

COMPACT TELEPHONE - JUBILEE YEAR VERSION

1. **INTRODUCTION** This Circular announces the availability of a special version of the Compact Telephone (previously known as the New Style Telephone) as part of the Post Office contribution to the Jubilee Year celebrations. It is to be marketed in limited quantity, from the 23rd May 1977, for a period spanning the Queen's Silver Jubilee.

2. GENERAL

2.1. The telephones will be known as the 'Compact Telephone - Jubilee Year Version' and only 30,000 will be bought - 25,000 for marketing and 5,000 retained as maintenance replacements. The telephone case, handset and wall shelf will be produced in a colour specially chosen for the occasion, Balmoral Blue, with the cords and bell unit cover in grey. The dial centre will feature the Jubilee emblem. Two versions of the emblem will be made, the first incorporating the Scottish Crown and available in Scotland only, and the second the English Crown which will be marketed in the remainder of the UK (see Appendix B fig. 3.).

2.2. Because of the unique nature of this telephone, which will only be produced in a limited quantity, GMS should make suitable arrangements to control their issue for both installation and maintenance purposes. It is essential that GMS safe-guard an adequate margin of instruments to provide customers with ongoing maintenance for as long as possible.

2.3. The Compact Telephone - Jubilee Year Version should not be provided free of charge for any reason without the authority of the Regional Director, or TB Chairman.

3. DESCRIPTION

3.1. The Compact Telephone consists of a two-part instrument, comprising a telephone and handset connected by a helical cord to a separate bell unit (see Appendix B fig. 1.). The inclusion of the bell in a separate unit has allowed the telephone to be much smaller and lighter than a 700 type telephone, and the recess behind the handset cradle enables the instrument to be easily carried. Its small size also enables it to stand on narrow ledges or window sills.

3.2. The design of the instrument with an extensible cord linking the telephone and the bell unit allows considerable flexibility in the siting of the bell unit. Brackets are available which enable the bell unit to be easily mounted on skirting boards, window sills or on vertical surfaces. A purpose designed shelf is also available on which the telephone can stand, and this combines the advantages of wall mounting with free standing mobility (see Appendix B fig. 2). When this latter arrangement is required the bell is housed in the shelf unit. The design of the instrument with a separate bell unit also allows the bell to be sited remote from the telephone (remote in this context means other than at the end of the helical line cord as shown in fig. 1. of Appendix B).

4. LIMITATIONS OF USE

4.1. The Compact Telephone is capable of housing up to two buttons, one engraved 'CALL' and the other 'BELL', protruding from the front (see Appendix B figs. 1 and 2) and thus may be used on exclusive or shared service exchange lines, Plans 1A and 4 and also direct PBX extensions. It may not be used on other Plan arrangements. The Compact Telephone may be mixed with other types of telephone on

the same installation except on Plan 4 where it may not be mixed with other types of portable telephones. On Plan 4 installations a socket is incorporated in the bell unit, or wall shelf, and subsequent sockets may be of the normal Plan 4 type or incorporated in additional bell units as required.

4.2. A customer who requests a Compact Telephone on an existing Plan 4 installation, which consists of more than one portable telephone, will need to have each of the existing telephones changed, and charged for, at the appropriate tariff (see para 9.). Sales Staff must ensure that potential customers are made aware of this situation before the order is confirmed.

5. TELEPHONE NUMBER LABELS The inclusion of the commemorative emblem in the dial centre precludes normal number label mounting. Instead a specially designed holder has been included in the telephone case and this is situated between the switch-hooks. It is based on the design used on Keyphones and removal of the protective strip is achieved in similar manner. Standard Keyphone number labels should be used on the Jubilee Year instrument.

6. MARKETING POLICY

6.1. Marketing of the limited quantity (25,000) of this Jubilee Year version of the Compact Telephone will commence on a national basis on the 23rd May 1977. It will be offered to customers on a first-come-first-served basis from allocations made to Regions who in turn will decide allocations to each of their Areas. The telephone will be marketed with full promotional support.

