

**OPERATING PRACTICE FOR TEST CENTER**  
**EMERGENCY ROUTINE**

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3. FORMS AND FILING COMPARTMENTS . . . . .	2	1.05 The procedures outlined in this section should be placed in effect when it becomes evident that the volume of reports can not be efficiently handled with regular repair service procedures. Detailed work assignments should be expanded or contracted as the need arises.										
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 <u>1. GENERAL</u>												
1.01 This section describes a method designed to expedite the recording, classifying and summarizing reports under emergency conditions, using trouble tickets, Form E-4075.												
1.02 This section has been reissued to incorporate information formerly covered in several sections. Since the section is generally revised, the use of arrows to indicate changes has been omitted.												
1.03 During emergencies when the volume of reports exceed the number of trouble marker cards on hand (Forms E-3940 and E-3942) other marker cards (Forms E-3941, E-3943 and E-3944) may be used as trouble marker cards.												
		<u>2. EMERGENCY FORCE AND FACILITIES ORGANIZATION</u>										
		2.01 Arrangement should be made to plan for an emergency force by detailing a number of the work operations performed at the subscriber line card file and test desk, during normal periods, to the additional personnel required during an emergency. The emergency work assignment, Form E-3620 (Fig. 9) is designed to record the necessary work assignments as follows:										
		<table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Work Assignments</u></th> <th style="text-align: left;"><u>Work Operations</u></th> </tr> </thead> <tbody> <tr> <td>Receiving Position</td> <td>Receiving and recording reports using trouble tickets, Form E-4075. Assigning serial numbers to trouble ticket and transcribing telephone numbers to the daily serial list, Form E-4076.</td> </tr> <tr> <td>Subscriber Line Card File</td> <td>Removing and filing subscriber line cards in connection with reports on trouble tickets. Maintain subscriber line card file.</td> </tr> <tr> <td>Recording Position</td> <td>Transcribing reported and completed trouble data on the trouble tickets and subscriber line cards.</td> </tr> <tr> <td>Pending File Position</td> <td>Filing and removing trouble tickets in the pending file.</td> </tr> </tbody> </table>	<u>Work Assignments</u>	<u>Work Operations</u>	Receiving Position	Receiving and recording reports using trouble tickets, Form E-4075. Assigning serial numbers to trouble ticket and transcribing telephone numbers to the daily serial list, Form E-4076.	Subscriber Line Card File	Removing and filing subscriber line cards in connection with reports on trouble tickets. Maintain subscriber line card file.	Recording Position	Transcribing reported and completed trouble data on the trouble tickets and subscriber line cards.	Pending File Position	Filing and removing trouble tickets in the pending file.
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<u>Work Assignments</u>	<u>Work Operations</u>
Screening Unit	Reviewing trouble reports for test desk distribution and review of completed reports.
Test Desk	Testing trouble reports.
Dispatching Position	Dispatching and closing trouble reports.
Tabulating Position	Summarizing report data and maintaining trouble ticket completed file.

2.02 During emergencies employees assigned to receiving, pending file, recording, screening unit, dispatching and tabulating positions may be located at special desks or tables. Arrangements should be made in advance for temporarily bridging the repair service and test desk trunks and code lines to the temporary telephone facilities for receiving trouble reports and dispatching outside forces. This information should be recorded in the spaces provided on emergency work assignment, Form E-3620. (Fig. 9)

### 3. FORMS AND FILING COMPARTMENTS

3.01 The forms provided for use in connection with this practice are designed to assist in placing this procedure in effect and serves as a ready reference for employees in the performance of their work assignment.

#### Emergency Work Assignment, Form E-3620

3.02 This form is used to record available personnel familiar with the test center routines. It also provides space to record the telephone facilities available for placing the emergency procedures in operation. It is important that the information be kept current and readily available for use when an emergency occurs. (Fig. 9)

3.03 Emergency Routine, Forms E-3644-1, -2, -3, -4, -5, -6, -7, -8: These forms are supplied on yellow colored fiber stock cards 4-3/4" x 9-3/8" in size as follows:

<u>Work Assignment</u>	<u>Form No.</u>
Receiving Position	E-3644-1
Subscriber Line Card File	E-3644-2
Recording Position	E-3644-3
Pending File Position	E-3644-4
Screening Unit	E-3644-5
Test Desk	E-3644-6
Dispatching Position	E-3644-7
Tabulating Position	E-3644-8

3.04 Trouble Ticket, Form E-4075 and Serial List, Form E-4076: The description and use of these forms are outlined in Section F21.130.

