

MONITORING OF WORKING LINES

1. GENERAL

- 1.01 This practice contains procedures to be followed by all employees when their work involves the monitoring of working telephone lines.
- 1.02 Working lines referred to in this practice are those lines other than special service lines. Special service lines require individual treatment.

2. TEST SETS

- 2.01 Use only a standard hand test telephone equipped with an approved monitoring device to monitor working lines.

3. MONITORING OPERATION

- 3.01 Work forces must monitor all working lines before opening, short circuiting, crossing, grounding, placing trouble clearing equipment or applying tone for identification. Circuits must test idle before such work is undertaken.
- 3.02 *Busy Circuit*: If circuit tests busy, employee shall immediately disconnect hand test telephone from circuit and continue with work assignment. After a reasonable period of time, remonitor circuit.
- 3.03 *Continued Busy Circuit*: If above mentioned circuit is still busy upon second or third test (provided a reasonable time has expired) and no other work has been prescribed at this location, or where it is otherwise necessary to interrupt conversation; employee should proceed as follows:
 - a. Politely excuse himself.
 - b. Identify himself as a telephone company employee.
 - c. Explain the necessity for service interruption.
 - d. Request permission to perform work on this line.
 - e. If permission is granted, thank the parties involved for their cooperation. If permission is not granted, excuse the interruption before connection with the talking party is broken.
 - f. Be sure the parties have hung up before proceeding with work, if permission is granted.
- 3.04 If either party should refuse to grant permission, employee shall disconnect hand test telephone from the line and, after a reasonable length of time, remonitor.

4. SECRECY OF COMMUNICATIONS

- 4.01 Employees monitoring working lines must be familiar with the Communications Act of 1934 which protects secrecy of communication.

4.02 *Notice of Secrecy of Communications*

- a. Employees must not disclose the contents, or any part, of any telephone, radio (including television and facsimile), teletypewriter or telegraph message addressed to another person without the permission of the sender, or wilfully alter the purport or effect or meaning of any such message. Both parties to a telephone conversation are considered senders.
- b. Employees must not use any information, derived from any private message passing through their hands and addressed to another person, or in any other manner acquired as an employee of the company.
- c. Employees must not permit any unauthorized person to listen to any telephone conversation. Employees must not monitor any connection more than is needed for its proper supervision.
- d. Employees must not tell anyone the fact or the nature of any message, except as required for handling it properly.
- e. Employees must not discuss communication arrangements made between the company and its customers, except as required for handling them properly.
- f. Employees must not give any unauthorized person any information whatever about the location of equipment, trunks, circuits, cables, etc., or about local or toll ticket records of calls, teletypewriter messages, etc.

The secrecy of communications is protected by laws imposing punishment by fine and imprisonment for its violation. Fines of as much as \$10,000 and imprisonment for as long as two years and in some instances longer may be imposed for breaking these laws.