

# Telecom Equipment RMA Process

Use this template to return and replacement workflow for failed telecom equipment.

## Template Metadata

| Field          | Details                                      |
|----------------|--|
| Category       | Telecom                                      |
| Owner          | [Team or owner]                              |
| Version        | [Version number]                             |
| Effective Date | [Date]                                       |
| Review Cycle   | [Monthly / Quarterly / Annual / Event-based] |
| Status         | [Draft / In Review / Approved]               |

## Failure Criteria

Define symptoms, alarms, diagnostics, and conditions that qualify equipment for RMA.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Data Collection

List serial number, firmware, logs, photos, test results, inventory record, and service impact.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

### Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## RMA Request

Document vendor portal steps, required fields, priority, warranty status, and approval path.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

### Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Replacement Procedure

Provide safe removal, spare installation, configuration restore, and service validation steps.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Packaging & Shipping

Specify ESD handling, labeling, accessories, return address, and tracking records.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Closure

Update inventory, ticket, vendor case, root cause notes, and spares count. Keep the process operational and auditable.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Review and Signoff

Document review conclusions, approvals, unresolved items, and next review date.

| Role     | Name   | Date   | Notes   |
|----------|--------|--------|---------|
| Preparer | [Name] | [Date] | [Notes] |
| Reviewer | [Name] | [Date] | [Notes] |
| Approver | [Name] | [Date] | [Notes] |