



ENGINEERING COMPLAINTS ORIGINATING AND PROCESSING

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1. GENERAL

- 1.01 This practice describes proposed general procedures for originating and processing Engineering Complaints regarding telecommunications products used by a divested Bell Operating Company or Regional Company.
- 1.02 This practice is being reissued to delete reference to the Bellcore Engineering Complaint database, to provide procedures for sharing alleged fire and safety related Engineering Complaints among the Regions, and to make other minor changes.
- 1.03 Changes or corrections to improve this practice should be made in accordance with Practice 000-010-015.
- 1.04 Reproducible copies of forms described in this practice will be found at the back of the practice. They are:
- EO-143 - Engineering Complaint
 - EO-150 - Suppliers Report
- 1.05 An Engineering Complaint may be originated by any employee in the Bell Company.
- 1.06 The term Bell Company as used in this practice will mean a Regional Company or an Operating Telephone Company depending on Regional organization structure.
- 1.07 With the increasing complexity of telecommunications equipment and shortened introductory intervals, it is essential that information on performance, quality and reliability be fed back quickly through the responsible lines of organization and to the Supplier. Engineering Complaints are used to provide a substantial portion of this feedback (e.g., reporting potentially unsatisfactory conditions and improper performance of apparatus, circuits, materials, documentation, tools, and services provided by all suppliers).
- 1.08 Engineering Complaints can provide a Bell Company with evidence of problems and the opportunity for correction even though the problem is determined not be the result of design, installation, manufacturing error, or inadequate maintenance.
- 1.09 Engineering Complaints are also accepted by some Suppliers as a means for requesting credit or repair, on a non-billable basis, for defective products. The extent of a Supplier's liability under these circumstances is defined in the contractual terms governing warranty and out-of-warranty repair and return.

2. USE OF ENGINEERING COMPLAINTS

2.01 Engineering Complaints shall be used to report information about unsatisfactory service or product performance.

2.02 The Engineering Complaint should be issued to cover products which:

- (a) Do not function as they should.
- (b) Fail to meet a specified requirement.
- (c) Fail in a relatively short period of time or for which excessive quantities are inoperative when received.
- (d) Require excessive field maintenance.
- (e) Result in an alleged fire or safety hazard.
- (f) Have repetitive cases of damage due to improper packaging.

2.03 Engineering Complaints may also be submitted for:

- (a) Obvious drawing and typographical errors.
- (b) Installation errors found after turnover when installation is done by someone other than Bell Company personnel.
- (c) Products repaired or reconditioned by the Supplier.
- (d) Problems with Supplier-provided documentation.
- (e) Microfilm irregularities.

2.04 Occurrence of a limited amount of initial or in-service product failures should not be cause for initiating an Engineering Complaint. The return and repair under these situation is considered a normal Company-Supplier interface which need not involve Engineering Complaint reporting. If, however, the Bell Company believes the number of failures to be excessive or that reasonable service life has not been achieved, Engineering Complaints should be submitted in addition to pursuing repair, replacement, or credit from the Supplier.

2.05 The procedures outlined in this section do not pertain to:

- (a) Shipping or billing discrepancies and products found to be damaged on receipt (where the product was obviously damaged in transit). These shall be handled in accordance with the governing shipping contract. Repetitive cases of damage due to inadequate packing, however, should be covered by an Engineering Complaint.
- (b) Changes made to the Supplier's product not authorized by the Supplier.
- (c) Products that fail due to improper use or handling by the Bell Company.
- (d) Requests for new designs of features.
- (e) Employee suggestions.
- (f) Repairs made by an organization other than the Supplier when the repair order is not entered through the Supplier.

