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Reference HA3/3

District Telecom Manager - All Districts

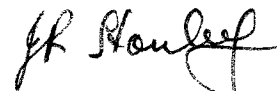
POLICY ON TELECOM SELLING PABX's

The attached paper titled "Policy on Telecom Selling PABX's" has been prepared in the new PABX Branch of the Operations Department as an Information Paper for use in the Districts. Attachment 1 is a summary of the documents and memorandums from which the information paper has been prepared.

If you require any further information on interpretation or implementation of any aspects of the new PABX policy the following persons in the PABX Branch should be contacted for assistance :

J.R. Stanley - A/g DTM 60-4609
C. Pask - A/g Customer Service Manager 63-8702
E. Jones - A/g Technical Services Manager 629-599

These persons will contact either the Customer Services or Engineering Departments for any further clarification of the policy that may be necessary.



J.R. Stanley
A/g DTM - PABX Branch, Operations Department

5/11/79

Encl.

ATTACHMENT 1

<u>TITLE</u>	<u>PREPARED BY</u>	<u>DATE</u>
1. Staff Information Bulletin	Headquarters Customer Services	July, 1979
2. PABX Policy Sales Consultancy & Service Advisory Aspects	Headquarters Customer Services	3 September, 1979
3. PABX Policy Sales Consultancy & Services Advisory Aspects	Headquarters Customer Services	20 September 1979
4. PABX Policy	Victorian Customer Services	21 September 1979
5. PABX Pricing Policy from 1st October 1979	Headquarters Customer Services	28 September 1979
6. PABX Pricing Policy	Victorian Customer Services	1 October 1979
7. PABX Policy - SPC Systems	Victorian Customer Services	25 October 1979

POLICY ON TELECOM
SELLING PABX'S

OPERATIONS DEPARTMENT
INFORMATION PAPER

Enquiries C. PASK
Telephone 63 8702
File HA3/3
Issued November 1979

SELLING PABX's

Q. TO WHOM CAN TELECOM SELL PABX's?

A. At present Telecom can:

- . exclusively supply to Commonwealth Government Departments;
- . market in competition with private suppliers in other Government Sectors i.e. Commonwealth Government Instrumentalities, State Government Departments, Semi-Government Instrumentalities and the Local Government Sector. (See Definitions of Telecom market segments previously supplied);
- . exclusively supply joint use PABX's (Cenpex's).

From a future date, yet to be determined, Telecom will:

- . market in competition with other suppliers, in the "up to 50 lines" private sector.

Q. CAN TELECOM SELL S.P.C. PABX's?

A. Currently the only PABX's that Telecom can offer in its market segments are electro mechanical equipment, being :

ARD 526
MP 26
AKD 741/4
ARD 571/2
ARD 571/4
ARD 591

However if a customer in a Telecom market segment requests a quote for an S.P.C. PABX, which is not required before February 1980, then details should be forwarded to the Customer Services Manager - PABX Branch for referral to the appropriate areas at Headquarters.

The SPC equipment that Telecom will offer will be selected from the systems currently being evaluated by Telecom and will be selected after the evaluation is completed.

Q. WHEN WILL TELECOM BE ENTERING INTO THE 'UP TO 50 LINE' PRIVATE MARKET?

A. (1) Entry will not be immediate because :

- . Telecom believes that it would be better served by concentrating its resources, in the initial stages, in those sectors of the market where larger PABX will be installed;
- . there is a greater amount of work for Telecom in these sectors than in the 'up to 50 line private market';

and it is necessary for Telecom to develop its expertise in active marketing.

(2) However, once sales staff have been equipped to actively sell PABX, and, given that :

- (i) Final decisions have been made on the types(s) of PABX to be adopted by Telecom;
- (ii) contracts have been arranged;

and (iii) adequate supplies have been arranged;

then Telecom will, subject to agreement with the staff associations on the PABX policy, handle passive sales in the 'up to 50 line' private market at the same time as Telecom is actively marketing 'up to 50 line' PABX in the Commonwealth and Semi-Government sectors of the PABX market. This activity should commence early in the 1980/81 financial year.

(3) Active selling in the 'up to 50 line' private market will be dependent on reaching a satisfactory level of capability, achievement and expertise in Telecom's active selling in these other segments of the market:

SERVICE ADVISERS

Q. WHEN SHOULD A SERVICE ADVISER VISIT A CUSTOMER'S PABX CUTOVER?

A. A Service Adviser should carry out operator training on all PABXs where a sheet 3 was signed prior to 1st October, 1979.

Where discussions were held with a customer prior to 1st October, 1979, and an undertaking was given that Telecom would carry out operator training, then this committment should be kept.

