

**MAINTENANCE OF SERVICE CHARGE WITH
CUSTOMER PROVIDED EQUIPMENT (CPE)
AMERICAN DISTRICT TELEGRAPH CO. (ADT)**

	CONTENTS	PAGE
1.	GENERAL.....	1
2.	REPAIR SERVICE.....	1
3.	NOTIFICATION TO CUSTOMER.....	1
4.	PREPARATION CPE #2.....	1

1. GENERAL

1.01 This appendix describes the testing and Maintenance of Service Charge (MSC) for ADT circuits. This section also describes the method for handling trouble reports.

1.02 This section has been reissued to:

- (a) Cancel all reference to the use of form E-5855.
- (b) Establish the use of the CPE #2 report as the document to be forwarded to effect billing of the MSC.

1.03 There will be occasions, particularly in the case of McCulloch circuits (multi-point series circuits), when the ADT tester will require the assistance of the repair service bureau (RSB) to sectionalize trouble. When such a call is received in the RSB, it should not be interpreted as a customer TROUBLE REPORT but rather as a call for TESTING ASSISTANCE. The ADT representative will so state. A telephone repairman *should not* be dispatched.

1.04 When the RSB or toll test room has isolated the leg or legs of the circuit that are in trouble, the information and addresses of the customers on the section of the circuit, should be promptly relayed to the ADT office which reported the trouble. The ADT office will dispatch their craftsman to the trouble location to further isolate the trouble. ADT will determine if the trouble locates in CPE or telephone facilities.

1.05 RSB or toll test rooms will prepare a trouble ticket and mark the ticket memo. Do not count this ticket as a customer report.

2. REPAIR SERVICE

2.01 The ADT will call the RSB or the toll test room when they determine or believe trouble is in telephone company facilities.

2.02 The RSB or toll test rooms will take the call as a customer report and advise ADT that if we find trouble in their equipment a Maintenance of Service Charge may apply.

2.03 The repair bureau will now dispatch a man for testing and clearance of the trouble in the normal manner.

3. NOTIFICATION TO CUSTOMER

3.01 The RSB should keep the customer notified of the progress of trouble clearance. Do not make tests on legs other than the ones originally reported, as this may cause unnecessary alarms and cause police to be dispatched.

3.02 Notify the customer immediately upon clearance of the trouble.

4. PREPARATION OF CPE #2

4.01 If trouble is located in ADT equipment process the CPE #2 report in the normal manner. (See Section 660-101-312).

