

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

**1. GENERAL**

1.01 The purpose of this section is to make available to the central office maintenance forces certain information which may be used as a guide in the prevention of service interruptions and of abnormal maintenance effort during period of activity connected with installation of equipment by the Western Electric Company. - Additional detailed information will be found in associated section listed in 201-000-000. -

1.02 This section is reissued to place former attachments into separate sections and to furnish the latest attachment with the sections.

**2. PREVENTION OF SERVICE INTERRUPTING TROUBLES AND OF ABNORMAL MAINTENANCE EFFORT**

2.01 Prevention of service interruptions and of abnormal maintenance effort is the joint interest and responsibility of both the Telephone Company and the Western Electric Company, and the attainment of this objective requires full and continued cooperation prior to and during the installation period. A procedure generally found practical for attaining this objective involves a full discussion prior to installation activity of items such as equipment to be added, live equipment affected, choice of periods for taking working equipment out of service, who shall remove fuses where necessary, determining whether a change in working hours may be necessary because of service affecting work, reporting of alarms in unattended offices, protection of the equipment from dirt, fire, etc.

2.02 Sections, covering General Installation Requirements, Assembly and Installation of Power Plant Bus Bar and Wiring should be used as a guide for reaching an agreement as to other matters such as allocation of quarters for lockers and material, housekeeping, power, testing facilities, etc.

2.03 The Engineering Department is responsible for guiding the relations between the Telephone Company and the Western Electric Company and for the initiation and fulfillment of contractual agreements. In setting up the detailed method of procedure, consultation with or participation in the discussions by the several other affected Telephone Company departments is generally necessary and desirable.

2.04 The size, location, and other controlling factors such as the overall installation period and number of jobs running concurrently are all related to the choice of means for administering measures for prevention of service interruptions and of abnormal maintenance effort. 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 the Western Electric Company and a Telephone Company Engineering Department representative.

(b) Where it is not feasible or practical for the Engineering Department to have a representative on the job, the broad coordination responsibilities will be retained by the Engineering Department, but the related on-the-job contact may be delegated to the Plant Department.

2.05 In all cases it is the responsibility of the Plant and Traffic Departments, who are charged with the maintenance and operation of the equipment, to call to the attention of the Engineering Department, or their authorized representative, conditions which may adversely affect the service, maintenance, or operation.

2.06 Refer to Western Electric Handbook 3 covering precautions which will be followed by the installation force during their installing operations and also the specific building and

equipment cleaning responsibilities of the Western Electric Company. Performance of any special general building cleaning work, such as cleaning stairways, walls, and ceilings, should be approved by the Telephone Company. Additional special items might be cleaning of ventilation ducts, outlets, etc. In view of the serious effects of dirt and lint, arrangements for having the Western Electric Company perform any of the additional cleaning work should be made prior to the start of installation activity. If additional dirt contributing conditions are disclosed after the start of installation activity, it is the responsibility of the Western Electric Company to call such conditions to the attention of the Telephone Company representative promptly.

### **3. CLEARING OF TROUBLES**

**3.01** During installation activity, the maintenance and installation forces should cooperate closely in clearing equipment troubles which may be caused by the installation force.

**3.02** The maintenance force will promptly advise the central office supervisor in charge or his representative of any conditions which are believed to be a source of potential trouble.

**3.03** The installation force will clear troubles occurring on equipment on which they are working or on which they have been working prior to acceptance, when such troubles occur as a result of their activities. Where doubt exists as to which force is responsible, the maintenance force will assume the responsibility for clearing the trouble.

**3.04** In case of a service interruption or serious circuit trouble, it is the joint responsibility of the installation and maintenance forces to locate and clear the trouble promptly.

### **4. UNATTENDED OFFICES**

**4.01** During installation activity in unattended offices where the alarms are extended to the remote location, the installation force will report all alarms due to installation activity to the remote location. This will avoid unnecessary dispatching of Telephone Company maintenance personnel. Where alarms are not extended, the installation force will report all alarms that are not due to installation activity to the location indicated by the Telephone Company. The Telephone Company will then process the report according to local instructions.

**4.02** The installer will report arrival at and departure from an unattended office to the Telephone Company.

**4.03** In order to prevent a possible service interruption, the installer, when departing from an unattended office, will make sure that the alarm system is in the proper transfer position and that the installer has complied with local Telephone Company instructions for leaving an office in normal unattended operation.

### **5. REPORTS**

**5.01** Reports in connection with service interruptions and of abnormal maintenance effort experienced as a result of installation activity should be handled in accordance with local instructions. The Western Electric Handbook sections cover reports to be made by the Western Electric Company forces and lists various major and minor services interruptions.