

METHOD OF HANDLING INTERDEPARTMENTAL AMA TROUBLE REPORTS NO. 1 CROSSBAR OFFICES

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1. GENERAL

1.01 This section covers the procedure to be followed for handling interdepartmental AMA trouble reports.

1.02 This section is reissued to bring it in conformity with other material in the Plant Series. In this process marginal arrows have been omitted.

1.03 This section makes reference to Form E-4095 and describes Forms E-4104, E-4109, E-4128, E-4129, E-4130, E-4131, E-4132, and E-4133. The described forms provide log sheets for AMA Centers and Central Offices with AMA, maintenance results summaries for AMA Centers and Central Offices having tapes processed, and transmittal forms to Accounting Department from Central Offices.

2. NO. 1 ACCOUNTING CENTER

2.01 The Accounting Center plant personnel shall fill out the appropriate trouble ticket, when a trouble report is received from the Accounting Department. A record of troubles may be recorded on Form E-4109.

Form E-4109

2.02 Form E-4109, "Daily Log Sheet — AMA Center," is 8-3/8 in. by 10-7/8 in. and is printed on white paper. It is intended as a daily log to maintain a record of equipment troubles reported by the Accounting Department. The AMA Ticket No., Accounting Ticket No., and Trouble Code, on this form shall agree with these items as explained in the BSP Section for Trouble Tickets, No. 1 Accounting Center.

2.03 This form may be used as required by local plant forces.

Form E-4128

2.04 Form E-4128, "Stoppages Due to Central Office Tape Irregularities — AMA Center," is 8-3/8 in. by 10-7/8 in. and is printed on white paper. It is intended as a monthly report of trouble stoppages due to central office tape irregularities.

2.05 All machine stoppages due to central office tape irregularities should be listed on the form for the month and a copy forwarded to the central office concerned.

2.06 The Accounting Center plant personnel, as directed locally, will notify the local central offices of tape irregularities by telephone when, in their judgment, the irregularity may be cleared immediately and thereby eliminate numerous further stoppages. This notification shall be indicated on Form E-4128 by placing the initials of the person (in local central offices) receiving the report and initialed by the one making the report.

2.07 The CII (Call Identity Index number) shall be entered when that information is available.

2.08 The "Trouble Entry Key" is operated (on the assembler) when it is indicated to the Accounting personnel that a charge may be

placed falsely against a subscriber's line due to a trouble on the central office tape. It causes a void call entry to be placed on the output tapes, thereby canceling the charges relating to this period. This will necessitate a loss of revenue. The Accounting Department will indicate in the associated space when this key was operated.

Note: Any trouble requiring the operation of the "Trouble Entry Key" will result in a loss of revenue. This may not only affect one call but may affect one hundred calls that may be in progress at the time.

Form E-4129

2.09 Form E-4129, "AMA Center — Over-all Plant Maintenance Results Summary," is 8-3/8 in. by 10-7/8 in. and is printed on white paper. It is intended to indicate a performance based on the number of stops and is to be computed monthly. It gives a comparison of trouble effect caused by central office tape irregularities.

2.10 This form shall be filled out by the Plant Department and forwarded, as directed locally, for distribution.

2.11 The form provides space for recording information pertinent to 25 recorder groups and is prepared as follows:

Central Office:

The central office locations should be entered adjacent to associated recorder group numbers.

Calls Processed in 10,000's (Attempts):

MU: The number of message unit initial entries on the tapes should be entered for each recorder group.

TOLL: The number of toll initial entries on the tapes should be entered for each recorder group.

TOTAL: The total of MU and TOLL columns should be entered for each recorder group.

Messages Processed in 10,000's (Completions):

MU: The number of chargeable message unit calls should be entered for each recorder group.

TOLL: The number of chargeable toll calls should be entered for each recorder group.

TOTAL: The total of the MU and TOLL columns should be entered for each recorder group.

Per Cent Calls Completed:

Compute and enter, for each recorder group, the per cent calls completed.

Stops Due to C.O. Tape Trouble:

NUMBER: The number of AMA Center machine stoppages due to central office tape irregularities should be entered for each recorder group. These figures should include those troubles originally classed as machine troubles and later identified as central office tape trouble.

