ISS	001
ADDRESS	5400 E KEARNEY, RM MN
TERMLC	R 5275 E KEARNEY
EXCCA	
EPR	
EXCLOC	
EBP	
AERCA	
APR	
AERLOC	
ABP	
NOTE	
APPEND	:<C:>:MDAILY
	:Rec: 25/25
	: : Cap

PROPRIETARY

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

EXHIBIT 11

DISCONNECT/CANCEL NOTICE

DISCONNECT / -CANCEL	RETURN EQUIPMENT TO 1325 CORNELL RD.DOCK 11 LANCASTER, TEXAS	11/13/92
FOREMAN: (O) BERRYHILL OFFICE: WBTNOKMA		CKT ID: 98/LGGS/852035 ORDER #: C8766360K
CUSTOMER: LTV ENERGY PRODU ADDRESS: HWY 2 NORTH TERM LOC: F, 704 N HIGHWAY 2		CL0: 607425 C876636 ISSUE #:001
CUST CON: DAVID BEST ORIG BY: MECHANIZ DESIGN ENG: MCP EQUIP: 5486 VALUE: .196		TEL: 000-918-9184 TEL: NA TEL: 405-236-6789
EXC CABLE: EXC LOC: AER CABLE: AER LOC:		DUE DATE: 11/17/92 PR: BP: PR: BP:
NOTE:		
DATE _____	REMOVED _____	ABANDONED _____
TECHNICIAN _____	LOST _____	
DID YOU CONTACT YOUR CUSTOMER CONTACT ON LOST EQUIPMENT?		
YES _____	NO _____	

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

EXHIBIT 12

DISCONNECT/CANCELLATION CONFIRMATION

DISCONNECT / CANCEL	RETURN EQUIPMENT TO 1325 CORNELL RD. DOCK 11 LANCASTER, TEXAS	11/13/92
FOREMAN: (O) BERRYHILL OFFICE: WBTNOKMA		CKT ID: 98/LGGS/852035 ORDER #: C8766360K
CUSTOMER: LTV ENERGY PRODU ADDRESS: HWY 2 NORTH TERM LOC: F, 704 N HIGHWAY 2		CLO: 607425 C876636 ISSUE #: 001
CUST CON: DAVID BEST ORIG BY: MECHANIZ DESIGN ENG: MCP EQUIP: S486 VALUE: 196	✓	TEL: 000-918-9184 TEL: NA TEL: 405-236-6789
EXC CABLE: EXC LOC: AER CABLE: AER LOC:		DUE DATE: 11/17/92 PR: BP: PR: BP:
NOTE:		
DATE <u>11-20</u>	REMOVED <input checked="" type="checkbox"/>	ABANDONED _____
TECHNICIAN <u>SMH/520</u>	LOST _____	
DID YOU CONTACT YOUR CUSTOMER CONTACT ON LOST EQUIPMENT?		
YES _____	NO _____	

PROPRIETARY

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

EXHIBIT 13

**FOREMAN'S MONTHLY INDEX REPORT
(1ST LINE)**

		SOUTHWESTERN BELL TELEPHONE COMPANY				10/20/92			
		FOREMAN'S MONTHLY INDEX REPORT							
		ACTIVITY 20 OR LESS/21 TO 60/61 AND OVER							
FOREMAN	CLO	DOLLAR VALUE	ACTIVITY 20 OR LESS		ACTIVITY 21 TO 60		ACTIVITY 61 AND OVER		
			DATE	AMOUNT	DATE	AMOUNT	DATE	AMOUNT	
(G) GALYEAN	602827	0159467	192		08/31/92	192			
	602827-2	0159467	192		08/31/92	192			
	602827	0159467	192		08/31/92	192			
	603156	0876344	192		09/09/92	192			
	605624	0876500	112	10/15/92	112				
TOTAL		880	1	112	4	768	0	0	

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

EXHIBIT 14SUMMARY MONTHLY INDEX REPORT
(2ND LINE)

