CUSTOMER LINE CARDS

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1. GENERAL

1.01 This section specifies the standards for preparation and maintenance of customer line cards.

1.02 This secton is reissued to:

(a) Provide information concerning the highlighting of Customer Provided Equipment (CPE) on Customer Line Cards.

(b) Provide information concerning the availability and use of a "Protective Connecting Arrangement In Service" Card Forms E-6459 and E-6460 (Fig. 23 and 23A).

1.03 As this is an extensive revision, marginal arrows to highlight changes will not be used.

1.04 The basis of examples in this section is the "Universal Service Order" (USO) and Bell System "Uniform Service Order Codes" (USOC) are used throughout.

1.05 Each Repair Service Bureau must keep a complete record of all lines, stations, and equipment. The record should include all the data needed for maintenance of customer service.

1.06 The records are important and should not be removed from the Repair Service Bureau. Only persons authorized by the Repair Bureau Supervisor should be permitted to work at the card files.

2. DESCRIPTION OF CARDS

2.01 The cards are 8 inches long and either 3-1/2 or 4-3/4 inches wide. Both sizes have identical entries. The cards come in several colors as specified in Table A.

2.02 Repair Service Bureaus may find it desirable to color code the line cards (both line cards described in this practice and hard copies of completed service orders) in order to minimize misfiled cards. This is accomplished by placing a color stripe (a different color for each central office) at the top of the cards. This may be done with a colored marking pen.

2.03 See Table A below for a list of cards by title, size, form number, and color.

TABLE A

LINE CARDS

Title	Form No. 3-1/2" Card	Form No. 4-3/4" Card	Color
Multipurpose Line Card	E-6211	E-6212	Buff
PBX Station On Premises	E-6213	E-6214	Salmon
Station Off Premises	E-6215	E-6216	Salmon
Equipment Data	E-6217	E-6218	Salmon
Supplemental Trunk Record	E-6219	E-6220	Salmon
Mobile Station	E-3570	E-3569	White
Telephone Answering Service	E-6221	E-6222	Gray
Misc Circuit 2 Unit	E-6223	E-6224	Pale Green
Misc Circuit Multi-Unit	E-6225	E-6226	Pale Green
Trouble Record	E-6227	E-6228	Buff
Adhesive Trouble Record (full length)	E-6229A	E-6230A	Pale Green
Adhesive Trouble Record (half length)	E-6229B	E-6230B	Pale Green
Protective Connecting Arrangement In Service Card	E-6459	E-6460	Orange and White

3. SELECTION OF CARDS

3.01 The selection of cards is designed to meet specific needs. The following is a list of cards and a description of their application.

3.02 ***Multi-purpose Line Card, Forms E-6211 and E-6212***—Used for the following:

(a) Individual line service (see Fig. 2 and 2A).

(b) Two-party line service (see Fig. 3 and 4).

(c) Four-party of multi-party line service (see Fig. 5 and 5A).

(d) Party line cross-reference card (see Fig. 6) on four- and multi-party line service.

(e) Coin Line Service (see Fig. 7).

(f) PBX (or Centrex)—Central Office (see Fig. 22).

3.03 ***PBX Station ON Premises, Forms E-6213 and E-6214***—Used for groups of 10 or fewer PBX stations located on the same premises as the PBX. (See Fig. 8.)

3.04 ***Station OFF Premises, Forms E-6215 and E-6216***—Used for any type of off-premises extension including PBX, Centrex, and Individual lines. (See Fig. 9.)

3.05 ***Equipment Data, Forms E-6217 and E-6218***—Used for apparatus, trunks, tie lines, alarm circuits, some types of key equipment, order turrets, paging systems, code calling systems, intercommunicating systems, call directors, etc. (See Fig. 10, 11, and 12.)

3.06 ***Supplemental Trunk Record, Forms E-6219 and E-6220***—Used for PBXs having more than 16 trunks or tie lines. Attach to or file with equipment data card. (See Fig. 13.)

3.07 ***Telephone Answering Service, Forms E-6221 and E-6222***—Used only for lines connected to telephone answering service. Attach to or file with main service line card. If service terminates only at telephone answering service, file in numerical order by telephone number. (See Fig. 14 and 15.)

3.08 ***Mobile Station, Forms E-3570 and E-3569***—Used for mobile stations or bellboy. (See Fig. 16.)

3.09 ***Misc Circuit 2-Unit, Forms E-6223 and E-6224***—Used for ***nondesigned*** miscellaneous circuits (for ***designed*** services the circuit layout record card may be used as the line card) with only 2-point terminations, such as tie lines, private lines, foreign exchange lines, signal circuits, music circuits, power control circuits, radio or television circuits, etc. (See Fig. 17.)

3.10 ***Misc Circuit Multi-Unit, Forms E-6225 and E-6226***—Used for ***nondesigned*** miscellaneous circuit (for ***designed*** services the circuit layout record card may be used as the line card) with more than 2-point termination, such as remote control circuits, signal circuits, etc. (See Fig. 18.)

3.11 ***Protective Connecting Arrangement In Service Cards, Forms E-6459 and E-6460***—Used for designating those circuits or stations which are equipped with Customer Provided Equipment (CPE). In general, multi-line accounts both regular and special service, and accounts with more than one Protective Connecting Arrangement require a "PCA In Service" card (Fig. 23 and 23A). Single line accounts both regular and special service, and accounts with a line record and trouble history card per line, may employ a distinctive stamp on the face of the line card, in lieu of a "PCA In Service" card. All the necessary information to insure accurate classification of trouble reports must be included (Fig. 24 and 24A).

4. DESCRIPTION OF ENTRIES

4.01 A description of headings and associated data entry requirements for customer line cards are listed below in alphabetical order:

ACD TYPE—Enter the type of automatic call distributor system, such as 2A, 3A, 10/20, 40, 200.

ADDRESS—Enter the customer's service address including room or apartment number (Fig. 8, 10, 11, 12, 14, and 15). On the mobile station card (Fig. 16) show the address of the party contracting for service.

AUX RELAY—Enter the auxiliary relay circuit number used on outward dial lines.

BATTERY—Enter the voltage of the power source (Fig. 16).

BILL. ADV—At the time of issuance enter the designation for type of billing advice issued, eg, E-5855, out of service credit advice, etc (Fig. 1).

BL—Enter the bridge lifter number (Fig. 3 and 4).

BP—Enter the cable terminal binding post number (Fig. 8).

BRG—Enter the telephone number of the bridged party and place a circle around "BRG" (Fig. 3 and 4).

