

American Telephone and Telegraph Company
Printed in U.S.A.

BELL SYSTEM PRACTICES
Teletypewriter and Manual
Telegraph Station and PBX
Installation and Maintenance

SECTION P30.920
Issue F, 10-31-50
Long Lines Department
Dist. Class. { 600AC
 { 400AC

TELEGRAPH

TELETYPEWRITER STATIONS

INSTALLATION AND MAINTENANCE OF
CUSTOMER OWNED EQUIPMENT

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1. GENERAL

1.00 This issue supersedes Issue E and Addendum Issue A. This section is reissued to include procedures to be followed in handling and repairing equipment removed from stations maintained under plan 4, to delete reference to certain Army and Navy equipment, and to make other minor changes.

1.01 This section describes the arrangements under which the Long Lines Department assumes responsibility for installation and maintenance of customer owned equipment connected to Long Lines Services, where the arrangements for such work are made between the Long Lines and the customer.

1.02 Responsibility for satisfactory performance of work covered by this section rests with the Long Lines Department, although the actual work may be performed by an Associated Company or the Western Electric Company. The term "Associated Company" used in this Practice refers to either an Associated or Connecting Company.

1.03 Work performed includes maintenance, installation, rearrangement, modification, packing shipping and storage. The grade of work, to the extent assumed, shall be in accordance with Bell System standards.

1.04 In this Practice customer owned stations at which work is performed are divided into the following groups:

(a) Stations for which the Long Lines assumes responsibility for complete maintenance, Plan 4.

(b) Stations for which the Long Lines has no specific maintenance responsibility.

The extent of work to be performed and the procedure to be followed for each group are given below.

2. STATIONS FOR WHICH THE LONG LINES ASSUMES RESPONSIBILITY FOR COMPLETE MAINTENANCE, PLAN 4

2.01 The agreement under which the Long Lines assumes maintenance responsibility is known

as Plan 4. Under this plan the Long Lines agrees to perform maintenance work as covered in detail below, and also agrees to do work other than maintenance when desired by the customer. Maintenance work is covered by a flat recurring charge, while work other than maintenance involves a separate charge for each case. In the Pacific Company territory that Company performs maintenance similar to that shown for the Long Lines Department under Plan 4.

2.02 All work will be covered by Private Line Service Orders. Any information requested in such orders (details of expense, serial numbers of machines, etc.) shall be reported. Where maintenance is to be done the Service Order will state that maintenance shall be in accordance with Plan 4. The station or stations covered by the order shall be maintained under the plan until such time as the maintenance status may be changed by a subsequent order.

2.03 Complete maintenance responsibility, except as covered herein is undertaken by the Long Lines. This includes a guarantee of machine life for the duration of the contract. Damage resulting from causes beyond the control of the Long Lines such as fires and floods, is not, however, covered by the guarantee.

2.04 Maintenance shall be in accordance with Bell System standards and shall include trouble clearing, routine inspection at intervals to be determined by the Long Lines, replacement of worn and broken parts, and overhauling as required. Replacement of existing parts with any similar improved parts that may be made available is not required. However, such replacements may be made when they will prove economical from a maintenance standpoint and as existing conditions permit. This practice may be followed either on a routine basis or when it is necessary to replace defective parts. Such replacements are not permissible if they change the basic operating features of the equipment; for example, customer owned machines cannot be converted from pulling magnet to holding magnet operation, nor

can the Press type perforators be converted to Bell System type. Refinishing of tables and covers is not included, but repairs of other defects shall be made. Should local requests for refinishing be made, the customer should be advised to refer the case to the principal.

2.05 Use of all customer owned equipment shall be limited to services of the owning customer and shall not be used on a service of any other customer.

2.06 Spare units shall be provided temporarily by the Long Lines whenever it is necessary to remove customer owned units for maintenance reasons. Where a Long Lines unit is substituted for a customer owned unit, the same or another of the same customer's units shall be returned as soon as is feasible. When typing units, keyboards, perforators or transmitter-distributors are not returned to their original locations, details of the locations and serial numbers shall be reported on Form P141.

