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**JOB AID 1F**

COMMISSION BANDS	COMMISSIONS										
	COMMISSION BAND CATEGORY										
	CA	CB	CC	CD	CE	CF	CG	CH	CI	CJ	CK
\$ 0 - \$1.00	36%	37%	38%	39%	40%	0%	16%	17%	0%	0%	0%
\$1.01 - \$2.00	36%	37%	38%	39%	40%	0%	16%	17%	0%	0%	0%
\$2.01 - \$3.00	36%	37%	38%	39%	40%	0%	16%	17%	0%	0%	0%
\$3.01 - \$4.00	36%	37%	38%	39%	40%	15%	16%	17%	10%	0%	10%
\$4.01 - \$5.00	36%	37%	38%	39%	40%	15%	16%	17%	20%	0%	19%
\$5.01 - \$6.00	36%	37%	38%	39%	40%	15%	16%	17%	20%	0%	19%
\$6.01 - \$7.00	36%	37%	38%	39%	40%	15%	16%	17%	20%	0%	19%
\$7.01 +	36%	37%	38%	39%	40%	15%	16%	17%	20%	0%	19%

JOB AID 1G

COMMISSION BANDS	COMMISSIONS COMMISSION BAND CATEGORY										
	CL	CM	CN	CO	CP	CQ	CR	CS	CT	CU	CV
\$ 0 - \$1.00	0%	0%	45%	46%	47%	48%	49%	0%	0%	0%	0%
\$1.01 - \$2.00	0%	0%	45%	46%	47%	48%	49%	0%	0%	0%	0%
\$2.01 - \$3.00	0%	20%	45%	46%	47%	48%	49%	0%	0%	0%	0%
\$3.01 - \$4.00	10%	20%	45%	46%	47%	48%	49%	11%	12%	13%	14%
\$4.01 - \$5.00	15%	20%	45%	46%	47%	48%	49%	11%	12%	13%	14%
\$5.01 - \$6.00	15%	20%	45%	46%	47%	48%	49%	11%	12%	13%	14%
\$6.01 - \$7.00	15%	20%	45%	46%	47%	48%	49%	11%	12%	13%	14%
\$7.01 +	15%	20%	45%	46%	47%	48%	49%	11%	12%	13%	14%

JOB AID 1E

COMMISSIONS  
COMMISSION BAND CATEGORY

COMMISSION BANDS	DA	DB	DC	DD	DE	DF	DG	DH	DI	DJ	DK
\$ 0 - \$1.00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
\$1.01 - \$2.00	0%	0%	21%	22%	23%	24%	25%	0%	0%	0%	0%
\$2.01 - \$3.00	0%	0%	21%	22%	23%	24%	25%	21%	22%	23%	24%
\$3.01 - \$4.00	19%	20%	21%	22%	23%	24%	25%	21%	22%	23%	24%
\$4.01 - \$5.00	19%	20%	21%	22%	23%	24%	25%	21%	22%	23%	24%
\$5.01 - \$6.00	19%	20%	21%	22%	23%	24%	25%	21%	22%	23%	24%
\$6.01 - \$7.00	19%	20%	21%	22%	23%	24%	25%	21%	22%	23%	24%
\$7.01 +	19%	20%	21%	22%	23%	24%	25%	21%	22%	23%	24%