BUB-CARR—Enter the number (assignment) of the bunch block associated with the line and place a circle around "BUB" (Fig. 5). Where 4-party and multi-party lines are filed in originating equipment number order the bunch block number (assignment) is entered in parenthesis in this space following the customer's telephone number (Fig. 5A). Line cards with "BUB" circled will be combined by individual bunch block in a plastic holder (Fig. 30) and filed in the "BUB" file. Where the service is assigned to a Multi-Channel Carrier System, enter the system designation and circle "CARR" (Fig. 32). The line card is then placed in the Carrier-Multiplexer File. (See Section 660-150-010.) In addition, a cross-reference

card is prepared using a Multi-Purpose Line Card including only telephone number and Multi-Channel System designation. The cross-reference card is then placed in the Customer Line Card file.

CABLE—Enter the numbers of the cables assigned (Fig. 8, 10 Back, 11 Back, 12 Back, 13).

CALL NO., TEL NO.—Enter the mobile call or telephone number (Fig. 16).

CAPACITY—Enter the maximum size to which the system can grow (not necessarily the equipped capacity):
CAPACITY—TK—Enter the PBX trunk circuit capacity (Fig. 10, Front).
CAPACITY—STA—Enter the PBX station circuit capacity (Fig. 10, Front).

CARD—Where more than one card is required to record the line card data related to a service, enter the number representing the sequential position of the card; a virgule and the total number of cards in the multi-card series; eg, on card number 3 of a 15 card series, 3/15 would be entered.

CAT—Enter the code number (category of trouble report) corresponding to the number in field 4 of the trouble ticket, Form E-4732 (Fig. 1 and 19).

CIN—Enter the concentrator identifier number (assignment) (Fig. 14).

CIRCUIT LAYOUT SKETCH—Enter any required circuit layout sketches (Fig. 17).

CITY—Enter the name of the city of the party contracting with the telephone company for service (Fig. 16).

CKT TEST DATA—Enter the test results data needed to understand, test, and maintain the circuit (Fig. 17 and 18).

CODE CALLING TYPE—Enter the type of code calling system such as 1A, 1B, 2A, or 2B.

COE—Enter the following according to the type of central office equipment involved:

Panel Office—Group and Terminal Number
Step-by-step (Line Finder Type)—Group and Terminal Number
Step-by-Step (Line Switch Type)—Bay and Switch Number
ESS—Network, Frame, Bay, Concentrator, Switch Level, M/F/V Main Frame Vertical.
No. 5 Crossbar—Line Link Frame, Vertical Group, Horizontal Group, and Vertical File Numbers
No. 1 Crossbar—Line Choice, Column, Switch, and Vertical.

CONTROL OFFICE—Enter the name of the test center that controls the circuit (Fig. 17 and 18).

CPE—Enter the applicable USOC Code to identify a line or station which terminates in CPE (Fig. 24). For multi-line accounts, enter a red asterisk (*) (Fig. 25, 26, 27, and 28). This, coupled with the CPE stamp will serve to alert RSB personnel that some line or station associated with this account employs CPE. Additional information can be found on the Auxiliary Equipment Cards (Fig. 26) or the "PCA In Service" Cards (Fig. 25, 26, 27, and 28).

CS—Enter the ***Trouble Report Class of Service.***

CUSTOM CALLING FEATURES—Enter the USOC for all the custom calling features the customer has contracted. Examples are E6G, E5E, E0G, (Call Forwarding), and E2G, E3G, E4G, (Speed Calling). See applicable Bell System Practices for instructions on retrieving speed calling lists. (For example, see Section 680-535-010 for No. 1 ESS Central Offices.)

DATE CLEAR—Enter the date trouble is cleared (Fig. 1 and 19).

DATE REC—Enter the date trouble is received (Fig. 1 and 19).

DEAD FILE DATE—When a line card is permanently retired from the file, ***for any reason,*** enter the date of retirement on the ***new*** line card. File the retired line card in accordance with Section 660-150-010.

DIAL PBX CENTREX:
TYPE—Show the type of dial PBX or Centrex, such as 701, 756, 800, 801, 101 ESS (Fig. 11).
ATT EQP—Show the type of attendant equipment, such as 552, 608, (Fig. 11).
NO. POS—Show the number of positions (Fig. 11).

DISP TIME—Enter the time trouble is first dispatched (Fig. 1 and 19).

DISP TO—Enter the initials (or other employee identification) of the repairman dispatched to repair the trouble (Fig. 1 and 19).

DOP—Enter a black X to indicate Dedicated Outside Plant (Fig. 2).

EQUIPMENT DATA—Enter the manufacturer's name, identifying model number, and serial number of the transmitter, bellboy, receiver, and transceiver (Fig. 16). Enter the identifying equipment number (not serial number) in the space under one of the following headings:

- CONT UNIT OR HEAD
- CABINET (WEATHERPROOF)
- HANDSET
- AUX RELAY
- SUPV UNIT
- PORTABLE
- MICROPHONE
- MOBILE ANTENNA
- LOUD SPEAKER
- CONTROL CABLE
- UNIT KEY NO.

EQUIPPED:
TK—Enter the quantity of equipped PBX trunk circuits (Fig. 10, Front).
STA—Enter the quantity of equipped PBX station circuits (Fig. 10, Front).

FEATURES—Enter the USOC to indicate the equipped features on the instruments in the key system (Fig. 12, Front).

FILE NO.—Enter the telephone number, originating equipment number, or the circuit number (Fig. 2, 2A, 17, and 18). Where line cards are filed in originating equipment number order, originating equipment number is entered in this space. A party line customer's telephone number is then entered in the "MAIN TN" space (Fig. 4).

FREQUENCY CHECK DUE—Enter check mark in month that frequency measurement is due (Fig. 16).

INTERCOM TYPE—Enter the type of intercommunicating system.

INTERMEDIATE AND END FACILITIES—Enter required binding post, cable, pair, and color information (Fig. 12, Back).

INTERMEDIATE EQUIPMENT—Enter the type, number (assignment), and the location of any intermediate equipment used in the circuit (Fig. 17).

IN USE:
TK—Enter the quantity of PBX trunk circuits in use (Fig. 10, Front and Fig. 11, Front).
STA—Enter the quantity of PBX station circuits in use (Fig. 10, Front and Fig. 11, Front).

JK—Enter the number of the jack assigned on the telephone answering service switchboard (Fig. 14).

KEY EQP TYPE—Enter the type of key equipment such as 1A, 1A1, and 1A2 (Fig. 12, Front).