		SOUTHWESTERN BELL TELEPHONE COMPANY						10/20/92	
		SECOND LINE SUMMARY MONTHLY INDEX REPORT							
		ACTIVITY 20 OR LESS/21 TO 60/61 AND OVER							
SECOND LINE	FOREMAN	DOLLAR VALUE	ACTIVITY 20 OR LESS		ACTIVITY 21 TO 60		ACTIVITY 61 AND OVER		
			COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT	
(0) RANALLO	(0) GALYEAN	880	1	112	4	768	0	0	
	(0) GOLDMAN	157	1	157	0	0	0	0	
	(0) HARKINS	683	1	157	2	526	0	0	
	(0) MARSHALL	0	0	0	0	0	0	0	
	TOTAL	1720	3	426	6	1294	0	0	

PROPRIETARY

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

EXHIBIT 15

**SUMMARY MONTHLY INDEX REPORT
(DISTRICT LEVEL)**

SOUTHWESTERN BELL TELEPHONE COMPANY								10/20/92	
DISTRICT SUMMARY MONTHLY INDEX REPORT									
ACTIVITY 20 OR LESS/21 TO 60/61 AND OVER									
DISTRICT	SUPV	DOLLAR VALUE	ACTIVITY 20 OR LESS		ACTIVITY 21 TO 60		ACTIVITY 61 AND OVER		
			COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT	
(0) HARRICK	(0) COOPER	4710	18	2012	10	2698	0	0	
	(0) RANALLO	1720	3	426	6	1294	0	0	
	(0) WOOLDRIDGE	2815	4	734	10	1509	3	572	
DISTRICT TOTAL		9245	25	3172	26	5501	3	572	

PROPRIETARY

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

EXHIBIT 16**SUMMARY MONTHLY INDEX REPORT
(DIVISION LEVEL)**

SOUTHWESTERN BELL TELEPHONE COMPANY								10/20/92
DIVISION SUMMARY MONTHLY INDEX REPORT								
ACTIVITY 20 OR LESS/21 TO 60/61 AND OVER								
DIVISION	DISTRICT	DOLLAR VALUE	ACTIVITY 20 OR LESS COUNT	AMOUNT	ACTIVITY 21 TO 60 COUNT	AMOUNT	ACTIVITY 61 AND OVER COUNT	AMOUNT
(0) CASALI	(0) DISKOWSKI	12654	40	4769	47	7885	0	0
	(0) HAMRICK	9245	25	3172	26	5501	3	572
DIVISION TOTAL		21899	65	7941	73	13386	3	572