3.05 Arrangements should be made to have a supply of forms on hand for use when a storm or other emergency occurs.

### 3.06 Miscellaneous

(a) Pending and Completed Files: Arrangements should be made to have an adequate number of pending file compartments on hand to file Forms E-4075 during emergencies.

(b) Cable Information Bulletin Board: A bulletin board should be made available to record cables known to be in trouble. The entries should include cable number, cable counts in trouble and estimated clearing time. This information will serve to keep all test center personnel informed and will expedite the handling of reports involved in cable trouble. Fig. 10 illustrates a typical bulletin board that may be used.

### 4. PLACING ROUTINE IN EFFECT

4.01 Arrange desk space for receiving, pending file, recording, screening unit, dispatching and tabulating positions, connect emergency telephone facilities. Assign force group and distribute instruction cards, as outlined in Paragraph 3.03 to each employee or group assigned to a detailed operation. Distribute trouble tickets, Form E-4075 and daily serial list, Form E-4076 to the receiving position.

4.02 Arrange to have all subscriber line cards that are out of file, other than the cards out on current trouble reports, returned to and filed in the subscriber line card file.

4.03 Offices Using Trouble Tickets, Form E-4075: Forward the daily serial list, Form E-4076 to the receiving position, the pending file to the pending file position and the completed file to the tabulating position. Arrange additional file compartments when required.

4.04 Offices Using Daily Log: Forward the daily log and trouble summary sheet to the tabulating position, arrange pending file compartment for the pending file position and a completed file compartment for the tabulating position. Arrange additional file compartments when required.

5. RECORDING - REPORTED AND COMPLETED REPORTS

5.01 Receiving Position: On receiving a trouble report, follow the procedures outlined in Fig. 1.

B.S.P. F21.131	Form E-3644-1 (5-53)
<u>EMERGENCY ROUTINE</u> <u>RECEIVING POSITION</u>	
Prepare a daily serial list - Form E-4076 for each 24-hour period by entering the following:	
<u>POS. NO.</u> - Enter position designation letter such as A, E, etc.	
<u>TEST C</u> - Enter test center or building designation as applies.	
<u>SER. NO.</u> - Each list has serial numbers from 1 to 100 imprinted thereon. Serial numbers in excess of 100 for an answering position prefix the printed serial numbers with the one hundred series, etc., as required.	
<u>TELEPHONE NUMBER</u> - Enter the telephone or special service number from the related trouble ticket. If the trouble ticket concerned is not associated with a particular telephone or line number, enter name and address from the related trouble ticket, Form E-4075.	
<u>DATE AND TIME</u> - Enter the date and time for the period covered by the serial numbers issued.	
<u>TROUBLE REPORTS BY SUBSCRIBER OR EMPLOYEE</u>	
Prepare a trouble ticket, Form E-4075 (designated by color for a 24-hour period) for each report received by entering the following:	
(1) Telephone number (or special service number).	
(2) Time received.	
(3) Commitment time (if given).	
(4) Name and address. Enter name and address when receiving a report such as pole or wires down, etc., which can not be associated with a particular telephone or special service number.	
(5) Trouble reported - indicate by encircling a pre-printed abbreviation when one applies or write in the pertinent details of the report in the blank space.	
(6) Class of report - enter a check mark in (C1) subscriber, (C4) employee, as appropriate.	
(7) Serial number - enter the number used for the report on serial list, Form E-4076.	
(8) Forward trouble tickets to subscriber line card file.	
<u>ESSENTIAL SERVICE</u>	
<u>REPORTS FOR ESSENTIAL SERVICES, HAZARDOUS CONDITIONS, ETC. REFER TROUBLE TICKET TO SUBSCRIBER LINE CARD FILE, REQUESTING PRIORITY TREATMENT.</u>	
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Fig. 1