KEY SYS NO.—Enter the number (designation) of the key system (Fig. 12, Front).

LA—Enter the address which is to be listed in the directory.

LLE—Enter the number (assignment) of the long line equipment. Also show where it is located.

LLE CO—Enter the number (assignment) of the long line equipment and what central office it is located in.

LLE PBX—Enter the long line equipment number (assignment) when used at the PBX. Also give location of equipment on the customer premises.

LLE VR—Enter the long line equipment and/or voice repeater number (assignment) when this equipment is used. Also show where located (Fig. 14 and 15).

LOCATION—Enter a room number or describe the place where the station is located (Fig. 12, Front).

LOCATION OF RADIO SET—Enter a check to show the location of the radio set. The blank space is left for any location other than those shown (Fig. 16).

MAIN TN—Enter the main listed telephone number to which all services to a customer are cross referenced. Place a circle around "MAIN TN" (Fig. 7). Where line cards are filed in originating equipment number order, enter the customer's telephone number in this space and circle "MAIN TN" (Individual lines, Fig. 2A - 2-party lines, Fig. 4). For 4-party and multi-party lines filed in originating equipment order, the telephone number is followed by the bunch block number (assignment) in parenthesis (Fig. 5A).

MAIN SERVICE ADDRESS—Enter the address here where the main service is located (Fig. 9).

MAKE AND YEAR—Enter the make and year of the vehicle if available (Fig. 16).

MANUAL PBX:
TYPE—Enter the type of manual switchboard installed (Fig. 10, Front).
NO. POS—Enter the quantity of the manual switchboard positions (Fig. 10, Front).

MISC—This space is used for additional channels, equipment, and maintenance data (Fig. 16).

M REG—For offices in which registers are not permanently wired to line equipment, enter the message register number (assignment) used with the line or trunk.

NAME—Enter the customer's name and title; eg, D.D., R.N., D.D.S.; etc, as shown on the service order, or when applicable, add any known business designation; eg, barber shop, drugstore; etc, to help identify, locate, and gain access to customer premises (Fig. 2 and 7).

NON-PUB—Enter a prominent red "X" to indicate customer has nonpublished service (Fig. 2).

NO. SUB—Enter the total number of ***subsequent*** reports received after the initial report (Fig. 1).

OPX ADDRESS—Enter the address where the off-premises extension is located (Fig. 9).

ORDER TURRET TYPE—Enter the type of order turret; eg, No. 1, 2, 3A, etc.

OUTSIDE PLANT FACILITIES—Enter the outside plant facilities assignments as they appear on the service order. For examples see Fig. 2, 3, 4, 7, 9, 15, 17, 18 Back, 20, and 21. As a local option where Universal Service Order format is used on completed service orders, all or part of the assignment (ASGM) section may be transcribed to this field; thereby, eliminating the need to separate outside plant facilities from originating equipment, etc, into separate fields.

OWNED BY—COMPANY, CPE (CUSTOMER PROVIDED EQUIPMENT)—Check the proper space to show equipment ownership (Fig. 16).

PAIR—Enter the number (assignment) of the pair used (Fig. 8, 10 Back, 11 Back, 12 Back, and 13).

PAGING SYSTEM TYPE—Enter the type of paging system equipment, eg, PT6.

POS—Enter the number (assignment) of the position (Fig. 14).

PTY—Enter the party line position number (assignment) (Fig. 3, 4, 5, and 5A).

REF—The figures in these columns are used to cross reference the cable and terminal to the pairs for each trunk or station (Fig. 10 Back, 11 Back, 12 Back, 13).

REF TEL NO.—Enter the telephone number at the address where the loop or circuit terminates. For mobile stations, enter the telephone number where the customer can be contacted (Fig. 16, 17, and 18).

RELAY:
"A"—Enter the number (assignment) of the central office "A" relay. For some type offices, a vertical line in this space indicates that lines are wired to hunt (Fig. 10 Back, 11 Back).
"SC"—Enter the number (assignment) of the central office "SC" relay. A vertical line in this space shows that the same "SC" relay is involved (Fig. 13 Front and Back).
"TBA"—Enter the number (assignment) of the central office "TBA" relay. A vertical line in this space shows that the same TBA relay is involved (Fig. 13, Front and Back).

REMARKS PLANT (RMKP)—Enter any remarks required for plant maintenance reasons which should be retained, such as "Bad Dog" or "Customer Hard of Hearing" (Fig. 2, 3, and 7). In addition, assignment information for line access relay panel (LARP) equipment associated with computerized cable pressure monitoring systems (CPMS) is recorded here (Fig. 2B). Section 680-280-030 defines this assignment in detail.

RNG—Enter the ringing code (or combination) of the station. Enter the "A" lead information if a step-by-step office (Fig. 3 and 4).

RSP—Enter a restoration priority number here if a priority has been assigned. Also enter "ESL" or "VIP," etc, information here (Fig. 2 and 3). Where more than one of these conditions apply to one service, separate them with virgules listing service restoration priority number first and followed by ESL, etc, eg, 2/ESL/VIP.

RT—Enter the number of the repair route or "Block" in which the line or station is located (Fig. 2).

S&E:
QTY—Enter the quantity (in numbers) of the various types of station equipment (Fig. 2, 3, 4, 7, 8, 9, and 20).
USOC—Enter the "UNIFORM SERVICE ORDER CODE" as it appears on the service order (Fig. 2, 3, 4, 7, 8, 9, and 20).

SA—Enter the address where the line or station is located when it is different from the listed address.

SCO—Enter the number (assignment) and type of any special central office equipment, eg, a "CN" circuit used with a transfer key.

SL RES—Enter the number (assignment) of the special sleeve resistor used in connection with one-way customer lines.

SPEC. LINE EQUIP—Enter any special line equipment, such as a cable pressure contactor (Fig. 2 and 2A) or transducer or a Line Access Relay Panel (LARP) used in computerized Cable Pressure Monitoring Systems (Fig. 2B).

SPC NOTES—Enter here any required special maintenance notes (Fig. 8).

SSM—Enter a prominent black X to indicate that a line or circuit requires special safeguarding measures (Fig. 2). Methods and procedures for administration of SSM are catalogued in Section 460-110-100.

SSP—Enter a prominent black X to indicate that a line or circuit requires special service protection (Fig. 18). Methods and procedures for administration of SSP are catalogued in Section 460-110-100.

STA—Enter the station designation number or letter (Fig. 8 and 12 Front).

