

SECTION 034-399-901 PN
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Seattle, February 10, 1965

REPAIR SERVICE

File: 21.50

MEMORANDUM _____:

This memorandum is written to call special attention to the procedures outlined in the accompanying practice. Many variations of these procedures are being used in observed locations at the present time. The intent of this practice is to standardize procedures and responsibility for the proper operation and maintenance of the records and recording equipment.

Starting with the March report period (February 23) the instructions outlined in this practice shall be followed. All blank recording discs shall be forwarded at that time to the Plant Service Supervisor, 925 Exchange Building, Seattle, and all discs shall henceforth be supplied from this office.

Special attention should be given to the information pertaining to marking the disc mailing envelope and placing and removing the discs. Also, make sure the serial number of the disc and envelope correspond when sending them in for scoring.

Your help in making sure that all personnel involved become thoroughly familiar with the procedures outlined in this practice is necessary so that a minimum amount of calling is required to gain compliance.

H. D. SMITH

WJC:jb

Plant Service Supervisor

REPAIR SERVICE OBSERVATIONS - GRAY AUDIOGRAPH
RECORDER - OPERATION AND MAINTENANCE

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EXHIBIT 1

1. GENERAL

1.01 This section covers the use of the Gray Audograph Recorder to sample repair service contacts. It also outlines the handling of the recording discs.

1.02 This section also provides controls aimed at insuring continuous operation of the recorders.

2. SAMPLING

2.01 The statistical process called sampling is widely used in the Bell System. Repair Service contact sampling provides results data without evaluating every contact.

2.02 There are several rules that must be rigidly observed to protect the reliability of the observing plan. They are:

- (a) All repair service calls must be equally available for selection.
- (b) The Gray Audograph must be in the circuit ready for operation 7 days a week and 24 hours a day. (It can no longer be removed for use in training, playback, etc.)

(c) The sample must be large enough to be representative of all contacts. 100 recorded calls provides an accuracy of 95% or better.

(d) The sampling selection is never changed within a report period. Changes are always made on the 22nd of the month.

(e) The entire sample is used in the summary of results (The number of observations increase during storms, etc.)

2.03 The Plant Service Supervisor's office will determine the sampling factor to be used. A sketch will be provided showing how and when it is to be changed.

3. OPERATION AND MAINTENANCE

3.01 The Gray Audograph Recorder is never turned off. To change or reverse discs:

- (a) Move the record-listen lever to the neutral (center) position.
- (b) Push the disc spindle to the extreme left.
- (c) Reverse the disc or place a new disc.
- (d) Push the disc spindle to the extreme right.
- (e) Move the record-listen lever to the record (left) position.

3.02 If recorder trouble develops turn off the recorder. Call the Division Plant Office immediately and arrange for repair or replacement of the recorder.

3.03 The Switchroom will maintain all associated equipment, recorder connector, selector, relays, etc., in accordance with BSP's that apply.

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4. HANDLING DISCS

4.01 The recording discs used for repair service observing have about 30 minutes of recording space on each side. The recorder must be set to sound an alarm when approximately 3 minutes of recording space is left. The Switchroom employee on duty will turn over or replace the disc when the alarm sounds. The Switchroom will make certain that sufficient recording space is left on a disc to carry through any period when the office is unattended.

4.02 The Plant Service Supervisor's office will provide all discs. Each disc will be:

- (a) Serially numbered to show the PSC, year and disc number, Example: MA-65-1 is the first record for Main in 1965.
- (b) In a file envelope numbered the same as the disc.

4.03 It is important that continuous operation of the recorder is assured. Also certain information is required by the observers to properly identify customer contacts from the discs. To meet these requirements, the switchroom will take these steps:

- (a) Use the discs in numerical sequence.
- (b) Post the file envelope by the recorder.
- (c) Enter information on the file envelope as shown on Exhibit #1.
- (d) Check the recorder daily and write the date opposite the minutes used on the file envelope.
- (e) Return the completed discs in the associated file envelope to the Plant Service Supervisor. (Discs are not to be played and evaluated before forwarding.)

5. MAILING DISCS

5.01 The Switchroom will use the following schedule for Mailing discs:

- (a) Each Friday evening.
- (b) At the close of business on the 22nd of each month.
- (c) And in addition to (a) and (b) above, any-time both sides of a disc are filled.

5.02 Place the Disc to be mailed in its associated file envelope and forward immediately to the Plant Service Supervisor.

6. CONTACTS WITH REPAIR SERVICE OBSERVERS

6.01 It is recommended by the A.T.& T. that the Repair Service Observers should not be contacted by the field to discuss the scoring of observations. These calls should be directed to the local supervisor or the Plant Service Supervisor.

6.02 It is also recommended that training of Repair Service Clerks will not be done by Repair Service Observers.

GRAY AUDIOGRAPH DISC FILING ENVELOPE

SECTION 034-399-901 PN
 Issue A, February, 1965
 PNB Tel. Co. WI
 EXHIBIT 1

NUMBER MA-65-1 * SOURCE MAIN *

SIDE	DATE	TIME	NO.	SIDE	DATE	TIME	NO.
1	2-12-65	4:00 P		2	2-16-65	4:00 P	
1	CONTENT	T* 1001	R* 0672	2	CONTENT	T* 1386	R* 0707
2				2			
4				4			
6				6			
8	13			8			
10				10	17		
12				12			
14				14			
16	14			16	18		
18				18			
20				20			
22				22			
24	15			24	19		
26				26			
28				28			
30				30			

J. DOE

NOTES

*Items with asterisk are entered by Plant Service Supervisor's office.

- A. Date and time Side 1 is started.
- B. Date and time Side 2 is started.
- C. Total (T) and recorded (R) register readings at start of disc.
- D. Total (T) and recorded (R) register readings at finish of disc.
- E. Check the recorder daily. Write the date beside the minutes used on the file envelope corresponding to the recorder index strip.
- F. Chief Switchman's signature.