86/96

PUBLIC NEW CONNECT ORDERS

21

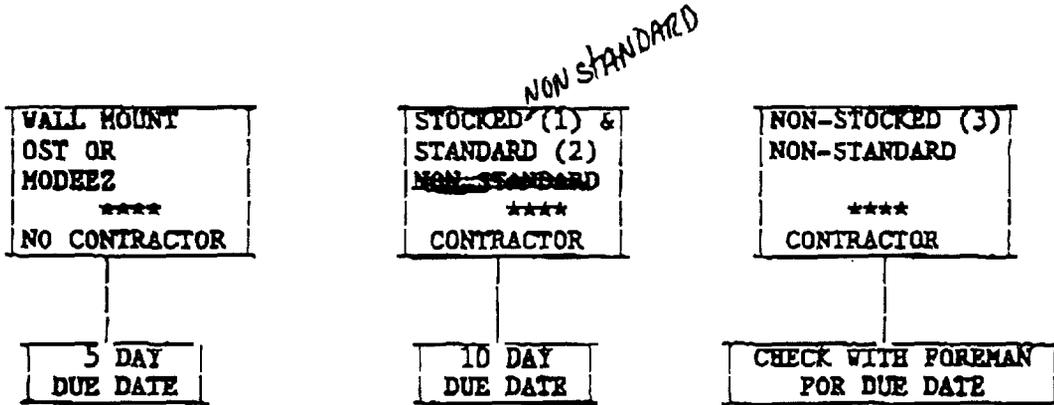
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**JOB AID 1I**

COMMISSION BANDS	COMMISSIONS					
	DU	DV	DW	DX	DY	DZ
\$0.00 - 1.00	0%	0%	0%	0%	0%	0%
\$1.01 - 2.00	0%	0%	0%	0%	0%	5%
\$2.01 - 3.00	14%	16%	17%	18%	19%	10%
\$3.01 - 4.00	14%	16%	17%	18%	19%	15%
\$4.01 - 5.00	14%	16%	17%	18%	19%	15%
\$5.01 - 6.00	14%	16%	17%	18%	19%	20%
\$6.01 - 7.00	14%	16%	17%	18%	19%	20%
\$7.01 - +	14%	16%	17%	18%	19%	22%

JOB AID 2

EQUIPMENT & DUE DATE FLOW CHART



(1) Stocked Non-Standard Equipment

Benner Nauman 4000X -  
ADCO 104 -  
ADCO 140E -  
L35A

(2) Standard Equipment

Fortec 31K - Black or Blue

*— This is one we want to use...*

(3) Non-Stocked Equipment

Benner Naumar. 7500  
~~L35A~~  
L31  
L31a

SERVICE ORDER EXHIBIT 1

Order for IPC open station without auditor.

INQS S EDD AD 04-10 SI SLS 1222208 EX TUL CS IPC OCS  
ORD N690573 -PA TN 918 585-9000 CC DD X DDC SA EBD  
SC CD ID SD SCFH ST:0 1

***** CAL X230503*****	CI3 SMITH 918 786-7222 SCFH
-LSTG	ICRC N,N,N
INP (NON-PUB)EAT; IT ALL BUFFET	ITAN S123456789
ILA 500 S DETROIT	ICED NA
ISIC 92170	-RMKS
-CTL	RMK CBR 918 620-4000 OPB CAROL JONES
VCO 321 FRAN HARDING 210 222-4059	RMKR PA PENDING MLD 4-10-96
VOT XX-XX-XX	ICOIN /SAT 01/SAT 04/SAD 6099
-BILL	/TSI IP/CTN 918 620-4000
IBN1 CAROL JONES	/KN /RAS
IBN2 DBA EAT IT ALL BUFFET	/UET
IBA3 1310 S PEORIA	/PCI /CRN
IPO TULSA,OK 73645	/PSPC 6712406
ITAR TUL	-S&E
COS 918 585-1623	I DTF
CII SOLE OWNER REST 3-92 COS 918 585-1623 OBS 918 620-4000	
CI2 DECISION MAKER CAROL JONES 918 620-4000 PROP OWNR GLEN	

INQS S EDD AD 04-10 SI SLS 1222208 EX TUL CS IPC OCS  
ORD N690573 -PA TN 918 585-9000 CC DD X DDC SA EBD  
SC CD ID SD SCFH ST:0 2

I ITB	
I IPC /PIC 0288-ATX,000000, 000000,L	
I CITB2 /PMH 54	
I 2KAB1	
I OST	
I NGP	
I LBZ	
I CNHYC - Black	
I	

NO 92R

*was Cyan Handset  
OR  
CNHY N-Blue*

*System w/ format  
ESL*

SERVICE ORDER EXHIBIT 2

Order for IPC open station with auditor.