*2.07 Replacement should be made of any apparatus units that become so worn or deteriorated in service that satisfactory repairs would not be economical. When typing units, keyboards, perforators or transmitter-distributors are permanently replaced, the serial numbers of the new and old units and the station locations should be reported on Form P141. Units used for replacement need not be of the same code as the customer's original units, but they should be equivalent and provide the same service and operating features. Perforator-transmitters with "push-to-close" punch contacts should only be replaced with units having this feature.

2.08 Apparatus or material (including power cords) required for work other than maintenance shall be furnished by the customer. The Long Lines will furnish only miscellaneous wiring and materials.

2.09 Maintenance under this plan does not include repair of time switches, but handling and installation of switches shall be done when covered by Service Orders. Installation work shall not include any power wiring nor connection of power wires to the switch. Work of this nature is the responsibility of the customer. Switches shall be set or reset by the Telephone Company:

(a) At time of installation.

* Indicates Change

- (b) To care for changes from Standard to Daylight Saving Time and vice versa.
- (c) When hours of service are changed by Service Orders.

Any other changes, such as those required for holidays, not covered by Service Orders, are the responsibility of the customer. Where spring driven switches are used, occasional regulation shall be done. Switches requiring excessive regulation or developing excessive troubles shall be reported via the line of organization.

2.10 Before accepting maintenance responsibility for new machines or machines not last maintained under Plan 4, an inspection shall be made to determine whether or not the apparatus is in suitable condition for maintenance under the plan.

- (a) Where the Long Lines is assuming maintenance responsibility for equipment already installed, the inspection shall be made at the customer's office.
- (b) Where equipment is not already installed such inspection may be made at the customer's office before equipment is shipped to its service point, or at the point which installs, or prepares and tests the apparatus for installation. In the former case the Long Lines after accepting the equipment will pack and ship it to its destination; cost of packing and shipping to be borne by the customer.

Apparatus found not to be in suitable condition shall be placed in satisfactory condition either by the customer, or by the Long Lines at the customer's expense. Such repair work shall not be done by the Long Lines without prior approval of the customer. Reports of unsatisfactory equipment should be made on Form P141, which should outline in detail the items considered unsatisfactory.

2.11 Equipment removed from stations in connection with disconnections or rearrangements should be given the disposition specified in the service

order, which will normally be one of the following:

- (a) Shipment for reuse at another station maintained under Plan 4.
- (b) Return to the customer for use at a customer maintained station.
- (c) Place in Telephone Company storage.

2.12 As is done with equipment owned by the Long Lines, necessary repairs should be completed before customer owned apparatus is either installed at a new station maintained under the plan, returned to the customer or placed in Telephone Company storage. Except in cases where machines are placed in Telephone Company storage, the arrangements set up provide that the repairs be made at the servicing center or shop serving the new station location. Handling for typical cases should be as outlined in Part 3.

2.13 When service orders specify junking of customer owned equipment, it should be disposed of locally, except that the Long Lines may salvage any useable parts. In some cases the customer may wish to reuse some complete units of removed apparatus, while junking others. In such cases the items to be reused should be given the disposition specified in the service order.

2.14 Sets or units belonging to customers shall be given the same care in storage, handling, packing or shipping as is given apparatus owned by the Long Lines. To avoid damage in transit, standard packing methods described in other sections of the "P" series shall be used, where applicable.

2.15 Complete sets only shall be stored. Parts shall not be removed from a stored set if the removal of such parts would leave the machine incomplete, nor shall any part of a stored set be used for maintenance purposes.

2.16 Shipments of customer owned apparatus and payment of transportation charges should be in accordance with service orders. When this information is not included in the order be guided by the following:

- (a) Shipments within the Long Lines territory should be by the method which offers adequate speed and economy. For local shipments the normal transportation facilities may be employed, but for greater distances transportation should generally be by express. Transportation charges should be prepaid, except for shipments to the Western Electric Company, which should be collect.
- (b) Shipments between the Long Lines and Pacific Company territories should be by prepaid express.