STA/TA NO.—Enter the station number (assignment) and in parenthesis the test access number when the "MULTI-PURPOSE LINE CARD" is used to maintain line records on extension stations for "PBX CENTRAL OFFICE" service. Enter the test access number in parenthesis when no station number is required. Place a circle around "STA/TA NO."

STATIONS-FROM-TO—Enter the first and last station numbers (assignments) to be listed on the card (Fig. 8).

STATION LOCATION—Enter a room number, address, or other designation which decribes where the station is located (Fig. 8).

STATION NO.—Enter the number (assignment) of the station (Fig. 9).

STA OR REPORT UNIT—Enter the number (assignment) of the station, auxiliary line, extension, etc, on which the trouble report was made (Fig. 19).

TAS ADDRESS—Enter the address of the telephone answering service location (Fig. 14 and 15).

TAS NAME—Enter the name of the telephone answering service (Fig. 14 and 15).

TAS TN—Enter the telephone number of the telephone answering service (Fig. 14 and 15).

TER—Enter the number (assignment) of the terminal used on the concentrator identifier (Fig. 14).

TERMINAL LOCATION—Enter a room number or describe the place where the terminal is located (Fig. 8).

TERMINAL OR ACCESS POINT—Enter the pole number or address of the cable terminal or access point to which the line or station is connected (Fig. 10 Back, 11 Back, 12 Back, and 13 Back).

TERMINATING EQUIPMENT—Enter the type of equipment the line, circuit, etc, terminates in (Fig. 17 and 18 Front).

TEST-LSV VER—Enter here an abbreviated description of the test results for the line, circuit, etc, on which the trouble report was made (Fig. 1 and 19). Enter Line Status Verifier (LSV) verification number in the right extreme of this space. When no test is required, enter "NR" in this space. Where it is desirable to record test and dispatch time, enter the times in the left and right extremes of this space adjacent to "TEST BY" and "DISP TO," respectively.

TEST BY—Enter the initials of the person who made the test or the initials of the person making the decision to bypass the testing function (Fig. 1 and 19).

TEST RESULTS—Enter permanent reference test results necessary for maintaining the line or circuit (Fig. 7 and 9).

TIME CLEAR—Enter the time that the service was restored to normal (Fig. 1 and 19). This may not coincide with the time that the customer was advised.

TIME REC—Enter the time the trouble report is received (Fig. 1 and 19).

TRK OR STA—Enter the telephone number of the PBX trunk (Fig. 10 Back). Enter the telephone or station number of the line associated with a key system (Fig. 12 Back).

TROUBLE FOUND—WORK DONE—Enter here an abbreviated description of the trouble found and work done (Fig. 1 and 19). When no trouble is found, enter "NTF" in this space. Where necessary, for purposes of analysis and reduction of "NO ACCESS" cases, details should be included in this space by entering "NA" and time (Fig. 1) of no access (plus date

where different from date the report was received). No entry is required when the trouble report is closed out as Test OK (TOK) from the local test desk or Verified OK (VOK) from a line status verifier.

TROUBLE REPORTED—Enter the trouble reported using Standard Bell System Abbreviations (Fig. 1 and 19). (See Form E-3974.)

TYPE—Enter the type of manual or dial PBX in use (Fig. 10 Front and 11 Front).

TYPE—Enter the type of service. For example, private line, burglar alarm, power control signal circuit, etc (Fig. 17 and 18 Front).

TYPE—Enter the type of vehicle such as sedan, station wagon, etc (Fig. 16).

TZ—Enter the transmission zone in which the station is located (Fig. 2).

UNIT—(Associated with Name and Address)—Enter the numbers assigned to the various circuit units or terminations to cross reference the name and address to the outside plant facilities (Fig. 17 and 18 Front and Back).

USOC—Enter the "UNIFORM SERVICE ORDER CODE" as it appears on the service order (Fig. 12, 14, 15, and 16).

VEHICLE OR CRAFT NO.—Enter the license, registration, or other identifying number of the vehicle or craft on which the mobile equipment is installed (Fig. 16).

VER—Enter the date station equipment is verified and the initials of the employee (Fig. 2).

VR—Enter the number (assignment) of the voice repeater if used and show where it is located.

WHERE GARAGED OR FIXED LOCATION—Enter the address where the vehicle is garaged or the boat is normally docked (Fig. 16).

5. PREPARATION OF CARDS

5.01 A neat and legible line card is essential to good repair service work. The information contained on the customer line card is accumulated on a day-to-day basis, from service orders, transfers, and maintenance work. It is extremely important that this information be completely legible, accurate, and current since no duplicate of the line card is maintained.

5.02 In most cases a hard copy of the completed service order is available and should be used as the line card (see Universal Service Order Manual). When this is not the case, an appropriate line card should be selected and data transcribed from the service order or other source document (Fig. 20).

5.03 All entries on the customer line cards shall be entered in pencil in order that changes may be readily made when required. The pencil used shall be nonsmear, black lead, and well sharpened to insure long term legibility.

5.04 All customer lines, regular and special service, employing Customer Provided Equipment (CPE) require special identification to establish the proper Trouble Report Class of Service. In addition, certain telephone company provided services also require special identification so that the proper Trouble Report Class of Service may be established. This special identification is usually accomplished by prominent stamping of the line card (Fig. 24 and 24A). In general, this special identification is required for Telephone Company Services, when the Trouble Report Class of Service is different from the billing class of service, or certain equipment is associated with the line which may require a maintenance-of-service charge. Examples of the former are: a PBX trunk equipped with a telco data set assumes a Switched Data class of service for trouble reporting. A business line equipped with a telephone company-provided teletype machine assumes a Special Service—Telegraph class of service for trouble reporting. An example of the latter is a customized decorator type station set owned by the customer. The Trouble Report Class of Service does not change, but the Telephone Company may charge for certain maintenance visits.

This special identification is required so that comparative performance data may be developed for Telephone Company provided services and similar services provided with non-Bell System equipment.

Accounts with customer provided equipment should, in all cases, be stamped CPE or MSC (Fig. 24 and 24A). The MSC marking serves as a reminder to all personnel dealing with this account that a "Maintenance of Service Charge" may apply when trouble reports are received and processed for that account. Trouble reports will be processed as a Telco (7) circuit, but the Trouble Report Class of Service may differ from the billing class of service. ***Supplemental records must be consulted to make this determination.***

The CPE marking serves to notify all personnel dealing with this account that ***supplemental records must be consulted when trouble reports are received and processed,*** before the Trouble Report Class of Service, both CPE (3)/Telco (7) and regular (PBX, Business, etc) can be determined. Two procedures are involved:

(a) Single line accounts or accounts with a separate line card and trouble history card ***per line,*** which are equipped with customer provided equipment, should be stamped CPE or MSC as applicable (Fig. 24 and 24A). In addition, the card should be stamped with prominent markings identifying the CPE/Telco (3/7), regular (PBX, Residence, etc) classes of service and protective connecting arrangement installed (Fig. 24).