INQS S	EDD	AD 04-10 SI	SLS 1222208 EX TUL CS 1PC OCS
ORD N690573 -PA	TN 918	585-9000 CC	DD X DDC SA EBD
SC CD	ID	SD	SCFH ST:0 1
RIG CQ			
***** CAL X230503*****			
-LSIG			
INP (NON-PUB)EAT; IT ALL BUFFET			
ILA 500 S DETROIT			
ISIC 92170			
-CTL			
WCO 321 FRAN HARDING			
	210 222-4059		
VOT XX-XX-XX			
-BILL			
IBN1 CAROL JONES			
IBN2 DBA EAT IT ALL BUFFET			
IBA3 1310 S PEORIA			
IPO TULSA,OK 73645			
ITAR TUL			
COS 918 585-1623			
CI1 SOLE OWNER REST 3-92 COS 918			
	585-1623 OBS 918 620-4000		
CI2 DECISION MAKER CAROL JONES			
	918 620-4000 PROP OWNR GLEN		
			CI3 SMITH 918 786-7222 SCFH
			CRC N,N,N
			ITAN S123456789
			ICED NA
			-RMKS
			RMK CBR 918 620-4000 OPB CAROL JONES
			RMKR PA PENDING MLD 4-10-96
			ICOIN /SAI 01/SAT 04/SAD 6099
			/TSI IP/CTN 918 620-4000
			/KN /RAS
			/UET
			/PCI /CRN
			/PSPC 6712406
			-S&E
			I DTF

INQS S	EDD	AD 04-10 SI	SLS 1222208 EX TUL CS 1PC OCS
ORD N690573 -PA	TN 918	585-9000 CC	DD X DDC SA EBD
SC CD	ID	SD	SCFH ST:0 2
I TTB			
I IPC	/PIC 0288-ATX,000000,		
	000000,L		
I CITB2	/PME 54		
I 2KAB1			
I OST			
I <u>CKMTH</u>			
I NGP			
I LBL			

I CNHYZ

SERVICE ORDER EXHIBIT 3

Order for LPC with equipment

INQS S	EDD	AD 04-10 SI	SLS 1222208 EX TUL CS 1PC OCS
ORD N690573 -PA	TN 918	585-9000 CC	DD X DDC SA EBD
SC CD	ID	SD	SCFH ST:0 1

RTG CQ	CI3 SMITH 918 786-7222 SCFH
***** CAL X230503*****	CRC N,N,N
-LSTG	ITAN S123456789
INP (NON-PUB)EAT; IT ALL BUFFET	ICED NA
ILA 500 S DETROIT	-RMKS
ISIC 92170	RMK CBR 918 620-4000 OPB CAROL
-CTL	JONES CONTRACTOR WORK INV
WCO 321 FRAN HARDING	RMKR PA PENDING MLD 4-10-96
210 222-4059	ICOIN /SAI 01/SAT 04/SAD 6099
WOT XK-XX-XX	/TSI OP/CTN 918 620-4000
-BILL	/KN /RAS
IBN1 CAROL JONES	/UET
IBN2 DBA EAT IT ALL BUFFET	/PCI /CRN
IBA3 1310 S PEORIA	/PSPC 6712406
IPO TULSA,OK 73645	
ITAR TUL	-S&E
COS 918 585-1623	I DTF
CI1 SOLE OWNER REST 3-92 COS 918	
585-1623 OBS 918 620-4000	
CI2 DECISION MAKER CAROL JONES	
918 620-4000 PROP OWNR GLEN	

INQS S	EDD	AD 04-10 SI	SLS 1222208 EX TUL CS 1PC OCS
ORD N690573 -PA	TN 918	585-9000 CC	DD X DDC SA EBD
SC CD	ID	SD	SCFH ST:0 2

I	TTB	
I	1PC	/PIC 0288-ATX,000000,
		000000,L
I	CTTB2	/PMB 54
I	2KAB1	
I	F3KBC	
I	CYPV9	-
I	COMTE	-
I	NGP	
I	L02	

J CNHY3

SERVICE ORDER EXHIBIT 4

Order for a 1PC drive-up

INQS S	EDD	AD 04-10 SI	SLS 1222208 EX TUL CS 1PC OCS
ORD N690573 -PA	TN 918 585-9000 CC	DD X	DDC SA EBD
SC CD	ID SD	SCFH	ST:0 1