2.17 The Long Lines (or an Associated Company acting for Long Lines) shall not make any claim to a transportation company for customer-owned equipment lost or damaged in transit. All such claims are to be made by the customer or customer's agent. However, Long Lines may make claims against transportation companies or carriers for excess or duplicate transportation charges which Long Lines would normally pay, and which are made on a shipment of customer-owned equipment where Long Lines is both shipper and receiver. Such a claim when made shall be filed by the Long Lines office receiving the shipment.

2.18 In the case of the non-receipt of or damage to any customer-owned teletypewriter equipment in transit, the following action shall be taken by the Long Lines offices involved:

When Long Lines is Shipper Only.

- (a) In case of damage, the Long Lines office which made the shipment shall furnish for the customer's use, through lines of organization, any details concerning the shipment which may be requested.
- (b) In case of non-receipt of shipment, the Long Lines office which made such shipment, shall upon advice from the customer of non-arrival of goods, initiate action with the carrier to trace the shipment.

When Long Lines is Receiver Only.

- (a) The Long Lines office involved shall report on Form P141, all details concerning the loss

or damage. Since non receipt of shipments might result in failure to meet service dates, apparent loss should be reported after a reasonable shipping interval has elapsed.

(b) In case of a teletypewriter shipment damaged in transit, the Long Lines office receiving the shipment shall notify the transportation company without delay, requesting that an inspection of the damaged equipment and of all packing material be made by a representative of the transportation company. The carrier representative making the inspection shall be requested to furnish a signed statement in duplicate of the results of the inspection and this statement, together with a report of the Long Lines inspection, shall be forwarded to the Division Commercial Manager via organization channels.

(c) In the case of a teletypewriter shipment lost or delayed in transit, the Long Lines office involved, shall when requested, arrange with the local office of the transportation company for tracing the shipment.

When Long Lines is Both Shipper and Receiver

(a) The shipping and receiving offices of the Long Lines shall take such action as described above in all cases where the loss or damage appears to be the responsibility of the carrier.

(b) Where damage to the shipment appears to be the responsibility of the Long Lines because of improper packing, no inspection by the transportation company shall be requested. The damaged equipment shall be repaired by the Long Lines without delay in a manner agreed upon by the shipping and receiving offices. Arrangements shall be made for replacing equipment in case necessary repairs cannot be made in time to meet a service date.

*2.19 Handling of Paper Static Troubles. The Telephone Company will not normally furnish static eliminators of the type described in Section P31.154 (Ionotron). The principal will, at his option, provide this equipment upon notification from the telephone company's commercial representative that the static trouble exists. Maintenance forces encountering static troubles should refer them to the Serving

Toll Test Center for handling. The STTC should refer the case directly to the commercial office representative (usually New York) who handles the contract involved and requests that an eliminator be furnished. All cases involving the Press should be handled with the Division Commercial Manager-Press, 250 Park Avenue Room 915, New York 17, N.Y., Telephone number Exeter 3-5340. Shipping addresses involved should be furnished at that time. Installation of the eliminator will be authorized by Private Line Service Order which will include the name of the customer's representative from whom the static eliminator will be shipped.

*2.20 Complaints of radio interference shall be handled in one of the following ways:

(a) Complaints by Customer Personnel. The complainant shall be advised that the Telephone Company has been requested by the principal to suggest that radio interference complaints be referred by the customer to the headquarters' office of the principal. The matter shall be investigated to the extent of making certain that the interference is caused by the teletypewriter equipment, and the complainant advised of the results. Maintenance forces should refer all details to the Serving Toll Test Center. The STTC shall in turn forward to the Division Commercial Manager through normal channels for any further attention that may be required.

(b) Complaints by Other than Customer Personnel. The complainant shall be advised that the teletypewriter equipment in question is not the property of the Telephone Company, but that the Telephone Company will be glad to refer the complaint to the owner. Some responsible person in the customer's office in which the interfering equipment is located shall then be advised of the complaint. He shall be further advised that the Telephone Company has been requested by the principal to suggest that radio interference complaints be referred by the customer to the headquarter's office of the principal. The matter shall be investigated to the extent of making certain that the interference is caused by the teletypewriter equipment, and the person in the station advised of the results. Main-

* Indicates change

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tenance forces should refer all details to the Serving Toll Test Center. The STTC shall in turn forward to the Division Commercial Manager through normal channels for any further attention that may be required.