Note: Procedures for determining the Trouble Report Class of Service are discussed in 5.05.

(b) Multi-line accounts or accounts with more than one protective connecting arrangement installed, should have the main or header card prominently stamped CPE or MSC as applicable (Fig. 25, 26, 27, and 28). A supplemental "Protective Connecting Arrangement In Service" card (Form E-6459) must be prepared to identify those lines and/or stations associated with customer-provided equipment and to establish the Trouble Report Class of Service for those lines or stations (Fig. 25, 26, 27, and 28).

Note: Procedures for determining the Trouble Report Class of Service are discussed in 5.05.

5.05 Accounts requiring the special identification referred to in 5.04 (both CPE and Telco) are usually identifiable by certain Universal Service Order Codes (USOCs). These codes establish, with varying degrees of probability, that CPE is associated with the account or is a telephone company offering which requires special treatment. ***Listings of the applicable USOC codes must be maintained in each Repair Service Bureau.***

5.06 As line card records are prepared for these types of services, they should be distinctively stamped either CPE or MSC as applicable (Fig. 24 and 24A). These services must be recognized from incoming service order records and identified as required. In addition, the Trouble Report Class of Service, the line or station associated with the CPE/MSC equipment, and the Protective Connecting Arrangement (or its equivalent) must be determined and recorded. The recording may be accomplished either by distinctive stamping of the line card or by preparation of a "Protective Connecting Arrangement In Service" card as discussed in 5.04(a) and 5.04(b).

5.07 ***Determining Trouble Report Class of Service—Exchange Services***—Both the CPE/Telco (3/7) and the Regular (Res, Bus, Sw. Data, etc.) elements of the Trouble Report Class of Service must be determined for each PCA. There are some firm criteria which aid in this process as listed below:

(a) All circuits equipped with PCAs which can be associated with a specific line or station are classified CPE (3).

(b) All circuits equipped with CP answering devices which meet the criteria established for the "Conformance Program" are classified CPE (3).

(c) All nonline associated PCAs are considered to be Telco (7). These are PCAs which cannot be directly associated with a particular line or station. eg, dial dictation equipment connected to a level in a PBX.

(d) All circuits marked MSC (not CPE) are considered to be Telco (7). This includes decorator type station sets (CAK, CAW, etc), Design Line telephone sets, and attested telephone equipment. It also includes services which utilize customer provided outside plant cable as part

of the distribution facilities, eg, railroads, military bases, etc.

(e) All circuits equipped with Telco data sets are considered to be Telco (7). These records should be highlighted MSC. (See note below.)

(f) All circuits equipped with PCAs for data access are considered to be CPE (3)—Switched Data. All circuits so equipped will be classified this way, regardless of the type of CPE connected behind the PCA. (See note below.)

(g) All data circuits with network access are classified switched data. (See note below.)

(h) All 2-way WATS circuits are classified OUTWATS. (See note below.)

(i) All WATS circuits preceded by an 800 area code are classified INWATS, unless they qualify as 2-way WATS. (See note below.)

Note: There are certain arbitrary exceptions to any of the above.

(1) A Bell System maintained telegraph machine on ***any*** service (switched or Private Line) classifies that circuit as Special Service—Telegraph (14). This is the highest priority.

(2) A Telco data set or Data PCA on any ***switched*** service classifies that service as Switched Data unless a Bell System maintained telegraph set is also present.

(3) All services leased to Western Union (including TWX) and other Common Carriers (OCC) are classified as Special Services—Telephone (15), regardless of the type of service for which the facility is used.

5.08 For those circuits where none of the firm criteria is applicable, Trouble Report Class of Service and line association must be determined by:

(a) The protective connecting arrangement USOC coding included in the service order.

(b) The line and/or station with which the PCA is associated.

(c) The type of service with which the connecting arrangement is used. eg, residence, business, PBX, etc.

(d) Whether the Telephone Company or the customer supplies the terminal equipment.

5.09 As a general rule, the line or station associated with a Protective Connecting Arrangement will be classified as CPE (3) and carry the same class of service it would normally have if the Telephone Company were supplying the service. ie, a PBX trunk equipped with a connecting arrangement for a recording device (RCZ) would be classified as CPE (3) PBX. A residence line equipped with a connecting arrangement for an automatic dialing alarm device (CAU) would be classified as CPE (3) Residence. A business line equipped with a connecting arrangement for a customer provided key system (C2ACP) would be classified as CPE (3) Business.

5.10 ***Determining Trouble Report Class of Service—Local Special Services:*** Both the CPE/Telco (3/7) and the Regular (Special Services—Telephone, Special Services—Telegraph, Private Line Data, etc.) elements of the Trouble Report Class of Service must be determined for each special service circuit that qualifies for measurement under the Customer Trouble Report Analysis Plan (CTRAP). These are special services which do ***not*** qualify for inclusion in the Toll Special Services Results Plan. There are some firm criteria which aid in this determination as listed below:

(a) Each switched circuit with network access and a line or station associated PCA and all Western Union TWX services will be classified as CPE (3).

(b) Each switched circuit with network access with no PCA (except TWX) or a nonline associated PCA will be classified Telco (7).

(c) Each private line circuit (no access to the network) that employs customer provided terminal equipment will be classified as CPE (3).

(d) All facilities that have been leased to Other Common Carriers (OCC) including Western Union, will be classified as ***Special Services—Telephone regardless of the type of service provided on those facilities. This applies even though other types of service of a higher priority (Telegraph, Data, etc) are identifiable.*** CPE/Telco identification is dependent upon the terminal equipment as in (c) above.

(e) All services in the Video and Mobile classes of service will be classified Telco (7).

(f) Fire, Burglar, and similar alarm circuits, ***including interstate*** circuits are all included in the Customer Trouble Report Analysis Plan and are assigned a Special Services—Telephone class of service.

(g) With the exception of the above, local special services are intrastate and are not maintained by a Serving Test Center (STC). This includes Foreign Exchange (FX) services which do not qualify for the Toll Special Services Measurement Plan.

(h) All circuits with mileage charge USOCs (1L6) are classified Private Line Data. These circuits do not have network access.