3. ORIGINATING ENGINEERING COMPLAINTS

- 3.01 Engineering Complaints should be originated by the people who encounter the complaint condition, generally Company technicians.
- 3.02 Form EO-143 is to be used for reporting details of an Engineering Complaint and should be completed in accordance with these instructions, except where special routines apply. It must contain only information pertinent to the problem encountered.
- 3.03 The Line Engineering Organization has final responsibility for determining that the Engineering Complaint is valid, assigning a number to it, and forwarding it to Company Headquarters in accordance with Section 4 of this practice
- 3.04 Before an Engineering Complaint form is prepared, the originator must be reasonably certain that the defect and related conditions meet the requirements that have been outlined in Sections 1 and 2 of this practice. Also, he/she must be reasonably certain that all applicable current instructions for installing, operating and maintaining the product have been applied.

NOTE: If the product under complaint is owned by one Company and maintained by another, the complaint should be originated by the maintaining Company. The Staff of the Originating Organization in the maintaining Company should review the Engineering Complaint and forward it to the owning Company for further processing. If credit is due, it will be given to the owning Company.

- 3.05 The Line Engineering Organization will supply the Engineering Complaint number. Complaint number will consist of eight characters: three letters and five numerals. The three letters will designate the Company and area within the Company originating the Engineering Complaint. The list of applicable letter combinations is found in Part 8. The first two numerals will be the last two digits of the current year. The last three numerals will be specified by the originating Company and will be used to number the Engineering Complaints as they occur, e.g., CPW-84001. This number will be appended by a four character Supplier identification that can be obtained from the Property Record Catalog or Practice 751-100-650. The Property Record catalog is preferred because it is updated bi-monthly.
- 3.06 A new supplier identifier code can be requested from the Bell Company Common Language Coordinator.

PREPARATION AND ROUTING OF FORM EO-143

- 3.07 The person originating the Engineering Complaint should complete blocks numbered 1 through 10.
- 3.08 The form may be prepared by any employee and approved by any responsible supervisor (block 11) in accordance with local Company procedures.
- 3.09 Type or print legibly in the appropriate space provided on Form EO-143.
- 3.10 The Engineering Complaint should be routed to the Staff of the Originating Organization in accordance with local Company procedures. A suggested routing is shown in Fig 1.