6.2. The allocation of instruments will include a margin of instruments for maintenance purposes. GMs must therefore reserve 1/6th of this allocation for ongoing maintenance purposes and confine their sales to 5/6ths of the allocation as no further supplies will be available, nor will instruments be held centrally in SupD for maintenance back-up.

7. SALES PROCEDURES

7.1. APPOINTMENT PLAN The fitting, removal, etc of the Compact Telephone - Jubilee Year version comes within the scope of the Appointment Plan.

7.2. DESCRIPTION ON FORMS, ANs ETC The instrument should always be referred to by its full title, PO codes should not be used on application forms, acknowledgement forms nor on ANs. The instrument must appear as an apparatus note on CR cards, so references to it in the text of ANs should be underlined. Where the optional wall shelf is required it should be included in the AN, as should bell unit requirements (free and chargeable) at the second and subsequent sockets on Plan 4.

7.3. SPECIAL CONDITIONS A copy of the Annex at Appendix 'A' should be attached to the acknowledgement form (and application form, if used) whenever a Jubilee Year instrument is being provided or taken over. A further copy should be attached to the acknowledgement of an application for disconnection of the Jubilee Year telephone prior to external removal (see para 7.4.). Supplies of the annex should be prepared locally.

7.4. EXTERNAL REMOVALS Because the Jubilee Year Telephone is unique it has been decided exceptionally that customer requests for its physical removal, externally, to another address may be met. Customers will not be allowed to disconnect it for themselves, but will be expected to make their own arrangements for its safe transit to the new address. Appropriate standard charges will be made for the disconnection and subsequent reconnection by FD staff. The following procedure should be followed whenever such a request is made:-

7.4.1. A Sales appointment should be made for the engineering visit, normally during the week or so preceding the intended date of removal, for the disconnection of the Jubilee Year telephone and its replacement with a standard instrument. The engineer will leave the disconnected Jubilee Year instrument with the customer for removal to the new address. NB: For legal reasons, it is necessary to refer to the charge for this work as a "Disconnection Charge", and NOT as a "Change of Instrument Charge", whenever it is quoted orally or on Application Forms (if used) and Acknowledgement Forms. For AN purposes however, the work is described as a change of instrument, but because the Jubilee Year telephone is to be allotted an AFS code for statistical reasons, it will not be possible to use the Command Word CHANGE alone. Instead, the AN should read as follows:-

CEASE Compact Telephone-Jubilee Year Version Rental - nil
 CHANGE instrument to standard telephone £5
 Engineer to leave Jubilee Year Telephone in customers custody for
 removal to new address.

NB: the Issue Code for this AN will be APC, APD, APW or ABE.
 It will not be RC.

7.4.2. The gaining Area (or appropriate Sales duty if removal within same Area) should immediately be advised that the customer will be bringing his Jubilee Year telephone with him. In the case of a removal to another Area this should be done by completing form M176 with details of the customers requirements at the new address, and telexing it forward to the new Area. Line 21 of form M176 should be used to enter the information "Jubilee Year Instrument in customers custody".

7.4.3. The normal STOP AN should then be issued to cease the customers service on the date of removal (TRANS if an immediate take over is to take place).

7.4.4. In the gaining Area, subsequent procedure will depend on whether a new installation is to be provided, or an existing installation taken over.

7.4.4.1. If a new installation is to be provided, the text of the PROVIDE AN must include:-

PROVIDE Compact Telephone-Jubilee Year Version CC nil Rental nil
 Engineer to fit instrument held in customers custody.

Although no single payment or change of instrument charge will be payable in respect of the Jubilee Telephone brought from the old address the appropriate connexion charge for the installation provided must of course be raised.

7.4.4.2. If an existing installation is to be taken over, the START or TRANS AN should be issued as normal. In addition, a separate M-type AN should be issued for the engineering visit to change the instrument to the Jubilee Year instrument brought from the old address. A Sales Appointment should normally be arranged for this. The usual change of instrument charge (£5) is payable, and should be abated against the take over charge. For statistical reasons, the Command Word CHANGE can not be used. The AN text should therefore read:-

PROVIDE Compact Telephone-Jubilee Year Version £5 Rental nil
 Engineer to fit instrument held in customers custody.