5.02 Subscriber Line Card File: When receiving a trouble ticket, follow the procedures outlined in Fig. 2.

B.S.P. F21.131	Form E-3644-2 (5-53)
<u>EMERGENCY ROUTINE</u> <u>SUBSCRIBER LINE CARD FILE</u>	
<u>INITIAL REPORT</u>	
On receiving a trouble ticket, Form E-4075, secure the corresponding subscriber's line card from the file, attach the trouble ticket to the subscriber's line card and forward both to the recording position.	
<u>PARTY LINE SERVICE:</u>	
<u>TERMINATING FILING:</u> Enter in the file number space of the trouble ticket the bunch block or circuit number.	
<u>ORIGINATING FILING:</u> Enter in the file number space of the trouble ticket the originating equipment number. Attach the trouble ticket to the bunch block or circuit card (terminating filing) subscriber's line card (originating filing) and forward both to the recording position.	
<u>ESSENTIAL SERVICE</u>	
<u>REPORTS FOR ESSENTIAL SERVICES, HAZARDOUS CONDITIONS, ETC. REFER TROUBLE TICKET AND LINE CARD TO THE RECORDING POSITION REQUESTING PRIORITY TREATMENT.</u>	
<u>LINE CARD NOT IN FILE</u>	
On receiving a trouble ticket, Form E-4075, and a trouble marker card or no card is in place for the corresponding subscriber's line card, attach the trouble ticket to a trouble marker card and forward both to the pending file position.	
<u>COMPLETED REPORTS</u>	
On receiving a subscriber's line card on which the trouble entry has been closedout, remove the trouble marker and place the card in file.	
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Fig. 2

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5.03 Recording Position: When receiving subscriber line card and trouble ticket, Form E-4075 attached, follow the procedures outlined in Fig. 3.

5.04 Pending File Position: When receiving trouble tickets, Form E-4075, for reported trouble and the subscriber line card for completed trouble, follow the procedures outlined in Fig. 4.

B.S.P. F21.131 Form E-3644-3  
(5-53)

EMERGENCY ROUTINE  
RECORDING POSITION

**REPORTED TROUBLE:** On receiving a subscriber line card, and trouble ticket attached, transcribe the report on Form E-4075 to the subscriber line card. Enter in the "card entered" space on the trouble ticket, the initials of person transcribing report. Forward the line card to the screening unit and the trouble ticket to the pending file position.

REPORTS NOT ASSOCIATED WITH A PARTICULAR TELEPHONE OR SPECIAL SERVICE NUMBER

On receiving a trouble ticket with only the name and address listed, prepare a repair service memorandum, Form E-596, and forward to the screening unit. Forward the trouble ticket to the pending file position. When the trouble ticket and repair service memorandum are received for a completed report, review the repair service memorandum for an associated telephone number - if one is listed, secure the line card and transcribe trouble data from the memorandum. Complete closing data on trouble ticket. Forward trouble tickets, repair service memorandum to the tabulating position and the line card (when involved) to the subscriber line card file. When no telephone number is listed, complete closing data on trouble ticket. Forward trouble ticket and repair service memorandum to the tabulating position.

ESSENTIAL SERVICE

REPORTS FOR ESSENTIAL SERVICES, HAZARDOUS CONDITIONS, ETC., REFER THE LINE CARD TO THE SCREENING UNIT REQUESTING PRIORITY TREATMENT.

COMPLETED TROUBLE

On receiving a subscriber line card with the trouble ticket attached, transcribe the following data from the line card to the trouble ticket:

(1) Code      (2) Mioba      (3) Time and date O.K.

When more than one trouble ticket is involved for a line number forward the line card and trouble tickets to the screening unit. When the line card and trouble tickets are returned from the screening unit transcribe the data listed above, (1), (2), (3) on the trouble ticket for the (Cl) report. Forward trouble tickets to the tabulating position and the line card to the subscriber line card file.

PARTY LINE SERVICE: Review trouble tickets and transcribe trouble reports for each party telephone number reported to the line card. Enter on each trouble ticket the data listed above, (1), (2), (3). Staple trouble tickets together and forward to the tabulating position. Forward the line card to the subscriber line card file.

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Fig. 3

B.S.P. F21.131 Form E-3644-4  
(5-53)

EMERGENCY ROUTINE  
PENDING FILE POSITION

On receiving a trouble ticket, Form E-4075, verify that the "care entry" space has been initialed - "no initial, return to recording position," "initial, file trouble ticket in the pending file by reporting telephone number in the proper thousand group." (Terminating filing) and by originating equipment (originating filing.)

Trouble tickets for reports on special services and reports not associated with a particular telephone number file in the SP compartment of the pending file.

SUBSEQUENT SUBSCRIBER REPORTS (C2)

On receiving a trouble ticket and a trouble marker card attached secure the trouble ticket for the (Cl) report and staple the tickets together, refile in pending file.