Q. ISN'T THE POLICY OF NO OPERATOR TRAINING TO PRIVATE CONTRACTOR CUSTOMERS UNFAIR?

A. No - All Contractors were informed of the change in Telecom policy prior to 1st October, 1979, and would have been expected to increase their price to the customer to cover operator training expenses.

Q. WHAT DO WE DO IF WE ARE REQUESTED BY A CONTRACTOR TO PROVIDE OPERATOR TRAINING?

A. Operator training will only be provided where Telecom has installed the PABX i.e. where Telecom installs a PABX on behalf of a contractor or where Telecom has sold the PABX in its market segment.

Q. WHAT ABOUT EXISTING CUSTOMERS?

A. Telecom will continue to provide a full range of training by Service Advisers on all existing PABXs. Telecom see the role of the Service Advisers as a vital service to our customers over the complete range of equipment that Telecom supplies.

FORMS

Q. WHAT ARE THE NEW FORMS THAT ARE TO BE USED?

- A. TS 119 - replaces the old TS 133 Sheet 1.
TS 114 - replaces the old TS 133 Sheet 3.
TS 115 - replaces the old TS 133 Sheet 4.

Samples of these forms are attached.

Q. WHAT IS THE PROCEDURE FOR THESE NEW FORMS?

A. The form procedure will depend upon the size of the PABX. (See attachment 1 'Responsibilities for provision of PABX and PABX Networks')

(i) PABXs under 50 extensions :

All action is to be carried out in the district. The local engineering section must be notified as soon as advice is received of a new PABX installation.

(ii) PABXs between 50 and 800 extensions :

Copies of Forms TS 119 or TS 114 together with a written report should be forwarded to Technical Services Manager - PABX Branch.

(iii) PABXs over 800 extensions :

The Local District is to forward all details to the Customer Services Manager, PABX Branch. All action on these PABXs will be carried out by the PABX Branch.

(iv) PABX Networks :

These are the responsibility of the PABX Branch irrespective of size.

(v) TIE LINE Networks :

Enquiries regarding Tie Line Networks, Interstate Tie Lines, or Intrastate Tie Lines should be referred to the PABX Branch for consultancy in conjunction with the Telegraph and Data District Consultant.

The PABX Branch will be available for assistance to districts on any size PABX.

EXTENSION LISTS

Q. DOES TELECOM STILL COMPILE EXTENSION LISTS FOR CONTRACTOR INSTALLED PABXs?

A. No - Where a sheet 3 has been completed after 1st October, 1979, the extension list is to be compiled by the Contractor.

It follows that Telecom should still compile extension lists for PABXs where the sheet 3 was completed prior to 1st October, 1979.

TELECOM SPECIFICATIONS 1080/1071

Q. IS TELECOM SPECIFICATION 1080 (PABX DESIGN OBJECTIVES) STILL RELEVANT?

A. Yes

Q. IS TELECOM SPECIFICATION 1071 (PABX EQUIPMENT SUPPLY AND INSTALLATION) STILL RELEVANT?

A. No - this specification is no longer relevant and is at present being rewritten at Headquarters.

The title of the replacement specification will be 'Guidelines for the supply and installation of Customer switching systems'.

RESPONSIBILITIES FOR PROVISION OF PABX AND PABX NETWORKS

PABX Size	Prime Responsibility	Customer Negotiations	Order Issue	Customer Records & Statistics	Co-ordination	Engineering Design	Installation Telecom PABX's	Acceptance
Under 50 extensions	DTM	DTM	DTM	DTM	DTM	Local Engineering Section	DTM	DTM
50 to 800 extensions	DTM	DTM	DTM	DTM	DTM	CN & E	PABX Branch	PABX Branch
over 800 extensions	PABX Branch	PABX Branch	PABX Branch	PABX Branch	PABX Branch	CN & E	PABX Branch	PABX Branch

- NOTE: 1. Current limit of PABX's over 800 extensions being PABX Branch responsibility is being examined. This limit is likely to be lowered.
2. Above responsibilities may be varied, with agreement of the PABX Branch, to meet special circumstances.
3. PABX networks and tie line networks are the responsibility of PABX Branch, irrespective of PABX size.