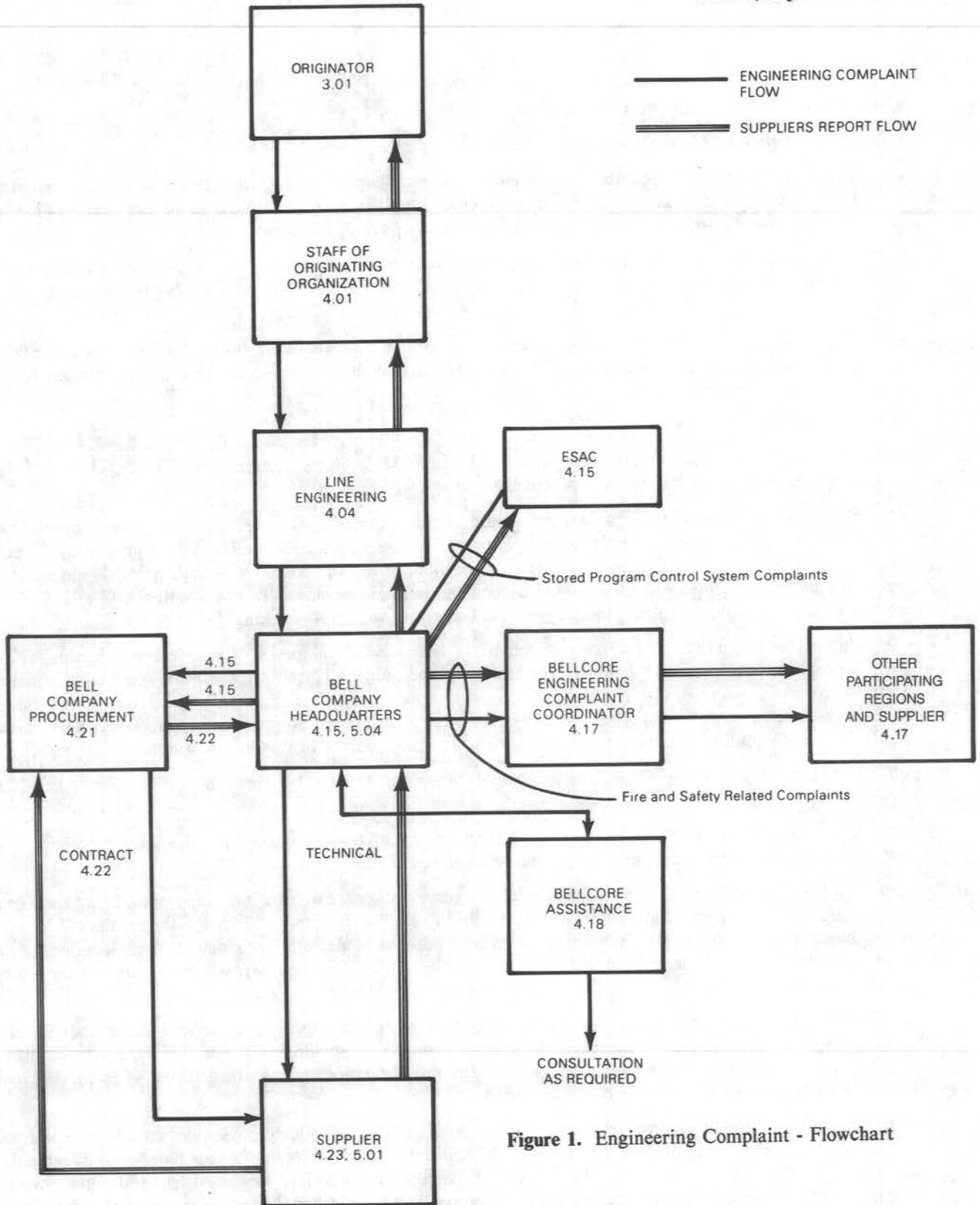


Figure 1. Engineering Complaint - Flowchart

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4. PROCESSING ENGINEERING COMPLAINTS

STAFF OF ORIGINATING ORGANIZATION

- 4.01 The Staff employee responsible for reviewing the complaint should process it without delay, generally within three working days. The employee should complete lines 12 through 15 on Form EO-143, verifying that the information provided by the originator is complete and accurate.
- 4.02 If the condition reported does not comply with the requirements for an Engineering Complaint, as described in this practice, the complaint should be returned to the originator with the reason in block 15.
- 4.03 The Staff portion of Form EO-143 should be reviewed and approved (block 16) in accordance with established Company procedures. The form should then be forwarded to a designated person in the Line Engineering Organization.

LINE ENGINEERING ORGANIZATION

- 4.04 The Line Engineering Organization can be the Line Maintenance Engineering Center, Outside Plant Engineer, etc. according to local practices.
- 4.05 The Line Engineering Organization should begin processing a complaint as soon as possible. Generally, the processing should be completed within five working days. The Line Engineering Organization should notify the Staff of the determined disposition of the complaint. Also, the Staff should be notified if the processing time is to be extended beyond the normal five days. In any event, the Line Engineering Organization should complete processing of the complaint within 20 working days.
- 4.06 Upon receipt of an Engineering Complaint, the Line Engineering Organization should review appropriate informational material pertaining to the subject of the complaint to determine if other operating areas have had similar trouble and what action has been taken in those cases. Every effort should be made to determine if the reported difficulty has been experienced previously. Suppliers' technical documentation such as bulletins, letters, or historical data are good sources of this information.
- 4.07 The Line Engineering Organization should complete entries 17 through 28 on Form EO-143.
- 4.08 A new complaint should be issued even if there are open complaints covering the same problem. The EC numbers of the open complaints should be entered in block 25.
- 4.09 The Line Engineering Organization should also survey other locations within their area, using the same product, to determine if any locations are exhibiting similar symptoms. Indicate the results of the survey in block 21a. In block 21b, list the locations and number of defective products at each location. Any credit considerations or other remedial action, covered by the one final report, will also apply to the other locations listed.
- NOTE:** This procedure applies only to locations in the same area using the same 3-letter code in the Engineering Complaint number. A separate complaint should be issued for locations in other operating areas. A new complaint is also required if further defects are detected after the original Engineering Complaint has been forwarded.
- 4.10 Indicate the action desired on the defective product when applicable. Should credit or repair be desired, check the appropriate box of block 22 and indicate any shipping invoice number applicable for the return of the defective product. In the case of returns for multiple locations, list additional invoice numbers and the associated order numbers. If necessary, use an additional sheet of paper to list this information.