RIG CQ	CIC SMITH 918 786-7222 SCFH
***** CAL X230503*****	CRC N,N,N
-LSTG	ITAN S123456789
INP (NON-PUB)EAT; IT ALL BUFFET	ICED NA
ILA 500 S DETROIT	-RMKS
ISIC 92170	RMK CBR 918 620-4000 OPB CAROL
-CIL	JONES CONTRACTOR WORK INV
WCO 321 FRAN HARDING	RMKR PA PENDING MLD 4-10-96
210 222-4059	ICOIN /SAI 01/SAT 04/SAD 6099
WOT XX-XX-XX	/TSI OP/CTN 918 620-4000
-BILL	/KN /RAS
IBN1 CAROL JONES	/UHT
IBN2 DBA EAT IT ALL BUFFET	/PCI /CRN
IBA3 1310 S PEORIA	/PSPC 6712406
IPO TULSA,OK 73645	
ITAR TUL	
COS 918 585-1623	-S&E
CI1 SOLE OWNER REST 3-92 COS 918	I DTF
585-1623 OBS 918 620-4000	
CI2 DECISION MAKER CAROL JONES	
918 620-4000 PROP OWRN GLEN	

INQS S	EDD	AD 04-10 SI	SLS 1222208 EX TUL CS 1PC OCS
ORD N690573 -PA	TN 918 585-9000 CC	DD X	DDC SA EBD
SC CD	ID SD	SCFH	ST:0 2

I	TTB	
I	18BUZ /PIC 0288-ATX,000000,	
	000000,L	
I	CITB2 /PMH 54	
I	2KAB2 (1)	
I	F3KBC - FOR REC	
I	CYPW7 (2)	
I	CMJW G4 (3)-MAST OK -	
I	CNHYPW (4)-Sign.	
I	CXMTB	
I	NGP	
I	LBZ	

\* USE LONG CORD ON DRIVE-UP \*

\* USE SHORTER PEDASTAL 4 Drive up

CMJW2 - KAST -

CONT ON NEXT PAGE

CMJW2

**SERVICE ORDER EXHIBIT 4 (CONT)**

- (1) Use a long cord (4'6" armored cord) 2KAB2
- (2) Use the shorter pedestal for a drive up CYPW7
- (3) Drive-up will require a mast use:

Oklahoma Profit Ctr  
 Kansas City Profit Ctr (316,913 & 816) (47)  
 Everywhere else

CMJG4  
 CMJW2  
CMJXX

XX is correct

- (4) "Phone From Car" sign black CNEYV  
 blue CNEYW

*(Maximum graphic)*  
always need light  
 Black Swings  
 Blue Swings  
 in OKla

LOCATIONS WHERE WE WILL NORMALLY PROVIDE PUBLIC PHONES

Convenience Stores

Food Stores

Entertainment Places

- Bowling Alleys
- Skating Rinks
- Pool Halls (may or may not have arcade games)
- Bingo Halls
- Arcades
- Laser Arcades
- Casinos

Restaurants

Apartments

Factories

Health Services

Schools

Bars

Laundromats

Car Washes

Construction Sites

### CONVENIENCE STORES

What are their hours of operation?

Are they open every day?

Do they want the phone(s) inside or outside?

- Outside do better.

Are they part of a chain?

- May need to refer to MAC center or PTC.

Do they have any other stores?

- If yes, do they have coin phones?
  - If yes, get numbers & check revenue.
  - If yes, is there a PA/LA?

FOOD STORES

What are their hours of operation?

Are they open everyday?

Are they part of a chain?

- If yes, may need to refer to MAC center or PTC.

Do they have other locations?

- If yes, do they have coin service?
  - If yes, get numbers & check RAR.
  - If yes, do they have a PA/LA?

## ENTERTAINMENT PLACES

This will include:

- Bowling Alleys
- Skating Rinks
- Pool Halls (may or may not have arcade games)
- Bingo Halls
- Arcades
- Laser Arcades

What are their hours of operation?