**APPLICATION FOR APPROVAL FOR INSTALLATION
OR EXTENSION OF A PRIVATELY SUPPLIED P.A.B.X.**

To: State Manager
Telecom Australia

*Delete as applicable

CUSTOMER'S NAME		SUPPLIER'S NAME	
ADDRESS OF INSTALLATION		ADDRESS	NEW LOC. *Yes/No
ADDRESS FOR CORRESPONDENCE			
CONTACT	TEL. NO.	CONTACT	TEL. NO.
TYPE AND MODEL OF PROPOSED P.A.B.X.	NATURE OF BUSINESS	REQUIRED CUTOVER DATE / /	

1. DETAILS OF P.A.B.X.

- | | |
|--|---|
| <p>(a) Total Extension Lines</p> <p>(b) Total Exchange Lines</p> <p style="padding-left: 20px;">(i) Incoming Del.....InwatsIndial.....</p> <p style="padding-left: 20px;">(ii) Bothway</p> <p style="padding-left: 20px;">(iii) Outgoing</p> <p>(c) Number of Manual Operators Positions</p> | <p>(d) Number of Tie Lines</p> <p style="padding-left: 20px;">(i) Incoming</p> <p style="padding-left: 20px;">(ii) Bothway</p> <p style="padding-left: 20px;">(iii) Outgoing</p> <p style="padding-left: 20px;">(iv) No. of Tie Line Routes</p> |
|--|---|

2. OPTIONAL FACILITIES (IMPACTING ON TELECOM EXCHANGE OR NETWORK)

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3. DETAILS OF TIE LINES, OUTDOOR EXTENSIONS, DISTANT EXCHANGE LINES, ETC. (Distant Address, Equipment, and any other requirements)

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4.

- | | | | | |
|-----------------------------------|-------------|------------------|---|---------------------------------------|
| Trunking Diagram Drawing No. | Issue | Dated.../.../... | } | are <u>attached</u>
to be supplied |
| Equipment Cabinet Layout No. | Issue | Dated.../.../... | | |
| Accommodation Drawing No. | Issue | Dated.../.../... | | |
| Cabling Drawing No. | Issue | Dated.../.../... | | |

5. OTHER RELEVANT INFORMATION

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Customer's Signature

AUTHORISATION OF A PRIVATELY SUPPLIED P.A.B.X. INSTALLATION OR EXTENSION

FILE NO.

SUPPLIER'S NAME		CUSTOMER'S NAME	
ADDRESS		ADDRESS	
CONTACT	TEL. NO.	CONTACT	TEL. NO.

ENGINEERING AUTHORISATION

Trunking Diagram Drawing No. Issue Date .../.../... has been approved

Equipment Cabinet Layout No. Issue Date .../.../... has been approved

Accommodation Drawing No. Issue Date .../.../... has been approved

Cabling Drawing No. Issue Date .../.../... has been approved

OTHER COMMENTS

Engineering Authorisation by



CUSTOMER'S NAME		FILE NO.	
CONTACT	TELEPHONE NO.	ADDRESS FOR INSTALLATION	
1. NATURE OF BUSINESS ACTIVITIES TO BE CONDUCTED THROUGH PROPOSED P.A.B.X.		2. EXISTING EQUIPMENT	
		Type	Size
		<input type="checkbox"/> P.A.B.X.	-----
		<input type="checkbox"/> P.M.B.X.	-----
		<input type="checkbox"/> OTHER	-----
3. ESTIMATED FACILITY REQUIREMENTS		PRESENT	CUTOVER
<i>N.B. Customers are advised to install equipment for 2 year period immed.</i>		/ /19	/ /19
		2 YEAR	5 YEAR
		/ /19	/ /19
(a) EXTENSION LINE CLASSIFICATION			
(i) Open			
(ii) Restricted External			
(iii) Restricted Internal			
(iv) Denied			
(v) Trunk Barred			
TOTAL EXTENSION LINES			
(b) INCOMING EXCHANGE LINES			
(i) PBX (Rotary Group)			
(ii) Individual on Switchboard (Del/Inwats)			
(iii) Indial to			
		extns	extns
(c) OUTGOING EXCHANGE LINES			
(i) Direct			
(ii) Revertive			
(iii) Exclusive Revertive			
(d) BOTHWAY EXCHANGE LINES			
(i) PBX (Rotary Group)			
(ii) Individual on Switchboard			
TOTAL EXCHANGE LINES			
(e) MANUAL OPERATING POSITIONS			
(i) Number			
(ii) Number of Assistance Circuits			
(iii) Number of Executive Lines			
(f) NIGHT SERVICE REQUIREMENTS			
(i) Individual			
(ii) Selected			
(iii) Doctors			
(iv) Group			
(v) Remote Alarm			
(vi) Combined			
(vii) Other			
(g) OFF PREMISES CONNECTIONS			
(Outdoor Extensions and Tie Lines)			
TIE LINES			
(i) Incoming only			
(ii) Outgoing only			
(iii) Both way			
TOTAL			
NUMBER OF TIE LINE DESTINATIONS			
NUMBER OF OUTDOOR EXTENSIONS			