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4.11 Samples or photographs of the defective products are very desirable. If photographs are available, they should accompany the Engineering Complaint. Samples should be held by the originator for disposition instructions. Complete block 23 to indicate where the samples are being held (see Part 5). Check the box marked "Junk" in block 24 when the product is to serve only as a sample in the investigation of the complaint, and repair or credit is not desired.

4.12 Prior to forwarding the Engineering Complaint, the Line Engineering Organization should assign a number. (See paragraph 3.05.) Any supporting information obtained from the investigation, or from discussion with the Originating Organization Staff, or the originator should be added or attached. The form should be reviewed and any missing information should be added. Additional information available concerning the extent or severity of the trouble condition should also be added. In block 27, enter the name and telephone number of the area person most knowledgeable of the reported complaint.

4.13 A copy of the Engineering Complaint should be retained in the Line Engineering Organization files. In cases where the Engineering Complaint can be answered by the Line Engineering Organization and the complaint is not submitted to the Company Headquarters, appropriate remarks should be entered in the "Comments or Recommendations" space (block 26) on Form EO-143. A copy should be filed as a closed complaint and a copy should be forwarded to the Staff for record purposes and to the originator.

4.14 When the Line Engineering Organization cannot answer the Engineering Complaint, then the Complaint should be forwarded to the Company Headquarters.

COMPANY HEADQUARTERS

4.15 Depending on Company Organizational Structure, the Company Headquarters function may be performed by the Line Engineering Organization, the Headquarters Maintenance Engineering Center, or the Company Procurement Organization. If the Procurement Organization is **not** performing the Company Headquarters function then copies of the Complaint and the Suppliers response must be routed to them. For Stored Program Control systems copies of the Complaint and the Suppliers response will be sent to the Electronic Switching Assistance Center (ESAC).

4.16 Company Headquarters will review the Engineering Complaint for accuracy and existence of similar conditions in other areas. Company Headquarters will then transmit the Engineering Complaint to the Supplier. Line 29 of form EO-143 should have the name and telephone number of the person most able to furnish additional technical information about the complaint.

4.17 Copies of fire and safety related complaints should be sent to Bellcore. Bellcore will furnish a copy of the complaint to the Supplier for comment and response. Included should be a statement indicating complaint information will be disseminated to other affected Regions. A copy of the complaint should be shared with the Regions that wish to receive this information. The purpose of sharing is to minimize safety hazards to the customers and employees of each Bell Company. It is important that the information on these complaints should be accurate, objective and up-to-date. Bellcore will forward a copy of the Supplier comments and response to the participating Regions. Send fire and safety related Engineering Complaints and the associated Suppliers comments and response to:

Bell Communications Research
Engineering Complaint Coordinator
Morris Research and Engineering Center
435 South Street, Room 1E-144
Morristown, New Jersey 07960

4.18 Company Headquarters should determine whether Bellcore involvement is required. Some of the reasons for requesting Bellcore assistance on an Engineering Complaint are:

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- (a) Interpretation or change in requirements such as the Local Switching System General Requirements (LSSGR).
 - (b) Design intent not met.
 - (c) To obtain technical assistance to support temporary solutions.
 - (d) Interpretation of change classifications.
 - (e) Resolution of widespread and/or long standing quality problems with the Supplier. Possible General Engineering Complaint (GEC) type conditions.
 - (f) When an Engineering Complaint is resubmitted because of an unsatisfactory response or a rejected Final Report.
- 4.19 Bellcore assistance may be requested by letter to the Bellcore organization most able to provide the required assistance. If this organization is not known, assistance may be requested of the Engineering Complaint Coordinator (see paragraph 4.17).
- 4.20 If there is a need to provide additional information after a complaint has been issued, the supplemental information should be provided by letter. The Engineering Complaint number should be prominently shown on the letter to associate it with the original complaint.