PROPRIETARY

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

EXHIBIT 17

**NCTE DISCONNECT REPORT
(OUTSTANDING DISCONNECTS)**

Page No. 6 05/23/86		NCTE DISCONNECTS REPORT											
CLD. NO.	CUSTOMER NAME	CUSTOMER ADDRESS	EQUIPMENT TO BE RETURNED	START DATE DOLLAR OF DISCONNECT VALUE OR CANCEL	DATE OF REMOVED OFFICE	EQUIPMENT RETURNED	EQUIPMENT REMOVED	EQUIPMENT LOST	NO ACCESS EQUIPMENT FOUND	EXTRA EQUIPMENT VALUE	EXTRA EQUIPMENT DOLLAR AMT	DOLLAR VALUE ON SUPPLIES RETURNED	
** REPORT FOR FOREMAN BELMONT/IS													
912617	RP NORTH AMERICA	1001 MAIN	4324	92 05/15/86	CL-135	//	0	0	0	0	0	0	
904009	TEXACO	2117 RUST	4694C	100 05/15/86	CA-135	//	0	0	0	0	0	0	
903335	TEXACO	1118 RUST	4694C	100 05/15/86	CA-135	//	0	0	0	0	0	0	
913097A	DRILLING TOOLS	1331 LANAR	7305-00	99 05/16/86	CL-136	//	0	0	0	0	0	0	
913091A	DRILLING TOOLS	1331 LANAR	7305-00	99 05/16/86	CL-136	//	0	0	0	0	0	0	
912616	RP NORTH AMERICA	1001 MAIN	4324	92 05/16/86	CL-136	//	0	0	0	0	0	0	
912621	RP NORTH AMERICA	1001 MAIN	4324	92 05/16/86	CL-136	//	0	0	0	0	0	0	
912610	RP NORTH AMERICA	1001 MAIN	4324	92 05/16/86	CL-136	//	0	0	0	0	0	0	
912341	RP NORTH AMERICA	1001 MAIN	4324	92 05/16/86	CL-136	//	0	0	0	0	0	0	
630134	ATC TEXAS	1111 RUST	0110-11	390 05/16/86	CA-136	//	0	0	0	0	0	0	
910902	AUDIO VISUAL	405 FARMER	4304D	333 05/16/86	CA-136	//	0	0	0	0	0	0	
666573	AUTOBERT	2201 JUSTIN	4304D	333 05/16/86	CL-136	//	0	0	0	0	0	0	
913969	CATHOLIC FEDERAL	2120 FARMER	4604-2 0110-11	469 05/19/86	CL-139	//	0	0	0	0	0	0	
913979	CATHOLIC FEDERAL	2120 FARMER	4604-2	79 05/19/86	CL-139	//	0	0	0	0	0	0	
913974	CATHOLIC FEDERAL	2120 FARMER	4604-2	79 05/19/86	CL-139	//	0	0	0	0	0	0	
913976	CATHOLIC FEDERAL	2120 FARMER	4604-2	79 05/19/86	CL-139	//	0	0	0	0	0	0	
913970	CATHOLIC FEDERAL	2120 FARMER	4604-2	79 05/19/86	CL-139	//	0	0	0	0	0	0	
916266	FOLEYS	1110 MAIN	4694C	126 05/19/86	CL-139	//	0	0	0	0	0	0	
915116	FOLEYS	1110 MAIN	4694C	126 05/19/86	CL-139	//	0	0	0	0	0	0	
904290	TEXACO	1111 RUST	4694C	100 05/19/86	CA-139	//	0	0	0	0	0	0	
** Subtotal **				3075			0	0	0	0	0	0	

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

EXHIBIT 18
(PAGE 1 OF 2)

DISCONNECT WORD DOCUMENT
(WA/CD)

```

CKT: 98/LGGS/852035 /SW A TULSOKTBWAC -- Z WBTNOKMA
ORD C8766360K -001 SUPP ACTN 0 CAC SEE7PH6 MCO OKCYOKCESSC
CUST ATX/LTV-ENERGY-PRODU DV RRI 0030 MSC N PRQ - TSP
BTN 413-080-0044 CUS 493 CCON TEST-SUB-ACCT
CLD OKSO07425001 IMC - - IMP 930-323-2851
ACNA ATX CCNA ATX LATA 538 UNIT SV Z-A A-Z MISC
N/*LOCN/EQPT AND FAC FRAME ID
THIS IS A PRO-CDS DESIGN
-----
***SEALING CURRENT APPL IED**
-----
LEVELS SHOWN OFFSET
FROM TLP BY 13.0 DB IN
BOTH DIRECTIONS
TULSOKTBWAC
NCI 04359/15 /
LG--
POT
TULSOKTBWAC
D 123 T1 2 X4 13.0 13.0 M=0128.0
OWNER=B-BX
OKOK0128.0 JS
F01/01/057/02
MCLSOKMAK01
1112 CO SWOK DSGNR MCP/405-236-6789 ISS 001/11-12-92 PG C001-004
-----
CKT 98/LGGS/852035 /SW A TULSOKTBWAC -- Z WBTNOKMA
ORD C8766360K -001 SUPP ACTN 0 CAC SEE7PH6 MCO OKCYOKCESSC
N/*LOCN/EQPT AND FAC FRAME ID UNIT SV Z-A A-Z MISC
DAC1
T1MA100A 01122.6 057 F51/3/11/33
TRSP CONDITIONING
/K01 /FE/4A8/01/ AP DATA1
050-02 AP DATA2
NON/OT/OT/N/22/-13.0/-13.0/D AP DATA3
T1MA100A 01122.6 050 F51/3/11/33
DAC1
MCLSOKMAK01 F01/01/050/02
D 102 T1 2 X4 13.0 9.0 M=0032.6
OWNER=B-BX
OKOK0032.6 IG
F11/032K
WBTNOKMA
04A3
04CB0148 01*RR20 48 F11/032K
OWNER=SW
D 04C0110G IP X4 21.5 8.0 TOS-04A3
TRMT-ATTEN=10.2/
RCV-ATTEN=1.9/
TRMT-GAIN=3K/
1112 CO SWOK DSGNR MCP/405-236-6789 ISS 001/11-12-92 PG C002-004