(i) A Telco data set plus a mileage charge USOC (1L6) classifies the circuit as Telco (7) Private Line Data. Mileage charges (1L6) only classify the circuit as CPE (3) Private Line Data.

(j) Any services (Switched or Private Line) which terminates in a Bell System maintained teletype machine is classified as Telco (7) Special Services—Telegraph.

(k) Any service identified by service codes MR, TT, or TS or by mileage USOC Code 1LY is classified as Special Services—Telegraph. The Telco/CPE designation is determined by the maintenance of the terminal equipment. (Bell System maintenance is Telco, etc.)

(l) A regular class of service hierarchy has been established for local special services, delineating the priority for those services with a mixture of switched and private line data or telegraph equipment.

(1) Telegraph equipment assumes the highest priority. eg, a business line equipped with a Telco data set and a Telco 35ASR will be classified Telco (7) Special Services—Telegraph. This is not applicable to CPE data sets (see note below).

(2) Switched Data assumes the next highest priority. eg, a WATS line equipped with a PCA for CPE data transmission will be classified CPE-Switched Data.

Note: The PCAs for CPE data access (CBT, CBS, CDT) classify the circuit as CPE (3) Switched Data, ***regardless of the type of customer provided terminal equipment.*** (This is not applicable to services leased to Other Common Carriers including Western Union.)

(3) Private Line Data services identified by the mileage charge USOC Code 1L6 are next in priority.

(4) The designation of Special Services—Telephone which encompasses all other "Local Special Service Type" circuits assumes the lowest priority. All services leased to Other Common Carriers (OCC) including Western Union are grouped into this category.

5.11 In addition to information transcribed from service orders and plant changes, etc, the line card contains trouble history (Fig. 1). Examples are included on how to enter a trouble report, new connect service order, change service order, cable transfer, temporary suspend, and restore of the suspend. Where a hard copy of the completed service order is used as a line card, the trouble record format should be printed (locally) on the back of the service order form—optionally, the adhesive Form E-6229A or E-6230B may be used to convert existing service order forms to line cards.

5.12 The following sequence of posting service order activity is recommended. The different types of orders are received in a random fashion. First, sort them into four groups according to their types:

- D and F orders (orders indicating that service has been disconnected).

- N and T orders (orders indicating that service has been installed at a new location).
- C (Change) orders.
- R (Record) orders.

(a) Once sorted into appropriate groups the disconnect (D) and from (F) orders are processed first. The reason is that a recently disconnected line may be reassigned to a new customer in the same batch of orders being processed.

(b) The next in line are the N and T orders. (As soon as the phone service is connected, it is possible to have a trouble report on it.) Records must be placed in the file as quickly as possible so that the line can be tested if a trouble is reported.

(c) Next are the Change orders. These should be processed as soon as possible because a trouble could occur which is related to work done on equipment.

(d) Next are the Record orders. These are done last because they do not require any installation or central office work.

5.13 D and F ORDERS—For outward service orders, the line card is pulled from the file and a comparison made of the telephone number and name. After determining that the proper line card has been pulled, entries are to be made on the front as follows:

(a) Enter an "X" across the front of the line card.

(b) Enter the associated "D" or "F" order number which authorizes the disconnect.

(c) Enter the date the order was completed.

(d) Enter the order completed by (OCB) installer's initials or "Frame" (Fig. 32).

(e) For "F" orders, retire the card to the "DEAD FILE." "D" orders remain in the active line card file until the equipment is reassigned.

(f) If CPE was involved with the disconnected service, it will be necessary to check for a "PCA In Service" card (Form E-6459) and delete the Protective Connecting Arrangement involved or cancel the card as applicable. Cancelled cards may be destroyed. There is no requirement for retention.

5.14 N and T ORDERS—For inward service orders requiring the establishment of new records, the card shall be selected according to the type of service being installed. The entries to be made in the first trouble record space are as follows:

(a) Enter the number of the "N" or "T" order.

(b) Enter the date order was completed.

(c) Enter the order completed by (OCB) installer's initials or "Frame" (Fig. 1).

(d) If the inward order involves placing a protective connecting arrangement (PCA), or its equivalent, it will be necessary to stamp the card, identifying the circuit as associated with CPE/MSC. Supplemental record preparation identifying Trouble Report Class of Service and line or station association is also a requirement. These procedures are outlined in 5.04 and 5.05.

5.15 C (Change) ORDERS—The entries to be made in the first vacant trouble record space are as follows:

(a) Enter the number of the "C" order.

(b) Enter the date order was completed.

(c) Enter the order completed by (OCB) installer's initials or "Frame" (Fig. 1).

(d) If the "C" order adds, deletes, or changes a Protective Connecting Arrangement, or its equivalent, it will be necessary to establish or change supplemental records identifying Trouble Report Class of Service and line or station association as outlined in 5.04 and 5.05.

5.16 R (Record) ORDERS—The entries to be made in the first vacant trouble record space are as follows:

(a) Enter the number of the "R" order.

(b) Enter the date order was completed.

(c) If the record order changes any line card information (Name, Address, Class of Service, etc), the necessary sections of the line card must be corrected.

(d) If the record order information concerns a protective connecting arrangement, or its equivalent, it may be necessary to establish or Change Trouble Report Class of Service and line or station association as outlined in 5.04 and 5.05.

5.17 Customer Lines, Circuits, or Stations Requiring Special Handling—Some types of services require special handling. In these cases, plainly mark the line cards to show that special handling is needed. For example:

(a) NON-PUB—Non-Published Number (Fig. 2).

(b) SSP—Special Service Protection (Fig. 18 Front).

(c) SSM—Special Safeguarding Measures (Fig. 2).

(d) ESL—Essential Service Line (Fig. 2).

(e) CPE—Customer Provided Equipment (Fig. 24, 24A, 25, 26, 27, and 28).

(f) CPC—Cable Pressure Contactor (Fig. 2).

(g) LARP—Line Access Relay Panel (Fig. 2B) used in conjunction with Computerized Cable Pressure Monitoring Systems. See Section 680-201-030.

(h) MSC—Maintenance of Service Charge (Fig. 24A).

(i) A 24-hour maintenance may be needed for the following types of circuits. Figure 18 shows how to make entries in "RMKP" space on line cards for these circuits.

Air Raid Warning Circuits	Burglar Alarms
Doctors	Fire Companies
Government Agencies	Hospitals
Important PBX	Newspapers
Police Headquarters	Power Company Load Control
Private Line Service	Airlines
WATS	Railroads

5.18 Replacing Cards—A new card should be prepared when a line card is lost. The original information should be reconstructed as completely as possible utilizing trouble tickets, other departmental records, etc. Print "DUPLICATE RECORD" in the "FILE NO." space just above the card designation (Fig. 5). Should the lost card be found, transcribe all information required to bring the original up to date. The duplicate may then be destroyed.