7.4.5. **DAMAGE OR LOSS IN TRANSIT** If repairable damage occurs, the gaining Area should raise standard charges for repairs or renewals carried out. If irreparable damage, or total loss, occurs during transit and no maintenance replacement is available, no renewal charge should be raised. The customer may if he wishes be allowed to retain the damaged instrument, a standard telephone being provided (if new installation) or left in place (taken over installation) in its stead.

7.4.6. Requests for disconnection of a Jubilee Year telephone in cases where the customer is unable to quote a new address for subsequent reconnection should not be accepted.

7.5. **UNEXPECTED REQUESTS FOR RECONNECTION** Should a request be received for the reconnection of a Jubilee Year telephone concerning which no advice has been received from the losing Area, the customer should be asked for details of his previous installation so that enquiries may be made. If the losing Area confirms that a Jubilee Year instrument existed but that no request had been made for its removal, it should be advised that the customer has disconnected it himself and, where the installation was intended to remain in-situ for subsequent take over, the disconnection charge should, if practicable, be raised retrospectively on the customer's final account. The customer should be informed accordingly. The procedure in paragraph 7.4.4. should then be followed. Jubilee Year instruments of unconfirmed origin should not be connected and the possibility that they may have been illegally acquired should not be overlooked.

7.6. **TAKEOVERS** In the absence of any request from the moving customer for the physical removal of the Jubilee Year instrument to his new address, the instrument should be left in-situ for subsequent take-over. The new customer will not pay any single payment charge for the instrument, and normal START or TRANS procedure and takeover charges will apply. The AN should make reference to the instrument so that it will appear as an apparatus note on the CR card. If the moving customer has taken his number with him, an adhesive number information label bearing the new number should be sent to the incoming customer. The appropriate label is the same as for the Keyphone i.e. Label 442G. If the new customer does not want the Jubilee Year telephone, the usual charge will be payable for changing to the standard instrument, and a separate N-type AN will be required. The text of this AN should be the same as the example in para. 7.4.1., omitting the footnote.

7.7. **SALES STATISTICS** To prevent overselling of the very limited allocation available, an ad-hoc local statistical arrangement should be set up in order to inform the Marketing Officer daily of the number of orders received. Because the issue of certain ANs may be subject to delay (e.g. where plant enquiries or wayleaves are involved) the Edge Punched Card (EPC) system can not be utilised for this purpose. No change will therefore be made in the EPC statistics system in respect of the Jubilee Year telephone.

8. CRR SALES PROCEDURES

8.1. It is intended that this item be given a temporary AFS code in order that population statistics are available from CRR. Although the instrument is a 'single payment' item and as such does not normally attract an AFS code, it is important that a consistent record is available in CRR to ensure that the item appears on the CRR card to enable Sales OOs to take the appropriate action described in para. 7.4.

8.2. It is essential that the description of the item is always underlined on all PROVIDE AFS in order that it appears as an apparatus note against the temporary AFS code 'YY27' on the CRR card, eg:-

PROVIDE Compact Telephone - Jubilee Year Version

The legend NIL should appear in the rental column.

The item will appear on the CRR card as:-

YY27 TEMP AFS CODE - APPN ITEM NIL COMPACT TELEPHONE-JUBILEE YEAR VERSION

8.3. As outlined in para. 7.4.1. it is important that the command word 'CEASE' is used in conjunction with 'CHANGE' when the item is no longer required by the customer. This combination will ensure two things:-

8.3.1. That a new CRR card is generated by the AN

8.3.2. That the item is deleted from the new CRR card.

8.4. Area DP groups will receive separate instructions on the CRR coding aspects for this item in accordance with CRR Minute 56.

9. TARIFF

9.1. The Jubilee Year telephone will be provided on application under Schemes. An amending Scheme T1/77 will be published in May to cover the Single Payment Charges which are not covered by the current Scheme.