PROCUREMENT

- 4.21 If the Procurement Organization is performing the Company Headquarters function they will review the Engineering Complaint and transmit copies as indicated in Paragraph 4.15.
- 4.22 If the Procurement Organization is **not** performing the Company Headquarters function they will receive information copies from the organization performing that function. Procurement will also be responsible for resolving contractual problems.

SUPPLIER

- 4.23 Receipt and disposition of the Engineering Complaint will be communicated to the Bell Company through a formal acknowledgment from the Supplier. Form EO-150 may be used.
- 4.24 Normally the Supplier should be expected to issue a final report within three months of receipt of the Complaint. If this is not possible, an interim report should be issued. Form EO-150 may be used. The 3-month interval should start when the Complaint leaves the Bell Company. (Date in block 30b of EO-143).

5. FINAL REPORT OF INVESTIGATION

5.01 Upon completion of the investigation of an Engineering Complaint, a final report will be written by the Supplier and transmitted to the Bell Company. Final reports will be written as soon as it has been established that:

- (a) The reported condition is understood.
- (b) The cause for the condition has been determined.
- (c) The corrective action, if any, will be implemented.

Normally, it is expected that final reports will be issued within three months of receipt of the complaint.

5.02 The final report will contain a technical evaluation of the reported problem and a recommended solution, if one is required. The report will also give disposition of complaint samples when they are involved.

5.03 On fire and safety related complaints, Company Headquarters will send a copy of the final report to Bellcore (see paragraph 4.17). Any interim replies from the Supplier on fire and safety related complaints, should also be sent to Bellcore.

5.04 Company Headquarters will return the final report to the Line Engineering Organization which should verify that the final report of the investigation is transmitted back through the channels of the original Engineering Complaint. The Line Engineer should also verify that a copy of the final report is physically filed and attached to any copies of the Engineering complaint which are retained in the Line Engineering Organization files.

5.05 Upon receipt of a final report, both the Line Engineering Organization and Staff of Originating Organization should review its contents to be sure that it is appropriate. If the disposition does not appear satisfactory, the Staff should confer with the Line Engineering Organization to reach a mutual agreement.

5.06 If concurrence cannot be obtained or if the Line Engineering Organization rejects the final report, it should be returned to the Supplier through Company Headquarters, stating the reasons for rejection.

5.07 The Staff of Originating Organization should send a copy of the final report to the originator.

5.08 Files on closed Engineering Complaints will be saved for 5 years.

6. SELECTION AND HANDLING OF COMPLAINT SAMPLES

- 6.01 Samples of the defective products, which adequately illustrate the reported condition, may be required for a thorough investigation. This is especially true if the defective product results in a personal injury or is the cause of an alleged fire or safety hazard.
- 6.02 The identity and integrity of the sample should be maintained. The defective product or sample should be suitably tagged to identify and associate it with the Engineering Complaint. The Bell Company should retain the sample until disposition instructions are received from the Supplier.
- NOTE:** If samples are required to complete an investigation and none are available, the Engineering Complaint will be closed. The Bell Company may originate a new Engineering Complaint when it obtains samples depicting the complaint condition.
- 6.03 Before shipment, the defective product must be carefully packaged to prevent damage in shipment and destruction of valuable evidence. Storage and shipment must be in full accordance with commonly accepted safety precautions.
- 6.04 Samples returned to the Suppliers should be sent registered mail or some other means necessary to insure positive receipt of returned material.
- 6.05 Samples submitted to the Supplier may not be returnable. Notice of disposition to the Bell Company will state how long samples will be held and if they can be returned. When appropriate, disposition instructions will also indicate any accounting considerations associated with the complaint samples.