```

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

**EXHIBIT 18
(PAGE 2 OF 2)**

**DISCONNECT WORD DOCUMENT
(WA/CD)**

```

CKT 98/LGGS/852035 /SW A TULSOKTBWAC -- Z WBTNOKMA
ORD 08766360K -001 SUPP ACTN 0 CAC SEE7PH6 MCO OKCYOKCESSC
N/*LOCN, EQPT AND FAC FRAME ID UNIT SV Z-A A-Z MISC
RCV-GAIN=WH/
SC-SC=WH
WBTNOKMA 1:2 F11/C034
1:2 F11/C034
0 TM04 24-2TIE 00101 OT 3.0 1:0 R0015 0800.1
OKOK .0 05
0 TM04 24-2TIE 00102 OR 11.3 1:0 R0015 0300.1
OKOK .0 05
1:2 F21/03/10U07
WBTNOKMA 1:2 F21/03/10U07
WBTNOKMA F21/02/05U01/2/09
F21/02/05U01/2/10
1 0 EX03 25NL 1134 XT 11.8 R0584 0803.5
1.4
9 BP-IN
1 0 EX03 25NL 1135 XR 11.8 R0584 0803.5
1.4
10 BP-IN
-CSRSS F 704 N HIGHWAY 2/PDW TERM ADDR
0 NCTE
1112 CO SWOK DSGNR MCP/405-236-6789 ISS 001/11-12-92 PG C003-004

```

```

CKT 98/LGGS/852035 /SW A TULSOKTBWAC -- Z WBTNOKMA
ORD 08766360K -001 SUPP ACTN 0 CAC SEE7PH6 MCO OKCYOKCESSC
N/*LOCN, EQPT AND FAC FRAME ID UNIT SV Z-A A-Z MISC
0 DSTMBXE1 XP 4 8.0 16.0
TLTD 5486 LD/ S3=4W/
LVL & EQL REMOTELY ADJUS
TED FROM RTAP/S2=600/
S1=TERM
JMB
-CSRSS
NCI 040A2/S /
LTV ENERGY PRODUCTS
-CSRSS
0 DEMARC-4W
SCA HWY 2 NORTH
LCON DAVID BEST 000-918-9184
1-119GA/ /22GA/ /24GA/ /26GA/ /3T/
1112 CO SWOK DSGNR MCP/405-236-6789 ISS 001/11-12-92 PG C004-004

