

PRIVATE SERVICES
CIRCUIT DESIGNATIONS AND TROUBLE REPORTING
INSTRUCTIONS AT CUSTOMER LOCATIONS

1. GENERAL

1.01 This section is being reissued to convert B.S.P. C17.904, Issue A, dated 7-1-62, to the new 9 digit numbering plan. There has been no change in the text.

1.02 This section provides for the designation of all private line circuit terminations and for the posting of reporting instructions at all private service points.

1.03 One of the important factors in providing satisfactory service is that of furnishing the customer sufficient information to enable him to contact the proper telephone company representative under all conditions.

2. CIRCUIT DESIGNATION

2.01 In talking to the telephone company, a customer must be able to positively identify the circuit number and station number of the point in question. For this reason it is necessary that each private service termination be clearly designated both as to circuit and station number. Circuit and station numbering should be in accordance with Section E14.105/F28.104/M25.81.

2.02 Care should be taken to make circuit designations complete. For example, a circuit identified as "TT7760-19" should not be designated only as "7760". Where the customer desires a designation other than the official circuit number (such as name of distant terminus), this should be provided, if possible, in addition to the proper designation.

3. TROUBLE REPORTING INSTRUCTIONS

3.01 It is essential that customers report trouble to the assigned Serving Test Center, primarily because this will allow more prompt remedial action to be

taken, but also to insure the proper inclusion of reports in the Private Services Results Measurement Plan and other plans. The customer should be instructed to report troubles directly to the Serving Test Center designated for his private service point. If this Serving Test Center is not attended on a 24-hour basis, alternate telephone numbers should be listed, preferably of an attended plant office. Where it is necessary for the customer to call long distance to make a report, the instructions should specify that such calls are to be made collect.

3.02 Trouble reporting instructions at customer locations should meet the following requirements:

(a) Be complete, including circuit number, station number, telephone number of Serving Test Center, and alternate telephone numbers in cases where the Serving Test Center is not attended on a 24-hour basis.

(b) Be permanently posted in a prominent place, if possible on the instrument, machine, or equipment where the circuit terminates. In the case of customer owned equipment, instructions should be posted in a conspicuous place nearby.

(c) Be typewritten or neatly printed in permanent ink.

3.03 Some standard methods of posting trouble reporting instructions are described in Paragraph 5 below. Although these methods should be applicable to most needs, it is recognized that some cases may be encountered where locally devised arrangements may have to be used.

4. RESPONSIBILITIES

4.01 It shall be the responsibility of the installation supervisor to arrange for the proper designation of circuits and posting of trouble reporting instructions on initial installations.

4.02 It shall be the responsibility of the maintenance supervisor to arrange for the maintenance of circuit designations and trouble reporting instructions in a satisfactory and up-to-date condition.

4.03 It shall be the responsibility of the Serving Test Center Supervisor to provide the installation and maintenance forces with the information needed regarding circuit and station number designations and trouble reporting procedures. When this supervisor learns or suspects, through improper trouble reporting by the customer or in the course of station visits, that circuit designations and trouble reporting instructions at the customer's location are not satisfactory, he should bring this to the attention of the appropriate outside plant supervisor.

4.04 A check of circuit designations and trouble reporting instructions should be made during each routine inspection and during supervisory customer visits.

5. METHODS

5.01 A number of methods for designating circuit terminations and posting trouble instructions are available. The following paragraphs describe some of them.

5.02 Form SW-6307 is a card designed for use with the 3A Card Holder. Its use is illustrated in Figure 1. This method is adaptable to a great number of situations for which more convenient means are not available.

5.03 Form E-4099 is a round, dial sized card which can be used on circuits terminating in a station instrument having a dial number blank, as shown in Figure 2.

5.04 Form SW-6308 is a pressure sensitive label of the Kleen-Stick type which can be completed to show all required data and then applied to any clean, reasonably smooth surface. It is recommended particularly for posting reporting instructions

on switchboards and keyboxes, and near key telephone instruments. Circuits terminating in these types of equipment can be designated individually on the strips normally provided. A single SW-6308 can then be used to post reporting instructions for all circuits terminating in the same system by listing the circuit numbers in the top part of the form and the trouble reporting instructions in the lower block. Figure 4 is an example of this. Form SW-6308 may also be used to designate circuits and provide reporting instructions at individual stations on any type of circuit, as shown in Figure 5.

5.05 The standard Bell System escutcheon name plate on teletypewriters should be used wherever possible, as shown in Figure 3. Where space will not permit the reporting instructions on the name plate, use of Form SW-6308 or SW-6307 should be considered. On teletypewriters with a keyshelf for customer instructions, this should be used.

5.06 Where the standard designation strip on 101 and 102 type keyboxes is too narrow for the circuit designations, the 9A Card Holder may be used to obtain a wider strip, as described in Section 501-150-102SW

6. ORDERING INFORMATION

Order the following items on Supplies Requisition:

<u>Description</u>	<u>Ordering Unit</u>	<u>Packaged</u>
Holder, Card 3A	Each	Individually
Holder, Card 9A	Each	Individually

Order the following items on Stationery Requisition:

<u>Description</u>	<u>Ordering Unit</u>	<u>Packaged</u>
E-4099	Each	Individually
SW-6307	Each	Package of 10
SW-6308	Each	Individually

Attached: Exhibit 1

EXHIBIT 1

PRIVATE LINE SERVICE

CIRCUIT NO. 10-DP-14
 LOCATION Kilgore
 STATION NO. 1A

TO REPORT TROUBLE OR REQUEST
 TRAINING ASSISTANCE CALL
Longview PL8-7371 Collect
If no answer call Dallas
RI7-9896 Collect.

SW-6307 (4-60)

Figure 1



Figure 2



Figure 3

**TO REPORT TROUBLE OR
REQUEST TRAINING ASSISTANCE ON**

10FP105	9TL59
FX8870	9FX102
DP8120	

CALL

Forrest 5-2461
Ext. 831

SW-6308 (Rev. 1-60)

Figure 4

**TO REPORT TROUBLE OR
REQUEST TRAINING ASSISTANCE ON**

Ckt. No.: TT7760-29
 Location: Festus
 Station No.: 1

CALL

St. Louis JE5-1676
COLLECT

SW-6308 (Rev. 1-60)

Figure 5