2.21 Records of customer owned equipment shall be maintained on Form P773 and shall be similar to those for Long Lines owned equipment. This record shall indicate ownership and include the serial numbers of typing units, keyboards, perforators and transmitter-distributors. Serial numbers of other units need not be recorded. Service Orders covering installations will show serial numbers of these units. The numbers shall be verified and reported on P141. Transfers of equipment shall be similarly handled. Numbers of units other than those given above shall not be reported.

2.22 All stations in the Long Lines territory shall be included in the Maintenance Results Measurement Plan in accordance with existing instructions.

3. HANDLING EQUIPMENT REMOVED FROM STATIONS MAINTAINED UNDER PLAN 4

A. Where Both Old and New Locations are in Long Lines Territory

3.01 Equipment to be Installed at a New Station Maintained under Plan 4. The District for the discontinued station shall arrange for disconnecting, packing and shipping to the servicing center or Western Electric Shop specified in the service order. Shipments shall be made within four working days of either the disconnection date or receipt of shipping instructions.

3.02 Material Transfer Reports should be prepared for shipments to all servicing centers and for shipments to Western Electric Shops outside of the originating Division. Return Material Notices should be prepared for shipments to Western Electric Shops within the Division. Material Transfer Reports covering customer owned apparatus shall have a number assigned in the usual way, but shall be marked "Memorandum", and show which customer owns the equipment, the number of the service order under which shipment is made, as well as the other applicable information normally included in these reports. The District making the shipment shall arrange to have all units in the shipment tagged and each package marked with the MTR or RMN number.

3.03 The white copy of the memorandum MTR should be forwarded to the Division or District Plant Superintendent into whose territory the apparatus is shipped. It should be mailed to the Division Plant Superintendent when the consignee is located in a division headquarters city and to the District Plant Superintendent in all other cases. The receiving Division or District will arrange to return the signed white copy either to the shipper or to the address indicated on the report. The yellow copy should preferably be included in the shipment, but may be mailed to the consignee where the former course would delay shipment.

3.04 Arrangements for repairing assembling, testing, packing, and shipping the equipment to the new service location by the servicing center or Western Electric Shop involved shall be made in the usual way. Repair expense only should be charged to the District from which the equipment was received.

3.05 Equipment to be Shipped to a Customer Maintained Point. The equipment should be returned to the servicing center or Western Electric Shop serving the customer maintained point, and handling by the originating District shall be as outlined in Paragraphs 3.01 to 3.03 inclusive. The District in which the customer's station is located should arrange for repair and delivery of the equipment to the customer. Repairs only shall be charged to the District from which the equipment was received.

3.06 Equipment to be Placed in Telephone Company Storage. The equipment should be marked as previously described, and returned within four days to the servicing center or Western Electric Shop serving the discontinued location. The District concerned should arrange for prompt repairs and subsequent storage of the apparatus. Repairs should always be completed before the apparatus is placed in storage, since subsequent handling requires that this be done.

(B) Where New Location is In Territory of the Pacific Company

3.07 Apparatus Destined Either for Installation and Maintenance by the Pacific Company or for use at a Customer Maintained Station. The District handling the discontinued station shall arrange for disconnecting, packing and shipping to the Western Electric Shop specified in the service order. Shipments should be made within four working days of either the specified disconnection date, or receipt of shipping instructions.

3.08 Material Transfer Reports, Form U231, should be prepared and have a number assigned in the usual way, but should be marked "memorandum." In addition to information normally shown in these reports the name of the customer owning the equipment, the P.L.S. Order under which shipment is made, and the serial numbers of typing units, keyboards, perforator-transmitters and transmitter-distributors should be included. The white copy of the MTR should be forwarded to the Western Electric Shop to which the equipment is consigned, as well as the yellow copy in cases where it cannot be included in the shipment. The District making the shipment should arrange to have all units in the shipment tagged, and each package marked with the MTR number.

