

**PREVENTION OF SERVICE INTERRUPTIONS
AND OF ABNORMAL MAINTENANCE EFFORT
DURING PERIODS OF INSTALLATION ACTIVITY
IN CENTRAL OFFICES**

1. GENERAL

1.01 This section provides information to the exchange and toll central office maintenance forces for use when the Western Electric Company (WE) is installing equipment.

1.02 It is issued to:

- Relocate this section under the correct division-layer (AT&T renumbered the 201-112 division-layer to the 201-020.)
- Revise all section references to reflect the new AT&T number assignments.

1.03 Information covered in this and related sections includes:

- General installation requirements
- Committees and methods of procedures
- Central office equipment and buildings
- Preventing service interruptions
- Preventing abnormal maintenance efforts.

1.04 Descriptive information relating to the subjects listed in 1.03 is found in the following related sections:

Section	Attachment
201-020-003	Section 802-005-180
201-020-010	Western Electric Co. Handbook 0 Sect. 10

Section

Attachment

201-020-011	Western Electric Co. Handbook 0 Sect. 11
201-020-012	Western Electric Co. Handbook 0 Sect. 12
201-020-013	Western Electric Co. Handbook 0 Sect. 13
201-020-014	Western Electric Co. Handbook 0 Sect. 14
201-020-015	Western Electric Co. Handbook 22 Sect. 10
201-020-020	Western Electric Co. Handbook 3 Sect. 13
201-020-025	Western Electric Co. Handbook 22 Sect. 40
201-020-026	Western Electric Co. Handbook 22 Sect. 1
800-614-902PT	— — —

Note: As the above listed sections are concerned with prevention of service interruptions, they should be filed as a package with this section.

1.05 The Telephone Company (PAC) and WE will follow this and the related sections unless locally amended. Any local amendment *shall be* negotiated by the PAC Equipment Engineer, hereafter referred to as *Contact Engineer*.

2. PREVENTING SERVICE INTERRUPTIONS AND ABNORMAL MAINTENANCE EFFORTS

2.01 Prevention of service interruptions and abnormal maintenance effort is the joint responsibility of PAC and WE. Full cooperation is required before and during the installation period. A

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discussion and building inspection shall be *held before* installation starts, covering items such as:

- Safety
- Service hazards
- Room for lockers and material
- Housekeeping
- Use of PAC testing equipment
- Equipment to be added
- Live equipment affected
- Choice of periods for taking working equipment out-of-service
- Who shall remove the necessary fuses
- Determine if a change in working hours is necessary due to service affecting work
- *Protection of equipment from dirt, fire, work operation accidents, etc.*
- Reporting of alarms in unattended offices.

Note: While a job is in progress, building inspections shall be held weekly.

2.02 The Contact Engineer shall:

- (a) Coordinate relations between PAC and WE
- (b) Initiate contractual agreements and see that they are fulfilled
- (c) When necessary, consult or participate in discussions with other departments to set up detailed installation procedures
- (d) Always be responsible for the overall job *regardless of size.*

2.03 The size, location, time, number of going jobs, and other factors govern how the practices on prevention of service interruptions and abnormal maintenance efforts will be administered.

Past experience indicates that satisfactory results may be obtained as follows:

- (a) For the larger installations, the on-the-job point of contact will be between WE and the Contact Engineer. However, the responsible equipment supervisor needs to discuss the daily maintenance job with WE.
- (b) On smaller jobs it may not be practical for the Engineering group to have a representative on-the-job; they will retain the overall job responsibility but may delegate the on-the-job contact to the switching or network services group.

2.04 The switching/network services forces are charged with the maintenance and operation of the equipment and has the responsibility of informing the Contact Engineer of any conditions which may adversely affect the service, maintenance, or operation of the equipment.

2.05 To ensure that installation activity does not affect the service, maintenance, or operation of the central office involved, the switching services group and WE shall:

- (a) Review the *previous 3 months'* maintenance records to indicate which equipment may need special attention (such as old wiring, old equipment, extra protection, etc)
- (b) Review *daily* the trouble statistics of the central office
- (c) Review *weekly* all troubles caused by WE and the affect it has had on the service, maintenance, and operation of the office (weekly meetings will include switching/network administration personnel).

Note: A satisfactory means to comply with the requirements listed would be for the WE foreperson and the responsible equipment supervisor to get together daily. The memorandum book kept by WE (Section 800-614-902PT) and the Central Office Administration Reports (Part 5) should provide any information desired during these reviews.

2.06 WE handbook sections cover *precautions* for their forces to follow during their

installation operations. Also, covered are the specific building and equipment cleaning responsibilities of WE.

2.07 Due to the serious effects of dirt and lint, arrangements for having WE perform additional or special cleaning work should be made before the start of installation activity.

2.08 If dirt-contributing conditions are disclosed after the start of installation, WE shall promptly inform PAC. PAC, in turn, will inform WE of any dirt-contributing conditions caused by WE.

3. CLEARING OF TROUBLES

3.01 During installation activity, PAC and WE shall cooperate closely to clear equipment troubles which may be caused by WE.

3.02 PACs maintenance force will promptly advise the central office supervisor in charge of any conditions which may be a source of potential trouble.

3.03 Trouble caused by WE activity is handled as follows:

- (a) WE is working on the equipment; they shall clear the trouble.
- (b) When PAC has not accepted equipment which WE has worked on, WE shall clear the trouble.
- (c) Where doubt exists as to who is responsible for the trouble, PAC shall clear it.
- (d) In case of a service interruption or serious circuit trouble, *both* companies shall jointly locate and clear the trouble.

3.04 WE will not be required to stop or delay installation work by other authority than the Contact Engineer. However, a responsible equipment supervisor may stop the work temporarily if a serious safety hazard to personnel or serious disturbances to service occur or are expected to occur. The Contact Engineer shall be advised immediately by WE and the equipment supervisor

when such a request is made (see Section 800-614-902PT).

4. UNATTENDED OFFICES

4.01 During WE activity in unattended offices when the alarms are extended to a remote location, they shall report all alarms due to their activity to the remote location. This will prevent unnecessary dispatching of PAC personnel. When alarms are not extended, WE will report all alarms to the location indicated by PAC. PAC will then process the report according to local instructions.

4.02 WE will report their arrival at and departure from an unattended office to PAC.

4.03 To prevent a possible service interruption when departing from an unattended office, WE will ensure that the alarm system is in the proper transfer position and that they have complied with local PAC instructions for leaving an office in unattended operation.

5. REPORTS

5.01 Include all activity and troubles caused by WE on the records such as those kept for:

- Equipment out of service (Section 201-020-030)
- Classifying and recording of trouble data.

5.02 Reports concerning service interruptions and abnormal maintenance effort resulting from WE activity should be handled according to local instructions.

5.03 During every installation, the switching network maintenance group shall maintain a cumulative record of service-affecting, man-made troubles caused by installation activity. This record shall include troubles caused by either PAC or WE. It shall include service-affecting troubles in the call switching network or connecting offices if they are caused by installation or testing activity. This applies to new installations as well as additions (System Instruction 132).