ESSENTIAL SERVICE

SUBSEQUENT REPORTS INVOLVING ESSENTIAL SERVICE OR HAZARDOUS CONDITIONS SHOULD BE REFERRED TO SCREENING UNIT FOR PRIORITY HANDLING.

SUBSEQUENT SUBSCRIBER REPORT (Cl) AND TROUBLE TICKET IN FILE IS AN EMPLOYEE REPORT (Cl)

On receiving a trouble ticket for a (Cl) report and a trouble ticket for a (Cl) is in file, remove the (Cl) trouble ticket and place the (Cl) trouble ticket in file. Enter EX in the code space on the trouble ticket for the (Cl) report and forward to the tabulating position.

SUBSEQUENT EMPLOYEE REPORT (Cl)

On receiving a trouble ticket and a trouble marker card attached, verify that there is a trouble ticket in the pending file for the line involved. Enter EX in the "code" space on the subsequent trouble ticket and forward to the tabulating position.

PARTY LINE SERVICE

If reports are received from more than one party on a party line circuit, secure the trouble ticket for the bunch block or circuit number (terminating filing) originating equipment (originating filing) staple the tickets together. Refile in pending file.

COMPLETED TROUBLE REPORTS

On receiving a subscriber line card for completed reports, secure the trouble ticket from the pending file, attach together and forward to the recording position.

NO TROUBLE TICKET IN PENDING FILE

On receiving a subscriber line card and no trouble ticket is in file, forward the line card to the tabulating position.

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Fig. 4

6. ANALYSIS OF REPORTED AND CLEARED TROUBLE

6.01 Screening Unit: When receiving reported or completed trouble reports on subscriber line cards or repair service memorandum, Form E-696, follow the procedures outlined in Fig. 5.

B.S.P. F21.131	Form E-3644-5 (5-53)
<u>EMERGENCY ROUTINE</u> <u>SCREENING UNIT</u>	
Review the subscriber line card for subscriber listing, location, cable assignment and reported trouble. Proceed as follows:	
(1) <u>REPORTS FOR ESSENTIAL SERVICES, HAZARDOUS CONDITIONS, ETC., ARRANGE FOR PRIORITY HANDLING.</u>	
(2) Reports that are serviced by a cable known to be in trouble should be forwarded to the test desk position designated to handle cable trouble.	
(3) Reports such as pole or wire down, requiring no verification at test desk, forward to the dispatching position. On receiving a repair service memorandum Form E-696 for reports of this nature, arrange for investigation and complete entries when information is made available.	
(4) All other reports forward to test desk.	
<u>COMPLETED REPORTS</u>	
Review entries on subscriber line cards to determine the following:	
(1) Completeness of data.	
(2) Correctness of trouble code and service index classification.	
(3) Correct discrepancies.	
(4) Forward line card to the pending file position.	
(5) On completed reports where a subsequent or duplicate report was received, the recording position will forward both line card and trouble tickets, determine that all trouble reported has been cleared and that the class of report is correct. Make corrections on both line card and trouble tickets. Forward both line card and trouble tickets to the recording position.	
<u>CABLE TROUBLE</u>	
Post and keep current the information listed on the cable bulletin board. Maintain a contact with the construction forces to interchange information on the status of work assigned to their forces.	
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Fig. 5

7. TESTING OF TROUBLE REPORTS

7.01 Test Desk: The test desk positions should be arranged to have a number of employees assigned to handle cable trouble reports and a number assigned to handle all other reports. When receiving trouble reports on subscriber's line cards, follow the procedures outlined in Fig. 6.

B.S.P. F21.131	Form E-3644-6 (5-53)
<u>EMERGENCY ROUTINE</u> <u>TEST DESK</u>	
Standard test desk procedure and practices should be followed with the following exceptions:	
(1) When the test indicates outside plant trouble other than cable, forward to the dispatching position.	
(2) When the test indicates cable trouble, forward the line card to test desk positions designated to handle cable trouble.	
<u>CABLE TROUBLE</u>	
Group subscriber line cards and repair service memorandum, Form E-696 by cable number. When trouble has been cleared and tested, complete entries on subscriber line cards and forward to the screening unit.	
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Fig. 6

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8. DISPATCHING AND RECEIVING OUTSIDE FORCES  
TROUBLE REPORTS

8.01 Dispatching Position: Arrange file space on temporary desk for trouble reports on subscriber line cards by route or block and follow the procedures outlined in Fig. 7.