3.09 Necessary repairs will be made at the Western Electric Shop in the Pacific Company's territory to which the equipment is consigned. A requisition covering this work should be prepared in accordance with usual practices by the Central Office, District or Division from whose territory the machine is being shipped. This requisition should be placed with the Western Electric House which serves the territory from which shipment is made, and the cost of the work will subsequently be billed by this house. The requisition should include the following information:

- (a) Nature of services covered by requisition (i.e., repairs)
- (b) Address of the Western Electric Shop performing the work.
- (c) Name of the customer owning the apparatus.

- (d) A listing of the major units, including the serial numbers of typing units, keyboards, perforator-transmitters and transmitter-distributors.
- (e) Specify that refinishing of tables and covers shall not be done.
- (f) Reference to the above MTR number.
- (g) Reference to the P.L.S. Order under which shipment is made.

3.10 A requisition covering shipment of the apparatus to the new station location, as well as any work incident to the new service, will be placed by the Pacific Company.

3.11 Apparatus From Telephone Company Storage.

The District in which the apparatus is stored shall arrange for packing and shipping to the address specified in the service order. Shipments should be made within four working days of receipt of the service order, and should be marked and covered by Material Transfer Reports, Form U231, as described in Paragraph 3.08. The white and yellow copies should be forwarded to the consignee. Requisitions covering repairs at the point of destination are not necessary because repairs will have been effected in accordance with Paragraph 3.06.

(C) Where Former Location was in Pacific Company's Territory

3.12 Apparatus Removed from a Pacific Company Maintained Station and Destined Either for Installation and Maintenance by the Long Lines or for use at a Customer Maintained Station in Long Lines Territory. The Pacific Company will arrange for disconnection and shipment to the Western Electric House or servicing center specified in the service order.

3.13 The shipment will be covered by a memorandum Material Transfer Report, Form SN65, which will include the name of the customer owning the apparatus, the location of the former station, the serial numbers of typing units, keyboards, perforator-transmitters and transmitter-distributors, the

number of the P.L.S. Order under which shipment is made and the Pacific Company's order for private line service. One copy will accompany the shipment and one copy will be mailed to the consignee.

3.14 Unpacking, inspecting, repairing and testing to verify repairs will be done by the Western Electric House or the servicing center receiving the equipment, and the expense of these items will be borne by the Pacific Company. Where the work is done at a Western Electric House the repair work will be requisitioned by the Pacific Company through the Western Electric House serving the point from which the machine was removed. In such cases requisitions covering the above repair items should not be placed by the Long Lines, but any work incident to the new service should be requisitioned in the usual way.

3.15 Where the work is done at a Long Lines servicing center the time shall be charged to a "Keep Cost" job number. A reference shall be made on the work report (Form PL509) to the job number, the PLSO number and the former service location of the equipment. The material used in the repairs shall also be separately reported on the work report. Where the repairs are made at an Associated Company teletypewriter shop arrangements shall be made to bill such charges under a "Keep Cost" job number assigned to cover the work. In both of these instances billing by the Long Lines will be to the Assistant Comptroller of the Pacific Company and the PLSO numbers and former service locations will be included.

3.16 Apparatus from Pacific Company Storage.
Arrangements for packing and shipping the equipment to the address specified in the service order will be made by the Pacific Company. Shipments will be covered by Material Transfer Reports, Form SN-65, as previously described. Equipment will have been repaired before shipment into the Long Lines territory, and on receipt handling should be the same as for customer owned equipment which has been stored by the Long Lines.

(D) General

3.17 Requisitions for repairs to apparatus transferred between the Pacific Company and the Long Lines should be expedited by the Telephone Companies and the Western Electric Company to insure receipt of the requisitions at the distant end prior to arrival of the equipment.

3.18 Orders covering disconnections may state that disposition will follow. As this information is normally furnished within three days, the apparatus should be removed from the station and prepared for shipment within four working days of the specified disconnection date, and on receipt of disposition the handling shall be as described above. In certain instances orders will specify that equipment be held packed and unrepaired at the servicing center or shop nearest the former service point. When final disposition is received in these cases handling should be in accordance with the applicable paragraphs above.