PER 10,000 CALLS PROCESSED: Compute and enter, for each recorder group, the machine stoppages per 10,000 calls processed due to central office tape irregularities.

The following entries and computations need only be entered on the first form where more than one form is required due to the number of recorder groups served by the AMA center.

AMA Center Total (A):

The columns should be added and the resulting AMA Center totals entered in the appropriate spaces provided for the totals. It will be necessary to compute an over-all figure for the "Per Cent Calls Completed and Stops Due to C.O. Tape Trouble — per 10,000 Calls Processed" columns.

Machine Stops Due to Equipment Trouble (B):

The number of AMA Center machine stops due to trouble in the AMA machines should be entered. Compute and enter the per 10,000 call figure using the total calls processed in 10,000's figure as the base. Machine stops identified as clerical errors or due to central office tape irregularities should not be entered.

Equipment Troubles Found:

The number of equipment troubles found should be entered and the per 10,000 call figure computed and entered.

Total Machine Stops:

Enter the total number of machine stops that are due to central office tape irregularities and AMA Center equipment trouble. A per 10,000 call figure should be computed and entered using the calls processed in 10,000's as a base.

3. AMA CENTRAL OFFICES

3.01 The plant personnel shall fill out the appropriate trouble ticket, when a trouble report is received from either the Accounting or Plant Departments at the accounting center. The report may be recorded on Form E-4095.

Form E-4095

3.02 Form E-4095, "Central Office Daily Log Sheet," is 8-3/8 in. by 10-7/8 in. It is intended as a log to maintain a record of reported troubles.

3.03 This form may be used as a log for all trouble reports referred to the central office force regardless of origin.

3.04 The use of this form for this purpose is optional.

Form E-4104

3.05 Form E-4104, "Notification to AMA Center — AMA or CAMA — Central Office Trouble or Activity," is 8-3/8 in. by 10-7/8 in. It is intended as a notification of trouble or activity in central offices. It also provides space for recording the call count process, transverter peg count, or LV and PS register readings.

3.06 A form shall accompany each shipment of tape to the accounting center. A shipment may include tapes for a single day, where tapes are cut daily, or for several days where tapes are cut on a less frequent schedule. In either case, the entry in the "Tape Date(s)" space provided shall correspond to the day (or days) on which the tapes being forwarded were perforated.

3.07 Space is provided under "Report of Trouble or Activity" to record information about tape irregularities which may be of an unusual nature. Recorder transfers should be recorded in the space provided and should include the time of the transfer in hours and minutes on a 24-hour time basis.

3.08 Space is also provided to record the various register readings required by the Accounting Department. In LAMA offices the small table may be used which provides space for up to four days register readings.

Form E-4130

3.09 Form E-4130, "Credit for Dialed AMA Test Calls," is 2-1/2 in. by 5 in. and is printed on white paper.

3.10 When it is necessary to make an "AMA Test Call" from a subscriber's line equipment or from a subscriber's station, one of these forms shall be filled out and forwarded to the AMA center, and where practicable, it shall be included with the AMA tapes.

3.11 This form shall be consecutively numbered and a suitable record made so the loss of any forms may be detected by the Accounting Department.

3.12 The proper space shall be checked to indicate if the test call is "Toll" or "Message Unit."

Form E-4131

3.13 Form E-4131, "Record of Subscriber's Number Placed on Transverter Trap Circuit — AMA," is 8-3/8 in. by 10-7/8 in. and is printed on white paper. It is intended as a notification form to advise the Accounting Department of the subscriber's number, the temporary billing number and the date of connection to the circuit.

3.14 When a request is received from the Commercial Department requesting a check for charge irregularities, the procedure outlined in Section 216-800-803 shall be followed. When a subscriber's number has been placed on the transverter trap circuit, Form E-4131 shall be filled out and forwarded to the accounting center with the AMA tapes. Consecutive "Serial Numbers," starting with No. 1 at the beginning

of the year shall be used so the loss of any form may be detected by the Accounting Department.

3.15 When a number is placed on the transverter trap circuit, the serial number, the subscriber's number, temporary billing number, time and date placed shall be recorded.