Are they open everyday?

How many customers do they average daily?

How many pool tables do they have (pool halls)?

- If just a pool hall need to have at least 5 tables.
- If have food and/or arcade games will do good.

Are they part of a chain?

- If yes, may need to refer to MAC center or PTC.

IS BUS, Take  
Out or Eat In.

## RESTAURANTS

Hours of operations?

- 24 hours best.
- Open till 10pm or 11pm good.

What is their seating?

- Usually if at least 75 will do ok.

What meals do they serve?

- Breakfast
- Lunch
- Dinner

What group do they advertise to?

- Families
- Under 40's
- Senior Citizens

Do they have a bar?

- Restaurants with bars do best.

Number of employees?

- Do they have access to other phone service or will they use coin phone.
- How may wait persons do they have per shift, more than 5 best.

What type of restaurant?

- Some do better than others, ones to watch our for that don't normally do as well:
  - Steak houses (not family)
  - Chinese
  - Pizza
  - BBQ

On small locations or the types listed above we should try & locate the phone outside. Outside phones normally do better.

Do they want the phone inside or outside?

- If outside are they the property owner.

Is this in a strip mall or individual bldg?

Do they own other restaurants?

- If yes, where?
- Do they have coin phones?
  - What are the numbers?
  - Check RAR.

If new location, was there coin service at this location before?  
- If yes, check RAR if possible.

How long have they been open - not yet, days, months, years?  
- If open for a long time what have customers been doing for  
for phone service?

Are they part of a chain?  
- May need to refer to MAC center or PTC.

## APARTMENTS

Number of units.

- Usually needs to be 100 + units.

Percent occupied.

- Should be at least 90%.

Estimated number of people with no res service.

- If most residents have res service, phone may not get much use.

Other complexes they have that are similar and have coin service.

- Check RAR.

Low income area?

- Even small complexes in these areas usually do well.

Number of daily requests to use the office phone.

What is their turn-over? Do people move in & out often?

- High turn-over phone will do well since people may not have service when moving in/out.

Nearby coin phones.

- How close are they?
- What type of businesses?

Normal coin phone locations are by:

office  
pool  
mailboxes  
laundry

Be sure & check other coin phones that customer has - many apts are MAC'd by management co & they may need to be referred to the PTC.

## FACTORIES

Number of employees.

- Should be 100 or better.
- Do they work shifts - how many per shift.

Do all employees break at the same time or are their lunches and breaks staggered?

- Staggered lunch & breaks best since more people be able to use phone.
- If they all break at 1 time may need to start with 2 phones, if staggered may only need to start with 1.

What are their hours of operation?

- The more hours the better.

Do employees have access to other phone service or will coin phone be their only service?

- If they have other service to use, they won't use the coin phone very often.

Are they seasonal - do they close certain times of the year?

- If they close during the year, the phone will have to make a high RAR during the time they are open to carry it thru the times they are closed.

## HEALTH SERVICES

This includes Dr offices, clinics & rehab centers.

Single Dr or group of Dr's?

- Normally needs to be a group of Dr's

What are their hours of operation?

- The more hours the better.

Do patients/residents have access to other phones?

- They won't use the coin phone if have access to non-coin service.

How many patients thru on a normal day?

- 100 or more per day

If rehab center is it out patient or residents?

- If out patient, how many thru on an average day?
  - 50 or more
- If residents, how many clients at a time?
  - Need at least 25 with no other service.

Is it in a low income area? Phones in clinics & Dr ofcs in low income area often do well.

## SCHOOLS

Public schools, colleges & universities will be sent to the PTC.

Trade schools will be handled by the PSC unless determined that it is Mid-market or Premier.

Trade schools will include beauty/barber colleges & vo-tech schools.

How many students?

- If adults usually 75 - 100 will make it
- If children will need to be at least 100

Open year round?

- If they close the phone will need to make high RAR while open to carry phone while closed.

Do students have access to other phone service or will coin phones be only service?

What are hours of operation?

- The more hours the better.

Are there other activities at this location outside school hours?