3.19 A consignee who is to receive apparatus previously maintained under Plan 4 will always know in advance whether or not repairs will be required since the service orders covering shipment state the source of the apparatus, and copies of these orders are distributed to both the shipping and receiving points. In general, only apparatus which has been in Telephone Company storage or which is being furnished by the customer or his supplier will be in repaired condition. To avoid duplication of effort, unnecessary delays and subsequent reshipment, new or repaired apparatus should, where possible, be shipped to the telephone office nearest the new service point if the latter point is not in the immediate shop or servicing center area.

3.20 Each case or package consigned to a Western Electric Shop shall be marked in large letters "C.O.M.", in order that packages may be readily identified on arrival at the Branch House.

* Indicates revision.

4. STATIONS FOR WHICH THE LONG LINES HAS NO SPECIFIC MAINTENANCE RESPONSIBILITY

(A) Stations on Long Lines Circuits Normally Maintained by the Customer, Or An Agent Other Than an Associated Company.

4.01 The Long Lines is not in a position to furnish emergency maintenance assistance on customer owned and maintained (COAM) teletypewriter equipment as a general practice, and will arrange to furnish assistance at such stations only under the conditions outlined below.

*4.02 In no case shall emergency assistance be furnished without prior approval of the District Plant Superintendent in whose territory the request originates, or a representative authorized by him, except that in the case of press customers approval may also be given by the Division Commercial Manager (Press) of the Long Lines Commercial Department. In the territory of the Pacific Company requests may be approved at corresponding organization levels. Private Line Service Orders furnish approval for temporary maintenance described in Paragraph 4.03 (c).

4.03 For press customers assistance shall only be given:

(a) Where emergency conditions prevail, such as fire, flood, earthquake, tornado, etc.

(b) Where unusual or urgent situations arise which the press customer could not anticipate, or cannot cope with within a reasonable period of time, and which would cause the loss of news of major public interest.

(c) When covered by Private Line Service Orders. Arrangements may be made for the Long Lines to handle trouble reports only when the customer's regular maintenance personnel is on vacation. Each of these cases will be authorized in advance by a Service Order which will include the stations and cities involved. In these instances the requirements of Paragraph 4.06 do not apply.

4.04 Assistance shall be furnished only in connection with equipment that is similar to the types currently maintained for Bell System customers, and for which trained maintenance personnel

and authorized instructions are available.

4.05 No parts or materials shall be furnished, but may be loaned when this will expedite restoration of service. Arrangements for the return of such loans shall be made locally. Spare sets, spare parts or materials shall not be stocked at any point in order to furnish assistance at customer owned and maintained stations.

*4.06 Customers' representatives authorized to request assistance, the types of work which may be done, as well as the procedure to be followed for the various customers are:

(a) Civil Aeronautics Administration. Each case must be authorized by a Regional Office in the territory in which the station is located. Maintenance assistance only shall be furnished. Requests should be made through the testroom in the city in which the C.A.A. Regional Office is located. The person making the request will give the name of the station, its location, the circuit on which it operates, possible work that will be required, and his name and title. Regional offices and the territory included in each region are shown in Section E12.758 Appendix 3.

(b) Associated Press, International News Service, Press Association Inc., United Press Associations. Bureau Offices are authorized to request maintenance assistance only. Requests received from stations other than bureaus should be referred to the nearest Bureau Office for approval.

*4.07 It is contemplated that emergency maintenance assistance on military owned and maintained teletypewriter equipment is a function of the Associated Companies to be furnished under the General Contract for Communication Facilities and Services between the Associated Companies and the Departments of the Army, Navy and Air Force.

*If a request is received by Long Lines for emergency maintenance, local personnel of a military department should be advised to place orders for such maintenance directly with the Associated Company concerned. If, due to unusual circumstances, it is necessary for

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Long Lines forces to perform maintenance, Long Lines expenses will be billed through normal channels to the Associated Company. Billing for the work performed will be rendered directly by the Associated Company to the appropriate contracting officer under the provisions of the General Contract between the Associated Companies and the military departments. In any case where the Associated Company is not familiar with this procedure, refer the matter to your Long Lines Commercial office.

