



CE & A - APPLIANCE P.S. PROGRAM

QUEBEC/EASTERN ONTARIO

1- DEALER CONTRACT REVENUE

- 1.1 Effective April 26th the billing to dealers for service coverage on Appliances will be credited to CE & A reserve accounts as follows:

<u>For Areas Serviced by:</u>	<u>Account Number</u>	
RCA Service Agency	268-250-95-14	(Quebec)
	268-250-95-16	(Montreal)
	268-250-95-17	(Ottawa)
Independent Service Depots	268-250-98-14	(Quebec)
	268-250-98-16	(Montreal)
	268-250-98-17	(Ottawa)

- 1.2 A listing of all units sold from April 26th thereafter will be kept, showing (see attached):

Product Line
Model Number
Serial Number
Date of Sale to Dealer

2- SERVICE AGENCY BILLINGS

- 2.1 The revised service rates negotiated with Servicing Agencies will only become effective on April 26th, 1973.
- 2.2 From April 26th, 1973 and thereafter, billings for Servicing Agencies will be honored at the revised rates for legitimate work done on all units still within warranty.
- 2.3 Billings from Servicing Agencies for units sold to a dealer prior to April 26th will be charged to the "Service cost of sales account".
- 2.4 Billings from Servicing Agencies for units sold to a dealer from April 26th and thereafter, will be charged to the new CE & A reserve accounts noted in section 1.1 above.

CE & A - APPLIANCE P.S. PROGRAMQUEBEC/EASTERN ONTARIOService Agency Billings (Cont'd)

- 2.5 The RCA Service Agency will be provided with a copy of the "Date of Sale to Dealer" listing on a monthly basis. The source document (dealer invoices) may be audited by RCA Service at any time.

3- GENERAL

The funds now available in the "Service Deferred Income accounts" should be more than adequate to cover the increased rates to Independent Agencies for the following reasons:

- a) The amounts charged to dealers per contract for service coverage during the past 12 months were as high and in some instances higher than the amounts charged for similar coverage by our major competitors.
- b) The amounts paid by the RCA Service Agency to Independent Servicing Depots during the past 12 months were lower than those paid by our major competitors.
- c) The administration cost of handling the account payable function Re payment to Servicing Agencies will now be borne by the CE & A Royalmount operation and not by the RCA Service Agency.

Issued by: R.S. Prest

April 18, 1973

A map of the United Kingdom with a red box highlighting the south-eastern region, indicating the location of the study area.

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QUEBEC/EASTERN ONTARIO

MODEL NUMBER

Date of Sale to Dealer	Serial Number	Date of Sale to Dealer	Serial Number	Date of Sale to Dealer	Serial Number	Date of Sale to Dealer	Serial Number