7. BELL COMPANY AREA CODE DESIGNATIONS

| REGION | CODE | COMPANY | AREA |
|----------------------|------|----------------------|---------------------------------|
| <i>AMERITECH</i> | | | |
| | IBV | Illinois Bell | |
| | INB | Indiana Bell | |
| | MET | Michigan Bell | |
| | OBN | Ohio Bell | 216 area |
| | OBS | Ohio Bell | 456 area |
| | WTC | Wisconsin Telephone | |
| <i>BELL ATLANTIC</i> | | | |
| | BPC | Bell of Pennsylvania | Central |
| | BPE | Bell of Pennsylvania | Eastern & Delaware |
| | BPH | Bell of Pennsylvania | Headquarters |
| | BPW | Bell of Pennsylvania | Western |
| | CPC | C&P Central | Washington and Suburban Area |
| | CPN | C&P Northern | Maryland and West Virginia |
| | CPO | C&P | Outside Plant |
| | CPS | C&P Southern | Virginia |
| | NJD | New Jersey Bell | Network Distribution |
| | NJN | New Jersey Bell | Network Services |
| <i>BELLSOUTH</i> | | | |
| | SBA | Southern Bell | Atlanta |
| | SBF | Southern Bell | North Florida |
| | SBG | Southern Bell | Outstate |
| | SBH | Southern Bell | Headquarters |
| | SBL | Southern Bell | Southeast Florida |
| | SBM | Southern Bell | South Florida |
| | SBN | Southern Bell | North Carolina |
| | SBS | Southern Bell | South Carolina |
| | SCA | South Central Bell | Alabama |
| | SCH | South Central Bell | Headquarters |
| | SCK | South Central Bell | Kentucky |
| | SCL | South Central Bell | Louisiana |
| | SCM | South Central Bell | Mississippi |
| | SCT | South Central Bell | Tennessee |
| <i>NYNEX</i> | | | |
| | NTB | New York Telephone | Bronx |
| | TNL | New York Telephone | Brooklyn-Queens |
| | NTM | New York Telephone | Manhattan |
| | NTN | New York Telephone | Nassau-Suffolk |

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| REGION | CODE | COMPANY | AREA |
|-------------------------------------|------|-----------------------|-------------------------------|
| | NTS | New York Telephone | Headquarters |
| | NTU | New York Telephone | Upstate |
| | NTW | New York Telephone | Westchester |
| | NEA | New England Telephone | Massachusetts-CO Equipment |
| | NEB | New England Telephone | New Hampshire-CO Equipment |
| | NEC | New England Telephone | Vermont-CO Equipment |
| | NED | New England Telephone | Maine-CO Equipment |
| | NEE | New England Telephone | Rhode Island-CO Equipment |
| | NEF | New England Telephone | PBX and Station Equipment |
| | NEG | New England Telephone | TTY and Data Equipment |
| | NEH | New England Telephone | Outside Plant Equipment |
| | NEI | New England Telephone | Design Line Tel. |
| <i>PACIFIC TELESIS</i> | | | |
| | PCP | Pacific Bell | Station Equipment |
| | POP | Pacific Bell | Outside Plant |
| | PPO | Pacific Bell | Power |
| | PSW | Pacific Bell | Switching |
| | PTR | Pacific Bell | Transmission |
| | BNE | Nevada Bell | |
| <i>SOUTHWESTER BELL CORPORATION</i> | | | |
| | SWA | Southwestern Bell | Arkansas |
| | SWD | Southwestern Bell | Dallas |
| | SWE | Southwestern Bell | Missouri East |
| | SWG | Southwestern Bell | General Headquarters |
| | SWH | Southwestern Bell | Houston |
| | SWK | Southwestern Bell | Kansas |
| | SWO | Southwestern Bell | Oklahoma |
| | SWS | Southwestern Bell | San Antonio |
| | SWW | Southwestern Bell | Missouri West |
| <i>US WEST</i> | | | |
| | NWD | Northwestern Bell | North Dakota |
| | NWI | Northwestern Bell | Iowa |
| | NWM | Northwestern Bell | Minnesota |
| | NWN | Northwestern Bell | Nebraska |
| | NWS | Northwestern Bell | South Dakota |
| | NWT | Northwestern Bell | Technical |
| | MSA | Mountain Bell | Arizona |
| | MSC | Mountain Bell | Colorado |
| | MSG | Mountain Bell | General |

