

COIN TELEPHONE ANTI-LARCENY AND ANTI-FRAUD
INSTALLATIONS

1. GENERAL

1.01 This Section describes methods and procedures for providing protective arrangements on coin telephone installations, with consideration being given to both larceny and fraud.

1.02 The Section outlines various security arrangements and options that are available. Judgement must be exercised in face of local conditions in selecting the equipment, hardware, etc. for a particular location.

1.03 Local conditions may even require measures over and beyond those described herein. The Security Manager/Supervisor may assist in making these determinations.

2. LOCATION

2.01 The location on the customer's premises has an important bearing as to the relative security of the telephone, including fraudulent use. The ideal location consists of:

- (a) A well lighted location with the telephone clearly visible on three sides from the general area.
- (b) A wall of strong construction for nonbooth installations.
- (c) A location that is readily accessible or convenient to the public.

2.02 If a good location is not available or where the Plant employee is unable to reach an agreement with the customer for such a location, the employee should not install the service. He should refer the matter to his supervisor who will review the

circumstances and, if necessary, refer the matter to Marketing for further handling with the customer.

3. SELECTION OF EQUIPMENT

3.01 The type of telephone, backboards, etc., to be selected must be considered carefully in high risk locations. The following guidelines will assist in selecting equipment providing optimum protection:

- (a) A single-slot type instrument affords the greatest protection against fraudulent usage, slugs, strong-arm and lock pick larcenies.
- (b) The shelf or pedestal provides greater protection against a strong-arm larceny and toll fraud.
- (c) A pedestal or booth should be used where the building construction prevents a secure wall installation.

3.02 The equipment necessary to provide maximum security is as follows:

- (a) Single-slot Coin Telephone
 - (1) 1C or 2C type coin telephone set (see BSP 506-411-401)
 - (2) 178A-3 backboard for the 1C type coin telephone set.
- (b) Shelf or Pedestal
 - (1) For the 1C type coin telephone installation - ADCO 107 or ADCO 107-X Anti-Vandalism Telephone Security Housing (see BSP 508-460-901SW) or Walkup, Driveup Public Telephone KS-19426 Mounting (see BSP 508-470-100).

- (2) For the 2C type coin telephone installation - ADCO Model BPH-S Panel Phone Housing or Coin Telephone Shelf KS-20194 (see BSP 508-122-100) or Walkup, Driveup Public Telephone KS-19426 (see BSP 508-470-200).

(c) Security Studs

Security studs must be ordered separately with the telephone set. (See BSP 506-411-401).

(d) Security Fastener or Bolt

- (1) The Security Fastener or the Security Bolt is used to provide secure wall mounting to discourage strong-arm larcenies. (see BSP 506-101-902SW and BSP 506-101-903SW).

3.03 Where a lesser degree of security is required the following telephone sets may be used. (The instruments are listed in descending order for the relative degree of protection they afford.)

- (a) 1A or 2A type coin telephone set.
 (b) 235G or 1235G coin collector multi-slot (see BSP 506-310-101).
 (c) 236G coin telephone equipped with 1A backplate, 174 mounting board, 1A coin compartment door with 30A lock, and a KS-19277 lock (Ace Lock). (See BSP 506-310-101)

3.04 The following are other security measures available.

(a) Penny Fraud -

- (1) Use a B-699456 Penny Shield on 200 type coin collector chutes (see BSP 506-110-917 SW) or (1C1 type telephone)

(b) Strong-arm -

- (1) Use a 1A backplate on all

multi-slot coin collectors equipped with aluminum backplates to reduce the possibility of breaking away the lower housing by means of a pry bar. This backplate is secured to the telephone by using one P12E799 and three P-13E656 high strength flat-head steel screws. (See BSP 506-101-400)

(c) Alarms

- (1) Use alarm switches (i.e., the P-372083, 227A, 257A, and 1A switch kit) which are mechanically connected to a lock, door, or upper housing may be used to activate either local or central office type alarms. (See BSP 506-101-100)

(d) Door Pulls - Multi-Slot Phones

- (1) Use P-20F653 plug washer in the lock hole of a 1A type cash compartment door equipped with a 14 type lock to discourage door pulling. (See BSP 506-101-100)
 (2) An alternative arrangement to prevent door pulling is to have the thickness of the door plate at the lock hole milled down to a thickness that will allow the door plate lock facing to break away before bending the lock bolt.

(e) Blocked Switchhook

- (1) Use the D-180009 switchhook conversion kit to reduce switchhook blocking of 200 type and 1234 coin collectors. (See BSP 506-101-400)

(f) Anti-Drill Upper Housing Protection

- (1) The use of P840360705 General Assembly and P840360713

dust cover which is a case-hardened steel anti-drill coin relay guard to prevent fraudulent operation of single slot coin telephone set coin relays. (See BSP 506-101-400)

(g) Anti-Drill Multi-Slot - Cash Compartment

- (1) Use anti-drill lock rings to protect lock mechanisms from drilling. (See Security Manager for ordering information)

(h) Dials Removal Protection

- (1) The use of P21F299 finger-wheel on 8E and 8S type dials to discourage vandalism or unauthorized removal of finger-wheels. (See BSP 501-162-100)
- (2) Conversion of a 8S-type to a 8U type by replacing the fingerwheel and clamp plate with the 840151572 Fingerwheel equipped with the 840360598 Locking Screw and the 840360606 Clamp Plate. (See EL 643)

- (b) Check that bell rings properly to allow the operator to call back on "walk aways."
- (c) Ensure proper grounding to provide for the proper operation of the coin relay.
- (d) Check for proper coin relay operations, coin hopper and chute mechanical adjustments.
- (e) Check the telephone number plate to ensure it is clearly legible and will permit accurate billing.
- (f) When phones are being spiked, as per local instructions, remove the upper housing and place a security spike into the leveling hole. This will protect against lock picks and lock pulls by preventing coin box removal.
- (g) To reduce fraud maintain separation between multi-slot coin telephones sufficient enough to prevent the handset of an adjacent coin telephone being placed against body of the other telephone. (Use the shortest cords available or if necessary, where space is limited, use single-slot telephones instead).

4. OTHER CONSIDERATIONS - INSTALLATIONS

4.01 The installation, other than special provisions herein, should be done according to the respective Bell System Practice for that instrument and mounting.

4.02 Attention should be given to the following security problems.

- (a) To prevent wire tampering, the protector and all associated wiring should be concealed or made inaccessible to the public. Also, handset cords should have armor protection and be of the shortest length except for driveup type installations. (See BSP 506-101-400)