*4.08 Reports, Form P1048. Each case of assistance furnished to customers shall be reported on Form P1048. Reports shall be prepared in quadruplicate and three copies forwarded not later than five days after completion of the work to the Division Plant Superintendent. In preparing the report, all information called for on the form shall be furnished by the District with the exception of cost details in those cases where work is performed by Long Lines forces. When work is done for the Long Lines Department by an Associated Company, the District shall obtain the cost information from the Associated Company. If the cost is on an estimated basis, this shall be so indicated on the form. Upon receipt of Forms P1048 from the District, the Division shall review for completeness of form and reasonableness of Associated Company charges. In those cases where the work was performed by Long Lines' forces, the Division shall develop the cost data. Where, due to the time element involved, actual clearance rates are not available, the rates for the previous month should be used for this purpose. When estimated costs are shown, this should be so indicated, and actual costs when they become available need not be reported. The Division Plant Superintendent should note his concurrence on two copies of all forms and forward them within ten days of the date work was completed to:

For C.A.A. Owned Equipment
Division Commercial Manager
A. T. & T. Co.
1809 "G" St. NW
Washington 6, D.C.

For Press Owned Equipment

* Division Commercial Manager (Press)

A. T. & T. Co.

250 Park Avenue, Room 915

New York 17, N. Y.

Reports covering assistance furnished in the territory of the Pacific Telephone and Telegraph Company shall be forwarded by Division 8.

(a) Reports covering temporary maintenance describe in paragraph 4.03 (c) shall be consecutively numbered, starting with number one, and shall include the P.L.S.O. number. The District or Districts in whose territory the stations are located shall forward a numbered Form P1048 at the close of the maintenance period, marked "Final Report", and this shall show the cities covered. If no assistance was furnished the final report shall bear a notation to that effect.

4.09 Complaints of radio interference shall be investigated to the point of making certain that Telephone Company owned circuits or equipment are not causing the interference, and then handled in one of the following ways:

(a) Complaints by Customer Personnel. Where the complainant is a customer other than the principal, such as a client of a press association, he should be advised that the Telephone Company has been requested by the principal to suggest that radio interference complaints be referred by the customer to the headquarters office of the principal. If the complainant is an employee of the principal he should be requested to handle the matter through the lines of his organization, since the Telephone Company is not responsible.

(b) Complaints by Other Than Customer Personnel.
The complainant should be advised that the equipment in question is not the property of the Telephone Company, but that the Telephone Company will be glad to refer the complaint to the owner. Some responsible person in the customer's office in which the interfering equipment is located.

* Indicates change

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should then be advised of the complaint. Where the customer is a client of the circuit principal he should be further advised that the Telephone Company has been requested by the principal to suggest that the customer refer radio interference complaints to the headquarters office of the principal. If the customer is an employee of the principal he should be requested to handle the matter through the line of his organization, since the Telephone Company is not responsible.

(B) Stations Normally Maintained by an Associated Company Under Direct Contact with the Customer

4.10 At those stations where the customer has arranged with an Associated Company to perform the regular maintenance work, the Long Lines Department will render assistance if requested by the Associated Company. In this case, the Long Lines acts as an agent of the Associated Company, which shall be billed for all expense incurred.
*Reports to the Division Commercial Managers on Form P1048 shall not be made.

(C) Privately Owned and Maintained Stations Connected to Circuits of Western Union Telegraph Company

4.11 If Long Lines forces receive a request for maintenance assistance at a privately owned and maintained station used on facilities of the Western Union Telegraph Company, the person making the request shall be referred to the Associated Company. The Long Lines does not authorize or perform maintenance work of this nature. However, there is no objection to performing the work at the request of an Associated Company in areas where the Long Lines has teletypewriter station maintenance forces, but the billing for such work should be against the Associated Company.

Should a request originate at such a time that it is impossible for the station people to reach the

Associated Company and the need for assistance appears to be urgent, Long Lines personnel should make every effort to reach an Associated Company representative and obtain approval for the required work. Associated Company approval, however, should never be anticipated and no work should be done until such approval is obtained.

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