

SUBJECT: Telephone Sets - Selection and Use of Black Combined Telephone Sets (HC-HC53-HC5)

(File in S.O.M. in Front of Section C38.909)

NEW JERSEY BELL TELEPHONE COMPANY

PLANT DEPARTMENT

PLANT LETTER NO. 940

Newark, N.J., April 11, 1958

Destroy after December 31, 1958

A recent station equipment use study and a review of existing instructions both indicate a requirement for clarification of certain rules relative to the selection and use of black combined telephone sets. This letter is intended to supplement Station Operations Manual, Section C38.909, Transmission Zoning of Station Apparatus, and to supersede any conflicting previous letters or local instructions.

Proper application of available types of telephone sets can be made only when: (a) service orders are properly negotiated and prepared, (b) rules for telephone set selection and use are understood and faithfully applied and (c) service orders are properly changed and corrected when customers requirements or demands differ from service orders as issued.

There is an appropriate and adequate field of use for each type of black combined telephone sets. Commercial Department instructions recognize that older types of telephone sets must be reused. It is a Commercial Department responsibility to negotiate with customers in such a way that it is possible for the Plant Department to use the older as well as newer types of telephone sets.

Negotiation and Service Order Preparation

Commercial Department instructions require that where a black combined telephone set is involved, the customer is advised that some type of combined telephone will be installed. If this is agreeable to the customer, the code HC is entered in the SE and R space of the service order. If the customer requests an adjustable bell the code HC5 is entered in the SE and R space. If the customer insists on an HC5 only, and appropriate supervisory approval is obtained, HC5 (ONLY) is entered in the SE and R space plus APPROVED MANAGER in the Remarks space.

Selection and Use of Telephone Sets

Service Order Specifies HC in SE and R Space

A 300 Series Set (HC) shall be used whenever permitted by the Zoning Practice - Section C38.909. If during the installation job, the customer requests an adjustable bell or a more modern telephone, attempt to meet the requirement with a 5300 Series Set (HC53). If this is acceptable to the customer, correct the code HC to HC53 to reflect the change in set type. If the customer will not accept a 5300 Series Set (HC53) and insists on a 500 Series Set (HC5), the Installer shall (a) advise the customer that the 5300 Series Set is the only set available for completion of the particular order, (b) suggest that the customer contact the business office and (c) stop work on the order.

If the business office agrees to the installation of an HC5, the service order shall be corrected to HC5 (ONLY) and MANAGER APPROVED to authorize the use of the HC5 telephone, set. Black HC5 sets shall be installed only (a) where required by the Zoning Practice - Section C38.909 or (b) when the service order is issued or corrected to read HC5 (ONLY) and MANAGER APPROVED.

Service order Specifies HC5 in SE and R Space

A service order specifying HC5 in the SE and R space, but not marked "Only" and "Manager approved", indicates only that the customer has requested an adjustable bell. A 5300 Series Set (HC3 shall be used to complete such orders whenever permitted by the Zoning Practice - Section 038.909. If the customer will not accept a 5300 Series Set (HC53) and insists on a 500 Series Set (HC5), the Installer shall advise the customer that the 5300 Series Set is the only set available for completion of the particular order and handle the case the same as covered above under Service Order Specifies HC in Se and R Space.

Service Order Specifies HC5 (ONLY) in SE and R Space and MANAGER APPROVED in Remarks

A service order issued or corrected to read HC5ONLY) and MANAGER APPROVED is complete authority for the installation of a 500 Series Telephone Set (HC5) regardless of zoning requirements.

Use Study - 5300 Series Set (HC53)

A total of 1759 cases were selected for study. All were located in zones permitting the use of 300 Series Sets (AC) and were covered by service orders specifying HC in the SE and R space. On such orders, 300 Series Sets (HC) could have been installed except where customers specifically requested adjustable bells or more modern telephones at the time of installation.

The study shows that on a Company basis, 5300 Series Sets (HC53) were installed on 45.9% of the cases. By Installation Desk locations the use of 5300 Series Sets (HC53) ranges from a low of 5.296 to a high of 97.56.

Use of a 5300 Series Set (HC53) when not required to meet a customer demand results in unnecessary expense of about \$3.00 per set. It is estimated that a reduction in annual expense of about \$200,000 can be obtained through the elimination of unnecessary use of 5300 Series Telephone Sets.

Application of the contents of this letter plus strict adherence to the Zoning Practices - Section C38.909 - will provide satisfactory telephone equipment at all locations with a minimum of cost.

G. W. FANTRY

A.M.Peterson:agp\*

General Plant Supervisor

Distribution: Equipment Force including Installers.