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| REGION | CODE | COMPANY | AREA |
|--------|------|------------------------|------------|
| | MSI | Mountain Bell | Idaho |
| | MSM | Mountain Bell | Montana |
| | MSN | Mountain Bell | New Mexico |
| | MSU | Mountain Bell | Utah |
| | MSW | Mountain Bell | Wyoming |
| | PNO | Pacific Northwest Bell | Oregon |
| | PNW | Pacific Northwest Bell | Wash-Idaho |

OTHERS

| | | |
|-----|-----------------------------------|-----------|
| CBI | Cincinnati Bell | |
| SNE | Southern New England Extended | New Haven |
| SNT | Southern New England Telephone | New Haven |

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| | | |
|-------------------|-------------|---------------|
| Originator | E.C. Number | Supplier Code |
|-------------------|-------------|---------------|

1. Product Identity

| | | | |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Does EC Report An Alleged Fire Or Safety Hazard? <input type="checkbox"/> Yes <input type="checkbox"/> No | 3. System Identification | 4. Where Was Product When It Failed? (C.O. Name, Etc.) | |
| 5. Specify Supplier | 6a. How Many Defective Units Does This EC Cover? | 6b. How Many Similar Units Are In Service At Same Location? | 7. <input type="checkbox"/> New <input type="checkbox"/> Reused <input type="checkbox"/> Repaired <input type="checkbox"/> Under Warranty, Date: |

8. Statement of Problem (Detailed Description Of Trouble, Including Events Preceding Failure, Action Taken During Trouble Shooting, Test Failed, Etc.)

| | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------------------------------------|-----------|
| 9. Was Condition Corrected Locally? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes Attach Explanation, Sketches, Marked Drawings, etc. | | <input type="checkbox"/> Additional Material Attached | |
| 10. Problem Originally Reported By | 11a. Reviewed And Approved By | 11b. Telephone No. | 11c. Date |

Originating Organization Staff

12. Has The Above Information Been Verified That It Is Accurate?
 Yes No

13. Has This Problem Previously Been Reported And Corrected In Area?
 Yes No Was Unable To Determine

14a. Do Other Locations In Your Area Appear To Have Same Problem?
 Yes No Was Unable To Determine

14b. If Yes, List Locations And Quantity Defective At Each Location

Additional Material Attached

15. Comments Or Recommendations

Additional Material Attached

| | |
|-------------------------------|-----------|
| 16a. Reviewed And Approved By | 16b. Date |
|-------------------------------|-----------|

Line Engineering

| | |
|----------------------------|--------------------------|
| 17. Company Order No. | 18. Supplier Order No. |
| 19. Total Number Furnished | 20. How Long In Service? |

21a. Do Other Locations In Your Area Appear To Have Same Problem?
 Yes No Was Unable To Determine

21b. If Yes, List Locations And Quantity Defective At Each Location

Additional Material Attached

| | |
|--------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 22. Action Desired <input type="checkbox"/> Repair <input type="checkbox"/> Credit Return Material Document No. | Date |
| 23. Samples <input type="checkbox"/> Not Available <input type="checkbox"/> Being Held By _____ At _____ | |
| 24. Desired Disposition Of Samples <input type="checkbox"/> Junk <input type="checkbox"/> Repair And Return | 25. This Appears To Be Similar To EC No. |
| 26. Approved By (Name And Title) | Date |

27. Comments Or Recommendations (If Possible, Describe Seriousness Of Problem, e.g., Causes Widespread Customer Reaction, Loss Of Revenue, Etc.)

Additional Material Attached

| | |
|------------------|----------|
| 28. Area Contact | Tel. No. |
|------------------|----------|

| | | |
|------------------------------------------------------------|--------------------------|----------|
| Headquarters | 29. Bell Company Contact | Tel. No. |
| 30a. Approved For Transmittal To Supplier (Name And Title) | 30b. Date | |

Instructions For Completing Engineering Complaint (Type Or Print Legibly)

The Following Instructions For Completing The "ORIGINATOR" Portion Of The Engineering Complaints (EC) Form On The Reverse Side Cover Only Those Items Which Are Felt May Need Further Explanation. BR 010-700-010 Contains The Complete Instructions For Submitting Complaints. An Attempt Should Be Made To Furnish All Information. EC Number Is Furnished By The Line Engineering Organization.