E.S.P. F21.131 Form E-3644-7  
(5-53)

EMERGENCY ROUTINE  
DISPATCHING POSITION

ESSENTIAL SERVICE  
REPORTS FOR ESSENTIAL SERVICES, HAZARDOUS CONDITIONS, ETC. ARRANGE IN A SPECIAL ATTENTION FILE FOR PRIORITY DISPATCHING.

Assign outside force to clear reported troubles.

Maintain a record of the emergency forces' activities by location to avoid dispatching additional personnel to the area.

CLEARED TROUBLE

When repairmen report trouble cleared, complete all entries on the subscriber's line card and forward card to the screening unit.

REPORTS BY REPAIRMEN

When repairmen report trouble they have detected or cleared in the course of their tour, prepare a trouble ticket, Form E-4075, for each report. Forward trouble ticket to the receiving position.

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Fig. 7

9. DAILY REPORTS OF RESTORATION PROGRESS

9.01 Tabulating Position: During emergency periods, periodic reports of the restoration progress are required for administrative purposes. To expedite the compiling of these figures, follow the procedures outlined in Fig. 8.

E.S.P. F21.131 Form E-3644-8  
(5-53)

EMERGENCY ROUTINE  
TABULATING POSITION

Prepare a trouble summary (stroke sheet) Form E-2703 for a 24-hour period and transcribe the closing data from trouble tickets, Form E-4075. Place date tabulated in the "tab" space provided on the trouble ticket and place ticket in the completed file by trouble code.

On receiving the daily log and trouble summary (stroke sheet) continue to use the trouble summary for the 24-hour period. When a line card for a completed report is received, review the daily log for the corresponding entry and complete. Maintain daily log until all open entries have been closed out.

At the close of each business day, summarize data in the spaces provided on Form E-2703. This will reflect a record of the cleared trouble for a given day. Remove all trouble tickets from the completed file and attach the trouble summary, Form E-2703, and daily serial list, Form E-4076.

PERIODIC REPORTS

Through the day to determine the number of reports received, obtain from the receiving position the total number of trouble tickets, Form E-4075, issued.

To determine the number of reports cleared, count the tally strokes on Form E-2703.

To determine the number of reports on hand:

- (A) REPORTS RECEIVED - Total number of trouble tickets issued.
- (B) CLEARED - Total number of tally strokes on Form E-2703
- (C) ON HAND - A, - B, plus the brought forward reports for the previous day.

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Fig. 8

10. RETURNING TO NORMAL PROCEDURES

10.01 Offices Using Trouble Tickets: For each trouble ticket in the pending file, place a regular trouble marker in the subscriber line card file, and proceed to follow the normal trouble ticket procedure.

10.02 Offices Using Daily Log: For each trouble ticket in the pending file, place a regular trouble marker in the subscriber line card file and transcribe the trouble data to the daily log. Follow normal daily log procedures.

11. REFUND DATA

11.01 If out-of-service credit is to be given, comply with local operating practices for allowances to subscribers for interrupted service.

11.02 The "refund data" should be completed and the trouble tickets forwarded in accordance with interdepartmental instructions.

12. FUNCTIONAL CHART

12.01 A flow chart, associated with this practice shows graphically the operation of the emergency routine. (Fig. 11)

13. METHOD OF ORDERING

13.01 The emergency work assignments, Form E-3620 are provided in pads of fifty sheets per pad, packaged in two pads per package.

13.02 The emergency routine, instruction cards Forms E-3644-1, -2, -3, -4, -5, -6, -7, -8 are provided in ten forms each per package.

13.03 When convenient the forms should be ordered in multiples of the package unit.

(Quantity) Form E ( )

EMERGENCY WORK ASSIGNMENTS

FACILITIES			
WORK ASSIGNMENT	LOCATION	TELEPHONE FACILITIES	MISC.
RECEIVING POSITION	Foreman's Desk Tables from Club Room 1st floor	4-6 line key equip stored in W.C. Grant Locker Bridge to code lines in repair desk Pos 1	Forms E-4075-b in Stationary Locker
SUBSCRIBER LINE CARD FILE	Repair Desk	none	none
RECORDING POSITION	Repair Desk Foreman's Desk	none	none
PENDING FILE POSITION	Desk at left end of Repair Desk	none	Pending Files compartments in W.C. Grant Locker
SCREENING UNIT	Test Cont Supv Desk	P.L. to Construction forces Bridge to P.L. in Test Desk Pos 1	none
TEST DESK	---	---	---
DISPATCHING POSITION	Desk at end of test desk	2-6 line key equip stored in W.C. Grant Locker Bridge lines at Test desk Pos 1	Card File compartments from test desk
TABULATING POSITION	W.C. desk	none	Completed file compartments in W.C. Grant Locker