9.2. Jubilee Telephone (including associated bell unit or wall shelf where required) £14 (Single Payment Charge)

In addition

(i) where the position of the bell unit necessitates additional wiring (see para 3.2) £4 Special Construction Charge

(ii) additional socket equipped bell units provided on Plan 4 arrangements in excess of the number of portable telephones, plus one (ie the main bell which is coded into a Plan 4) £3 S.F.C. (plus standard Plan 4 additional socket charges)

(iii) when used as an additional portable telephone on Plan 4 arrangements + standard portable telephone rental

9.3. INITIAL PROVISION When the telephone is supplied in association with the initial provision of an exchange line, Plan 1A, Plan 4 or PBX extension a Single Payment Charge (SPC) of £14 will be payable for each Jubilee Telephone in addition to the normal exchange line and/or extension connexion and rental charges. When it is supplied in place of an existing telephone a change of instrument charge (£5) will be payable in addition to the £14 SPC. The change of instrument charge does not apply when the Jubilee Telephone is supplied on the provision of associated Plan 4 facilities.

9.4. PLAN 4 When a customer requires a Jubilee Telephone on an existing Plan 4 installation, no extra charges should be raised for the modification to the existing wiring, but the £5 change of instrument charge applies. Socket equipped bell units may be provided free of charge up to the number of portable telephones, plus the main bell unit. Additional socket equipped bell units may be provided in

place of any remaining sockets at an SPC of £3 each (plus normal charges for additional sockets). Extension bells should be charged at normal tariffs. When a Jubilee Telephone is provided as an additional portable telephone the normal rental for a portable telephone should be raised in addition to the 2th SPC.

9.5. INTERNAL REMOVAL An internal removal of a Jubilee Telephone and its associated bell unit (irrespective of its position) or a socket equipped bell unit will attract the normal removal charge of £8.

9.6. EXTERNAL REMOVAL When a customer requires removal of his telephone to a new address, a disconnection charge of £5 will be payable for disconnecting the instrument at his old address. If a telephone exists at the new premises a change of apparatus charge (£5 abatable) will be payable in addition to any other charges made for take over or other alterations. Where no installation exists at the new address normal charges for the new installation will apply. The 2th SPC will not be raised again.

9.7. INSURANCE VALUE The insurance value of the Jubilee Telephone is £35.

9.8. In takeover, or other cases where the customer requires a Jubilee Telephone replaced by a standard telephone, the normal change of instrument charge (£5) should be raised.

9.9. The above information will shortly be incorporated in TI D7 C2230.

10. ENGINEERING TRAINING SUPPORT Notes are being prepared for the guidance of installation and maintenance staffs and these will be forwarded to Regional Training Officers for distribution to Areas before the end of April 1977.

11. INSTALLATION ASPECTS A full description will be given in TI C3 B1977 - Telephone 2/SAL271 - 1 'Compact Telephone - Jubilee Year Version' which is being issued separately. The wiring diagrams are MS 22013/L/5/6/7 and these are being issued separately under the 'N' diagram distribution system.

12. STORES PROCEDURE

12.1. The telephones and their ancillary apparatus are being produced by FacD/F&S3 who will deliver direct to one Section Stock in each TA; stocks will be built up over a twelve week period as they become available. It will be necessary for each Area to submit one requisition (A1063) to SupD/ESP/A, Queens Drive House, 5, Dudmore Road, SWINDON, SN1 1AH, for these stores which will consist of:-

- | | |
|-------------------------|---|
| Telephone SA 2/SAL271-1 | - which includes the telephone, cords, separate bell unit and its wall mounting plate |
| Bell Unit SAL271 | - separate bell unit and wall mounting plate |
| Part 1/DBR/686 | - bracket for mounting bell unit on window sill |
| Part 1/DBR/687 | - bracket for mounting bell unit on skirting board |
| Switch 30A-2 | - recall or shared service switch mounted on the right hand side of the telephone with dummy for the left |
| Switch 30B-2 | - bell 'on/off' switch mounted on left hand side of telephone with dummy for right |
| Bracket Tele 1/D93235 | - wall mounting shelf |
| Jack 136A | - used in separate bell unit and/or wall shelf when Plan 4 facilities are required |
| Plug 420 Grey 5A | - includes the line cord. |

The quantities to be requisitioned will be advised to Areas by Regional Stores Control Officers. None of the above items will be allocated item code numbers.