5.19 When a line card is worn, no additional card space is available, or for any other reason it must be superseded in the active file, transcribe to the new card all data, excluding trouble history. The original is then placed in the "DEAD FILE" and the date entered on the new line card.

5.20 When additional space is needed on the trouble record portion of the line card, or a trouble record is needed, as with designed circuits using "Circuit Layout Record Cards," the Trouble Record Forms E-6227 or E-6228 should be used. They can be attached to additional cards (Fig. 29) or filed with the original card by placing in a plastic holder (Fig. 30) or expandable pocket (Fig. 31). The forms are available in both 3-1/2 by 8 inch and 4-3/4 by 8 inch sizes presently considered standard in the Bell System.

5.21 Adhesive trouble record Forms E-6229A, 3-1/2 inch by 8 inch; E-6229B, 3-1/2 inch by 4 inch; E-6230A, 4-3/4 inch by 8 inch, E-6230B, 4-3/4 inch by 4 inch are available for use by Repair Service Bureaus. The uses are as follows:

(a) The 8-inch forms may be placed on the back of line cards that have no trouble record format printed on them.

(b) The 8-inch forms may be placed on the back of completed service orders that have no trouble record format printed on them.

(c) The 4-inch or 8-inch forms may be used to convert the remaining space to the Standard Bell System format required for line card trouble history posting. It may be necessary to trim the form to fit. ***Always leave a minimum of 60-days trouble history uncovered.***

(d) The 4-inch or 8-inch forms may be used to extend the life of line cards. Place the form over the oldest trouble entries, but do not cover

the last 60 days' history. It may be necessary to trim the form to fit.

(e) The 4-inch or 8-inch forms may be placed on a plastic holder (Fig. 30) or expandable pocket (Fig. 31) to serve the dual role of retainer for line cards and permanent trouble record, eg, where hard copy service orders (or CRB-type customer records) are used.

Note: Local requirements for record retention must be satisfied before any trouble history data may be obliterated by the adhesive trouble history forms.

5.22 Method of keeping multiple card records together:

(a) Use the "Plastic Holder" (Fig. 30) when it is necessary to file up to eight line cards together. An example would be a bunch block file for multi-party lines.

(b) Use the "Expandable Pocket" (Fig. 31) when it is necessary to file two or more 5-inch by 8-inch design circuit record cards together. An example would be a power control circuit with several Circuit Layout Record (CLR) cards plus a Trouble Record card.

(c) Use a No. 850 transparent polyester film tape when attaching two cards. Fig. 29 shows how to apply the tape to the two cards. This tape remains flexible indefinitely and may be removed without damaging the cards.

6. MINIMUM LINE CARD REQUIREMENTS

6.01 All of the data entries required to complete line cards, as described in this section, are necessary to efficiently process trouble reports in an economical, trouble free manner.

6.02 The following is a list of the ***minimum*** data required to identify and clear a trouble; however, this minimum information will not facilitate the most economical clearance procedures:

- Telephone Number or Circuit Identification
- Customer Name
- Service Address
- Service and Equipment (Quantity and USOC)
- Designation of CPE and/or MSC (where applicable)
- Designation of Special Safeguarding Measures and Procedures (SSM and SSP) (where applicable)
- Central Office and Outside Plant Assignments
- Trouble History.

6.03 The Trouble Record (Fig. 1 and 19) is the most effective method for meeting this requirement. Although all of the information is available from other sources (eg, Trouble Ticket, Service Orders, Billing Advice forms, etc), the information is duplicated on the trouble record in abbreviated form to meet day-to-day operational requirements.

(a) The Trouble Report provides a ***quick, ready reference*** to:

- Possible trouble patterns.
- Extent and effectiveness of previous trouble clearance efforts.
- Previous plant changes activity.
- Individuals and operations contributing to the quality of customer service.
- Abbreviated trouble history for use in preparation of initial reports in connection with complaints or investigations (a stop-gap report to serve while full details can be retrieved from trouble tickets and other records).

(b) The trouble record includes:

- Date Report Received
- Time Report Received
- Category of Report
- Station or Report Unit
- Trouble Reported

- Date Report Cleared
- Time Report Cleared
- Tested by (Tester)
- Test Result and LSV Verification Number
- Dispatch to (Repairman)
- Billing Advice Issued Information
- Trouble Found and Work Done Information
- Number of Subsequent Reports.

6.04 Under Federal Communications Commission (FCC) rules and regulations, customer line cards (hard-copy completed service order type and those manually prepared as described in Section 660-151-010) and trouble history records may be destroyed after the records are superseded or retired from the active file.

6.05 Rules and regulations of state and local regulatory bodies may specify longer periods; accordingly, the records destruction plans should be reviewed with the legal department in each of the operating companies to determine these local requirements.