3.16 When the number is removed, a second Form E-4131 shall be filled out and sent to the accounting center with the AMA tapes. This form shall have the same "Serial Number" and information as the first and, in addition, shall show the date and time the subscriber's number is removed from the transverter trap circuit. The "Trouble Found" and "Effect(s) of Trouble," may be filled out on this form. A third form *may* be used and sent to the Commercial Department if required by local practice.

Note: The time on this form shall correspond to central office hourly tape entries; that is, a 24-hour clock. One P.M. would be shown as 1300.

Form E-4132

3.17 Form E-4132, "Record of Lines Placed on Transverter Trap Circuit — Central Office with AMA," is 8-3/8 in. by 10-7/8 in. and is printed on white paper. It is intended as a log record of Forms E-4131. It affords a record so that Forms E-4131 can be consecutively numbered and accounted for.

4. CAMA CENTRAL OFFICES

4.01 The plant personnel shall fill out the appropriate trouble ticket form when a trouble report is received from either the Accounting or Plant Departments of the accounting center. A record of these troubles may be kept on Form E-4095 described in Paragraphs 3.02 through 3.04.

4.02 Form E-4104, described in Paragraphs 3.05 through 3.08, shall be filled out and forwarded with the tapes to the accounting center. One form per transverter group shall accompany the tapes for each day.

4.03 The call count process register readings required by the Accounting Department should be entered in the large table. Space is provided to record the readings for the 20 (maximum) recorders in a transverter group. Where

call count registers are not provided, the transverter peg count, if required, can be recorded in the small table.

4.04 Form E-4130, described in Paragraphs 3.09 through 3.12, shall be filled out and forwarded to the AMA center when it is necessary to make an "AMA Test Call."

Form E-4133

4.05 Form E-4133, "Record of Subscriber Numbers Placed on Line Observing Number Matching Circuit" is 8-3/8 in. by 10-7/8 in. and is printed on white paper. It is intended as a log record of requests for connection of subscriber numbers to complaint observing.

4.06 When a request is received (see Section 216-800-303, Method of Handling Complaints and Requests) from a local central office routing calls through CAMA offices, it shall be recorded on this form. The "date" refers to the date the request was received. Insert under "Request" — "from" the name of person making the request — "to," initials of person receiving the request. Insert under "to be placed," the requested date and time the number is to be placed on the line observing number matching circuit — and "to be removed" date and time removal is requested. The last two sections of the form, "placed" and "removed," shall be filled in when these jobs have been completed.

5. ORDERING INFORMATION

5.01 The forms described in this section are packaged and ordered in the following manner:

Packaging Information

- Form E-4095 — 50 to a package
- Form E-4104 — 100 to a package
- Form E-4109 — 100 to a package
- Form E-4128 — 50 to a package
- Form E-4129 — 50 to a package
- Form E-4130 — 100 to a package
- Form E-4131 — 50 to a package
- Form E-4132 — 100 to a package
- Form E-4133 — 100 to a package

Ordering Information

Requisitions for these forms, in multiples of the standard package units shown above, should be worded as follows:

(Quantity) Form E-()



PRINTED IN U.S.A.

FORM E-4104 (7/59)

**NOTIFICATION TO AMA CENTER
AMA OR CAMA CENTRAL OFFICE TROUBLE OR ACTIVITY**

CENTRAL OFFICE _____ TAPE DATE (S) _____

REPORT OF TROUBLE OR ACTIVITY * _____

* IF NO TROUBLE OR ACTIVITY AFFECTING TAPE WRITE "NONE"

RECORDER TRANSFERS

TRANSFERRED TO EMERGENCY				RESTORED		REMARKS
RECORDER		TIME	BY	TIME	BY	
GRP	NO.					

REPORT TIME MUST INCLUDE HOURS AND MINUTES. UNDER REMARKS INDICATE IF TRANSFER WAS DUE TO ROUTINE OR TROUBLE.

REGISTER READINGS

RECORDER		CALL COUNT PROCESS	RECORDER		CALL COUNT PROCESS	RECORDER		CALL COUNT PROCESS
GRP	NO.		GRP	NO.		GRP	NO.	

TAPE DATE	TRANSVERTER OR CALL COUNT PROCESS	LV AND PS

 SUPERVISOR