12.2. Form A2827 (Demand for Non-Working Stock) should be used by field staff to obtain the required stores from Section Stock. On recoveries normal 'Stop - Start' procedures should be followed and the recovered apparatus forwarded, via local wipe-up centres, to the Area maintenance holding. Unusable items should be returned to SupD as miscellaneous scrap. The Bell Unit SAH271 covers thruon spare when a Bracket Telephone 1/D923235 is required should be returned to stock to be held for maintenance purposes.

13. MAINTENANCE ASPECTS Maintenance of the telephone will be limited to changing the standard replacement parts listed in TI E5 B2771 (Issue 1). These parts include the telephone case, cradle, switches, handset, wall shelf, dial number label and some 700 type telephone equipment used in the instrument. Failure of other components will require changing the complete unit.

14. PUBLICITY The telephone was exhibited on the PO stand at the Ideal Homes Exhibition during Merch and will be featured in the June edition of 'Teleccms' magazine. Additionally, coverage will be provided in the national press at the end of May and beginning of June. A PH publicity leaflet will also be available for use by Regions and Areas.

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15. STAFF ASSOCIATIONS Staff Associations have been informed of this project and sent advance copies of this Circular.

16. ENQUIRIES Any enquiries on this Circular should be addressed, via DTIs to:-

Promotion and Publicity	- Mike Cottrell	TMk2.3.3.1. (01-357 2426)
Tariffs	- David Wenlock	TMk5.2.3.1. (01-357 3325)
Marketing Policy	- George Boyes Korkis	TMk2.3.1.1. (01-357 2546)
Installation	- Jack Wooltorton	TMk2.6.1. (01-357 2462)
Sales Procedures	- Alex Hill	TMk2.1.3. (01-357 2245)
Other aspects	- Bernard Adams	TMk1.6.3.2. (01-357 2505)

All the above are at Cheapside House, 138 Cheapside, LONDON EC2V 6JH

APPENDIX 'A'

ANNEX JTT

SPECIAL TERMS AND CONDITIONS FOR THE COMPACT TELEPHONE - JUBILEE YEAR VERSION

In addition to the applicable provisions of the Post Office Act 1969 and of the appropriate Schemes relating to telecommunications service in force from time to time under that Act, the Post Office has determined in accordance with the Scheme now in force that the following special terms and conditions shall apply to the provision of telecommunications service by means of Compact Telephone - Jubilee Year Version which is referred to in those special terms and conditions as "the Telephone".

1. The Telephone may at the written request of the subscriber be disconnected by the Post Office for the purpose of being used to provide telecommunications service for the subscriber at different premises.
2. If the subscriber wishes the Telephone to be disconnected in accordance with Condition 1 above he shall:
 - 2.1. give the Post Office not less than 7 days notice in writing, of the date upon which he wishes the Telephone to be disconnected for this purpose;
 - 2.2. specify in such notice the premises at which he wishes the Telephone to be re-connected;
 - 2.3. submit to the Post Office with such notice an application for telephone service at the premises at which he wishes the Telephone to be re-connected.
3. The subscriber shall pay to the Post Office in respect only of such disconnection such charge as the Post Office may fix. This charge shall be payable in addition to any rental or other charges payable or to become payable by the subscriber to the Post Office in respect of telecommunication service.
4. The subscriber shall be responsible for transporting the Telephone which has been disconnected to the premises at which he wishes the Telephone to be reconnected.
5. For the purpose of establishing the responsibility of the subscriber for the safety of the Telephone it shall be deemed to be on the subscribers premises and in the subscribers possession at all times.
6. Nothing contained in these special terms and conditions shall prejudice the rights of the Post Office under the applicable provisions of the Post Office Act 1969 or of the appropriate Scheme relating to telecommunications service in force from time to time under the Act including in particular (but without prejudice to the generality of the foregoing):
 - 6.1. its right to replace the Telephone at any time with a telephone instrument of a different type either temporarily or permanently.
 - 6.2. its ownership of the Telephone at all times.
 - 6.3. its right to provide telecommunications service at such times during such periods in such circumstances and by such means as it may from time to time consider expedient.

APPENDIX 'B'

FIG 1



FIG 2



FIG 3