Fig. 9 - Front  
Typical Form Entries





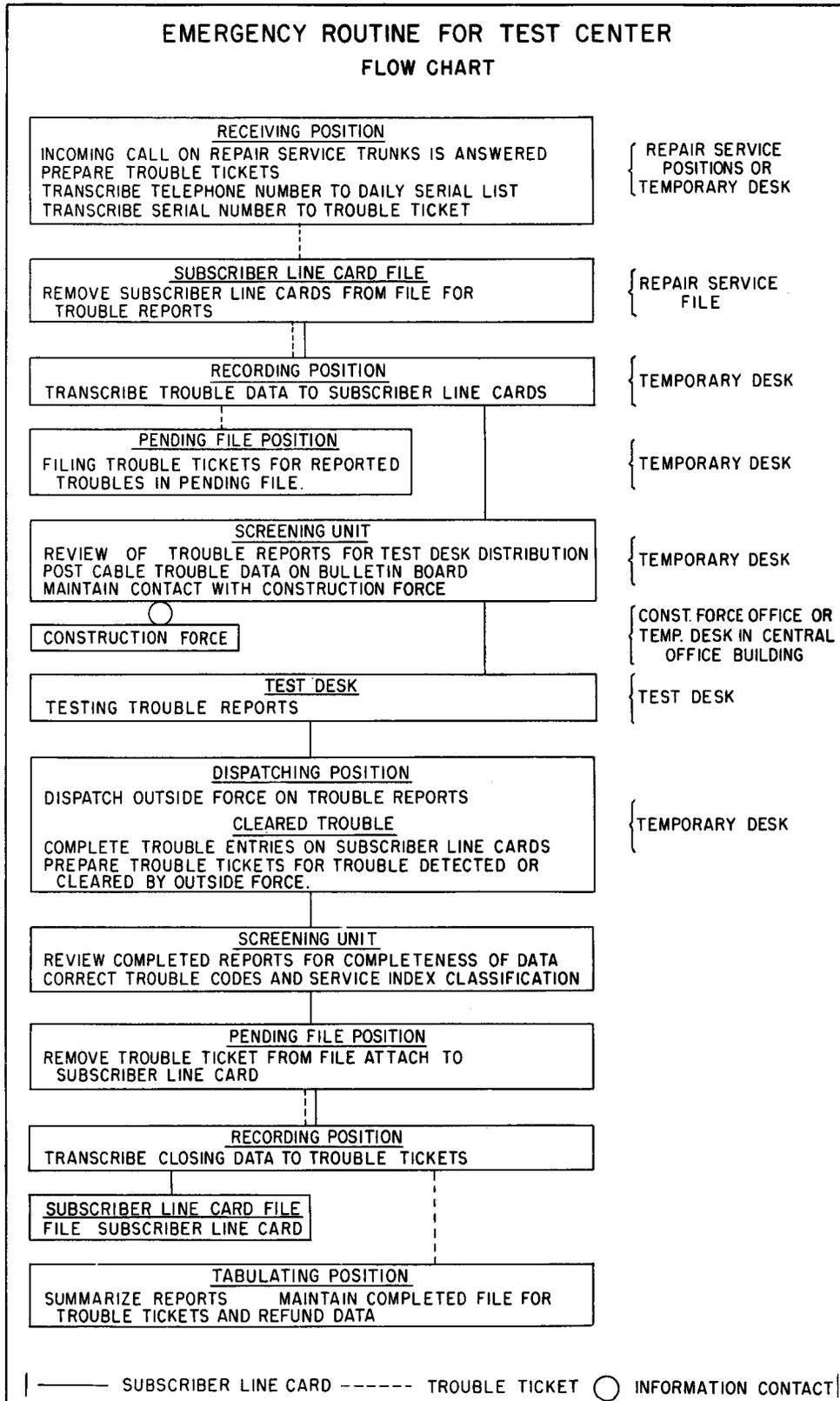


Fig. 11  
Flow Chart