```

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

EXHIBIT 19

DOR-TTS DATA SCREEN

```

noted
Attachment 1

COMMAND          *** DOR-TTS DATA SCREEN ***          /FOR

TABLE NAME:      SSDAC DATES      TABLE KEY: HSTNTXSSDAC      ADMIN AREA:
TABLE RECORD KEY: D              # OF RECORDS: 0002
NOTE:  SSDAC DATE PARAMETERS      REL/LEV:      MOD: Y
      FIELD      FIELD
      NAME      VALUE
      ORD-TYPE   D*
      LSD        DD +05*
      LSD-DEF    -02*
      ESD        DD +00*
      ESD-DEF    -00*
      COMM       IAD+00*
      MWD        DD -06*
      WDSRCV=0   PSC*
      WDSRCV>0   PSC*
      MWD-DEF    -09*

COMMAND          *** GDSR-TTS DATA SCREEN ***          /FOR

TABLE NAME:      SSDAC DATES      TABLE KEY: HSTNTXSSDAC      ADMIN AREA:
TABLE RECORD KEY: D              # OF RECORDS: 0002
NOTE:  SSDAC DATE PARAMETERS      REL/LEV:      MOD: Y
      FIELD      FIELD
      NAME      VALUE
      ORD-TYPE   *
      LSD        DD -03*
      LSD-DEF    -03*
      ESD        DD -05*
      ESD-DEF    -05*
      COMM       DD -02*
      MWD        DD -06*
      WDSRCV=0   PSC*
      WDSRCV>0   PLD*
      MWD-DEF    -05*

DESCRIPTION:

The TABLE RECORD KEY is the order type.

The SSDAC DATES table is used to determine the calculation of Early
and Late Start Dates and commitment date for special circuits based
on critical dates. The table allows for specification of such dates
by order type and creates a default algorithm, should critical dates
be missing from the order. For D (disconnect) orders, there must be
a Table Record Key of "D". A disconnect order will not default to a
table with a blank Table Record Key. A blank record key will serve
as a default for all other order types.
    
```

PROPRIETARY

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

EXHIBIT 20

CANCELLATION WORD DOCUMENT

```

CKT 28/PJGS/522581 /SW A HSTNTXMC -- Z HSTNTXCL
ORD: N048437HO -001 SUPP C ACTN A CAC SJU6KF4 MCO HSTNTXKLSSC
CUST SWB/U.S.-GOVT-AUDIO- RRI 0001 MSC N PRQ RSP
BTN: 610-074-1495 CUS 437 CONN.KEN: BASSMAN 713-853-0400
CLO HOS373446 001 OF ORO TYPE N TGAC
ACNA ZZZ: CCNA SWB LATA 560 IMC - - IMP - -
SA 8701-KIRBY DR PON
RCLO DD 06-15-90 IAD:
RO PTD 06-14-90 SWC
CRO FCD 06-13-90 WOT 06-12-90
ORIGR/TEL JOHN GRE /713-521-8205 DVA RID 06-04-90
MCN OCO MTO HSTNTXKLSSC
WORK DESCRIPTION AND NOTES: CCO HEF HSTNTX04
**ECO90 PROJ**
START SVC FOR 8K PROGRAM CKT..THIS IS STANDBY CKT #9..
..PI=ALL..NCTE REQD..
SQ10S
ISS 2: TO REDESIGN TO CHG ROUTING OF CKT..REUSE ALL POSSIBLE PREVIOUSLY
ASGND EQPA/FACS..ATTN:GRADY-JA & MIKE-MED CTR..PI=ALL..(060990/LMS)
SQ10SA01S
ISS 3: ORDER CANCELLED...SUMMIT OVER....CANCELLED DUE TO PENDING STATUS
TO REDUCE # OF DISCONNECT ORDERS ISSUED....RELEASE ALL...LAJ...07-20-90

0720 CO SWHO DSGNR LMS/713-521-7554 ISS 003/07-20-90 PG W001-002

CKT 28/PJGS/522581 /SW A HSTNTXMC -- Z HSTNTXCL
ORD N048437HO -001 SUPP C ACTN A CAC SJU6KF4 MCO HSTNTXKLSSC
ITEM ACTN A Z CO TO CKT ID : INDEX
001 A 003 003 28/PJGS/522581 /SW
DISTRIBUTION:
H11/WC--- HMC/WC--- HTH/WCT--

0720 CO SWHO DSGNR LMS/713-521-7554 ISS 003/07-20-90 PG W002-002

```

PROPRIETARY

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