

## HANDLING AND RECORDING CALL BLOCK ALARM CONDITIONS

### STEP-BY-STEP OFFICES

#### 1. GENERAL

**1.01** This section describes the method of handling and recording call block alarm conditions in step-by-step (SXS) offices.

**1.02** It is reissued to:

- Update references
- Include the appropriate legend on Page 1 in accordance with AT&Ts "Guidelines and Procedures for Safeguarding Information" and Pacific Company's System Instruction (SI) 178.

*Note:* Marginal arrows used to denote changes are omitted.

**1.03** This section specifies the use of Form E 5461, SXS Trouble Ticket, and Form E 5457, Central Office Log, for recording call block alarm conditions in SXS offices.

#### 2. RECORDS

**2.01** Record call block alarm conditions on Forms E 5461 (Exhibit 1) and E 5457 (Exhibit 2).

*Note:* Section 226-020-510, Control Maintenance Plan — Step-by-Step Switching Systems, describes Forms E 5461 and E 5457.

#### 3. EQUIPMENT CONDITION AND EMPLOYEE ACTION

**3.01** It is essential that all available line finder switch equipment be serviceable and accessible for subscribers' use when heavy traffic resulting in call blocked conditions develops. Avoid rou-

tine testing or busying out of this equipment during these periods. In instances when call block alarm conditions are excessively heavy, a central office employee shall be assigned to supervise the line equipment groups.

**3.02** Supervision of line equipment groups shall involve prompt monitoring of all connections in call blocking groups or bays for conversation. When monitoring a connection for five seconds without conversation or dialing, say, "Are you waiting?" If a customer answers, say, "Telephone Company testing" and disconnect. If there is no response on the connection without dial tone, flash on the connection. If an operator answers the flash, say, "Testing" then disconnect. If no response is secured on a dial tone connection, ground the associated subscriber's line sleeve, restore the line finder switch, and inform the repair service "permanent signal made busy (PSMB) due to call blocking."

*Note:* Permanent signal lockout set DA 30091-11 described in Section 226-020-620PT, App 1 provides the means to lock out a permanent signal condition.

**3.03** Report the call blocked line finder group(s) to the repair desk according to local instructions.

*Note:* When there is a customer complaint, (such as: "can't call," "no dial tone" or similar reports), the data referred to the Plant Service Center will help to classify the reports caused by call blocked conditions.

#### 4. RETENTION OF RECORDS AND ORDERING INFORMATION

**4.01** Order and retain the forms described in this section as instructed in Section 226-020-510.

#### NOTICE

Not for use or disclosure outside the  
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