

020590 AHASAY, WILLIAM
 2-9-90 BOETTCHER, RICHARD
 2-5-90 CARLSON, TOMMY
 2-15-0 DUFEE, FRANCIS
 2-17 FORYSTEK, JOHN
 01945 HÖHNEKE, ROBERT
 2-8-90 KLASS, WILLIAM
 2-10-90 REMLING, RON
 2-13-90 VISSERS, GARY

Dispatch Cancel Code

January 29, 1990
 File SS0. 5.0

Mr. Abrahamson	Mr. Dicke	Mr. Janas	Mr. Schultz
Mr. Ahrens	Mr. Dresen	Mr. Johnson (W)	Mr. Statz
Mr. Artel	Mr. Esser	Mr. Kocvara	Mr. Stollenwerk
Mr. Bajorek	Mr. Ferguson	Mr. Lythjohan	Mr. Vande Hey
Mr. Bruhn	Mr. Fobes	Mr. Noffke	✓ Mr. Van Gheem
Mr. Buxrude	Mr. Gundeck	Mr. Pfaff	Mr. Weinkauf
Mr. Christensen	Ms. Hansen	Mr. Raffini	
Mr. Daul	Mr. Hiley	Mr. Sanders	

Background

There are occasions when a trouble comes clear after a technician has been dispatched. The technician is then paged (Bell-Boyed) to be told not to proceed to the customer's premise, or other dispatched location (Central Office, SLC Hut, Etc.). On some occasions, (due to a coin phone not available, the lack of a quarter, etc.) the technician waits until he or she arrives at the dispatched location to respond to the page. The end result is we expend the time and effort required to get to a location unnecessarily. The service that the technician was dispatched on is working.

Idea Connection Suggestion

To rectify this situation, Idea Connection suggestion # 0789022J has been adopted. The suggestion is a specific code to be entered into the technicians pager to inform he or she that the dispatch they are in route to is cancelled.

Effective Date

The use of this procedure will start on February 5th, 1990. Please review this information with all personnel by the effective date.

Specific Code To Cancel A Dispatch

Person cancelling dispatch should:

1. Dial Pager Number Of Dispatched Technician
2. After hearing the three short tones, using the keypad on the telephone set, enter

TEL # OF PERSON & STAR SIGN & FOUR NINES & POUND SIGN
CANCELLING * 9999 #
DISPATCH
(7 - DIGITS)

Example of what to dial: NXXXXXX * 9999 #

Note: When using this procedure, use the telephone number of the person cancelling the dispatch

Technician's Pager Display

The technician's pager will display the following numbers:

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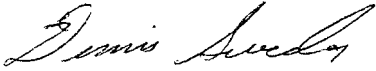
- - - - -
| N X X X X X X - 9 9 9 9 |
- - - - -
< TEL # OF      >   <FOUR>
  PERSON
  CANCELLING
  DISPATCH
                                <FOUR>
                                NINES
                                INDICATES
                                DISPATCH
                                HAS BEEN
                                CANCELLED

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When the technician's pager has a seven digit telephone number followed by four nines, they will know the dispatch they are in route to has been cancelled.

THEY ARE NOT TO PROCEED TO THE LOCATION THEY WERE DISPATCHED TO!

Refer any questions to me at 414-678-2023



Dennis Sweda
Manager - Special Services Staff

cc. Mr. Kozar	Mr. Hoida
Mr. Zimmerly	Mr. Meetz
Mr. Doerr	Mr. Mogden
Mr. El-Ghatit	Mr. Sherman (S)
Mr. Hale	Mr. Sherman (T)