1. Show Name And Identifying Number Of Circuit, Equipment Or Software. Include Issue, Figure, Option, Group Or List Numbers And Date Code As Appropriate. This EC Should Cover Only One Type Of Defective Product Although Any Number Of Items Of The Same Type May Be Included In The Complaint.
 - Loose Component Parts Such As Capacitors, Resistors, Transistors, Etc., Not Used As A Part Of Any Specific Apparatus Should Be Listed. Copy Date Code Just As It Is Stamped On Item.
2. Check The Appropriate Box Whether Or Not EC Is Reporting Alleged Fire Or Safety Hazard Condition. (If Hazard Is Being Reported, Notify Supervisor Immediately; Condition Should Then Be Corrected To Prevent Accidents Or Disruption Of Service.)
3. Enter The System Which Broadly Categorizes Where The Product Under Complaint Was Being Used When It Failed, e.g., Announcement Systems, Crossbar No. 5, T-Carrier, 806 Power Plant, DMS-10.
4. Give The Name And Address Of Central Office Or Other Location Where The Defect Occurred.
5. Full Name Of Supplier, Manufacturer Or Contractor.
- 6a. Enter Here Only The Number Of Units That Are Defective.
- 6b. Show Here The Number Of Similar Units That Are In Service At The Location Where The Defect Occurred.
7. Check Whether Item Was New, Reused, Repaired Or Under Warranty. If Repaired Fill In Date Of Repair. If Under Warranty Fill In Warranty Date, i.e. Turnover, Ship Or Purchase Date, As Appropriate.
8. In This Space Enter A Concise, Accurate And Complete Description Of The Difficulty. Attempt To Anticipate All The Questions That May Be Asked By Anyone Reviewing The Complaint. Accuracy And Completeness Are More Important Than Brevity. If Necessary, The Description May Be Continued On Additional Pages. Additional Pages Or Attachments Should Be Stapled To This Form.
 - Includes Description Of Any Hazardous Or Other Service Reaction Events Preceding Failure, Actions Taken During Troubleshooting, Complete Description Of Failed Tests, Or Anything Else That May Help The Investigator Understand And Resolve The Problem. Attach Explanatory Sketches, Drawings Or Photographs If They Are Available.
 - Furnish Complete Nameplate Data.
 - For Storage Batteries, Furnish Service History Of Individual Cell Voltage And Specific Gravity Readings For Entire String.
 - For Product That Contains Serial Number, Include That Number.
 - For Cable, Furnish Reel And Requisition Number. Where Field Repairs Have Been Made, Furnish A Breakdown Of All Costs Incurred In The Repair Operation.
 - For Electron Tubes, Show Circuit Application; Give A Reasonable Estimate Of Service Life And Show Serial Number If There Is One. If There Is No Serial Number, List Them Numerically And Tag Each Tube With Corresponding Number.
9. If Condition Was Corrected Locally, Briefly Describe The Technique Used. Attach Explanatory Sketches, Marked Drawings Or Photographs If They Are Available.
10. This Entry Should Contain The Name Of The Individual Who Actually Discovered The Problem Being Reported.
11. The Form Should Be Reviewed And Approved In Accordance With Established Company Procedures.

NOTE:

Instructions For Completing The Remainder Of This Form Can Be Found In BR 010-700-010.

(Insert Your Company Logo)

Engineering Complaint Suppliers Report

EO-150
(5-84)

| | | |
|-------------------|--------|------------------------------|
| Supplier | Date | Engineering Complaint Number |
| Bell Company | System | |
| Defective Product | | |

This Report Is Acknowledgement Of Receipt Of Complaint Interim Final

Trouble Condition

Summary Of Investigation

Details Of Investigation