## BARS

What are the hours of operation?

- Need to be open a lot of hours to make it.

What is seating capacity?

Number of customers daily?

Do they have food also?

- Will help the revenue if they serve food.

Do they have dancing?

- Will help revenue if there is dancing.

Average number of requests to use the phone?

- Need to be at least 20 (DON'T SAY THIS # TO THE CUST)

Do they have games - pool tables, darts etc?

- Will have revenue if have these.

Is this in a strip mall or individual bldg?

- May do better if in individual bldg. If in a mall could be other coin phone in mall.

Do they have other similar business with coin service?

- If yes check RAR.

If new, was there previously a coin phone at this location?

- If yes get number and check RAR if possible.

How long have they been open - new, months, years?

- If open for a while, what have customers been doing for phone service?

\*\*\*\* BE SURE WHEN ISSUING ORDERS FOR INSIDE PHONES IN A BAR THAT YOU GET GOOD ACCESS - THIS IS ONE LOCATION THAT WE HAVE A LOT OF COLLECTION ACCESS PROBLEMS. SOME GOOD INFORMAITON TO GET IS:

- What days and times do they have regular deliveries (ie: beer, vending etc)
- Contact numbers (possibly pagers) for owner(s).
- When are their cleaning people there.

## LAUNDROMATS/CAR WASHES

Are they manned?

- Do they have a business line?

How many customers on an average day?

Do they have other locations with coin service?

- Get number and check RAR.

What are their hours of operation?

Is this in a strip center (laundromats)?

Nearby coin service.

How long has business been open - new, months, years?

- If old, what have customers done for phone service in past?

Are they open year round (car washes)?

Are they open every day?

How many bays (car wash)?

- 6 is a good number

Could the phone be a drive-up (car wash)?

- It will do well even at a smaller car wash.

Full service car wash -

- Is it part of a chain?
  - If yes, may need to refer to MAC center or PTC.
- These usually do well.

CONSTRUCTION SITES

What is the length of project?

- Needs to be at least 8 months.

What is the size of project?

- Mall
- Office building

Number of employees with no access to other service.

Number of contractors/sub contractors.

The bigger the project, the more people, the better the phone will do.

Not all profit centers connect public phones at construction sites, see list below:

- San Antonio ~ offer 1SP
- Dallas - offer 1SP
- Houston - offer 1SP
- Missouri - 1PC with CRC E,E,N
- Kansas City - offer 1SP, unless project is big & will take a long time
- Oklahoma - offer 1SP

## RESTRICTED

CHOOSING LOCATIONS FOR  
PUBLIC COMMUNICATIONS STATIONS

## SECTION 5

In the previous sections, you learned about your local market (users, stations and agents), and your local market environment (neighborhoods and business segments).

In this section, you will learn how to choose locations for public telephones in those neighborhoods and business segments.

When you have finished this lesson, you will be able to:

- list the guidelines for selecting good general sites for public telephones
- identify general sites where public telephones will get maximum usage and generate maximum revenues
- define the criteria for choosing good specific locations for installing public telephones
- identify good specific locations that are visible, accessible, convenient and safe.

**RESTRICTED**

**Selecting General Sites for Public Communications Stations**

In our discussion of your local market we neglected to emphasize the most important factor in your local market, and that factor is you!

Public telephones cannot find users. They must be placed where users will find them. Remember, the decision on where to place public telephones rests with you.

Your goals in selecting sites for public telephones is for you to select sites for stations that will best serve the needs of users and also maximize revenues for your company.

When selecting sites for public telephones, your goals are

- 1 - to serve the communications needs of "people in motion"
- 2 - to produce a profit for your company

To meet these goals, your job is to select sites where

- usage is maximized
- revenue is maximized
- expense is minimized

**Guidelines for Selecting Sites**

Where are the sites where public telephone usage and revenues will be maximized?

There are two general guidelines for choosing sites where usage is maximized.

1. Usage is maximized by choosing sites where there are many "people in motion."
2. Usage is maximized by choosing sites where people who use public telephones frequently (heavy users) tend to move or congregate.