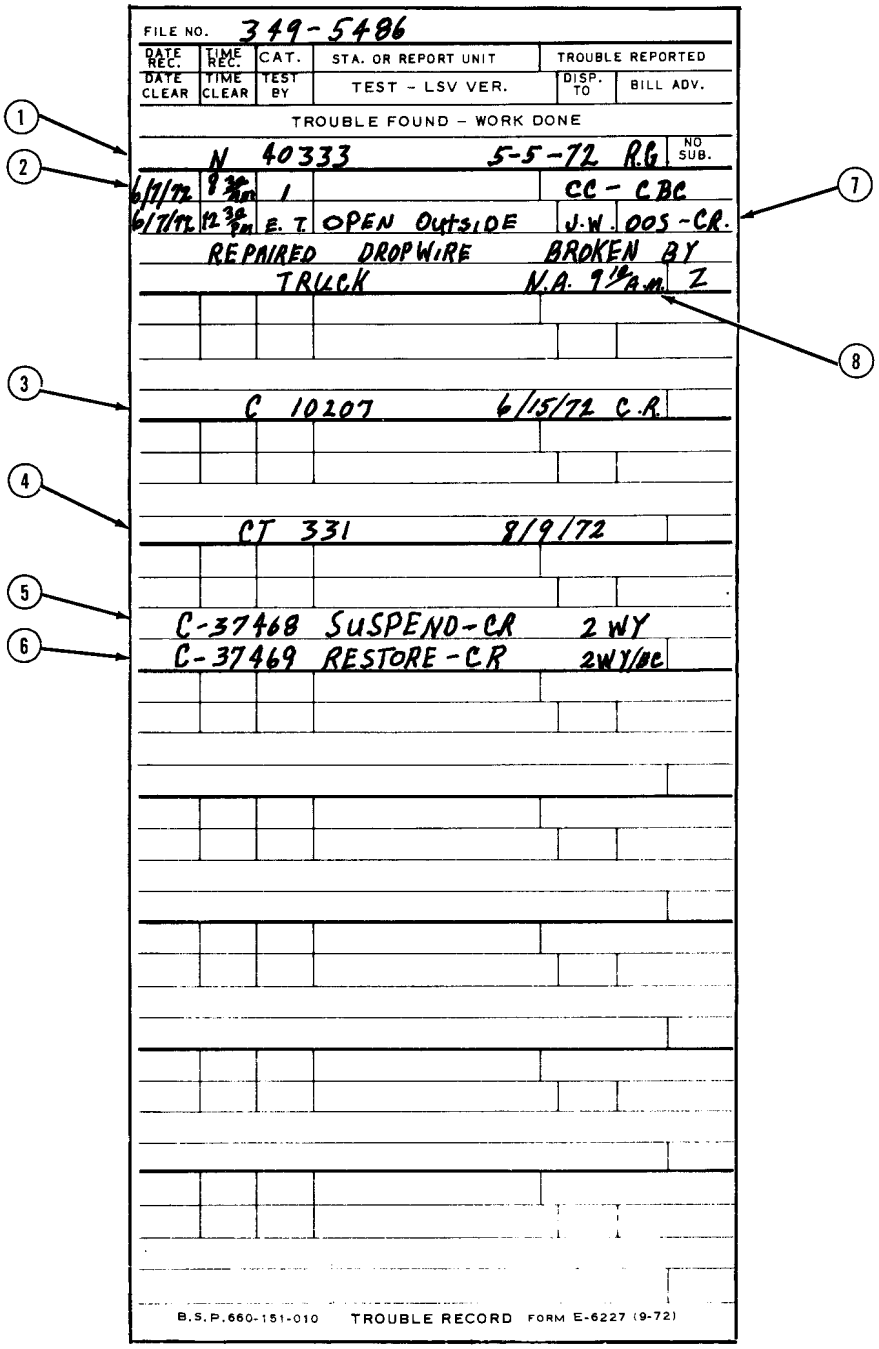
6.06 Retention periods for sources of Plant-Changes information (eg, cable transfers, central offices changes, etc) and information related to accounting and billing (eg, Form E-5855, out-of-service credit forms, etc) are specified in other Bell System and Departmental Practices.

7. ORDERING INFORMATION

7.01 Both 3-1/2 inch and 4-3/4 inch width cards and plastic holders are packaged according to their use, ranging from 100 to 250 per package.

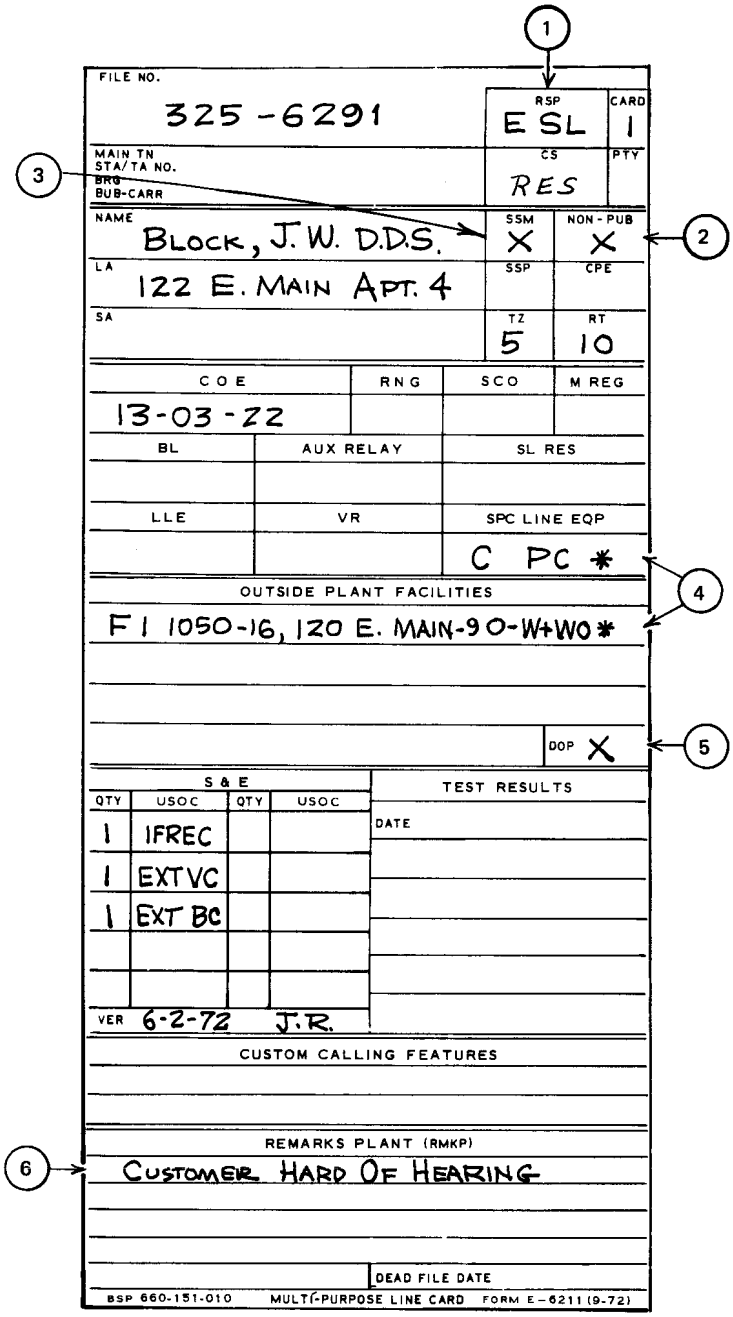
7.02 The cards, plastic holders (Form E-6258 for 3-1/2 inch width cards and Form E-6259 for 4-3/4 inch width cards), and expandable pockets (Form E-6260 for 5 × 8 inch cards) should be ordered in multiples specified in the catalog of "Bell System Standard Forms and Printed Matter." (Quantity) Form E-XXXX.

7.03 The tape used to attach cards is a nonstocked item (quantity—Roll Tape, Transparent, Polyester Film No. 850 (2592 inch roll) provided by Minnesota Mining and Manufacturing Co.



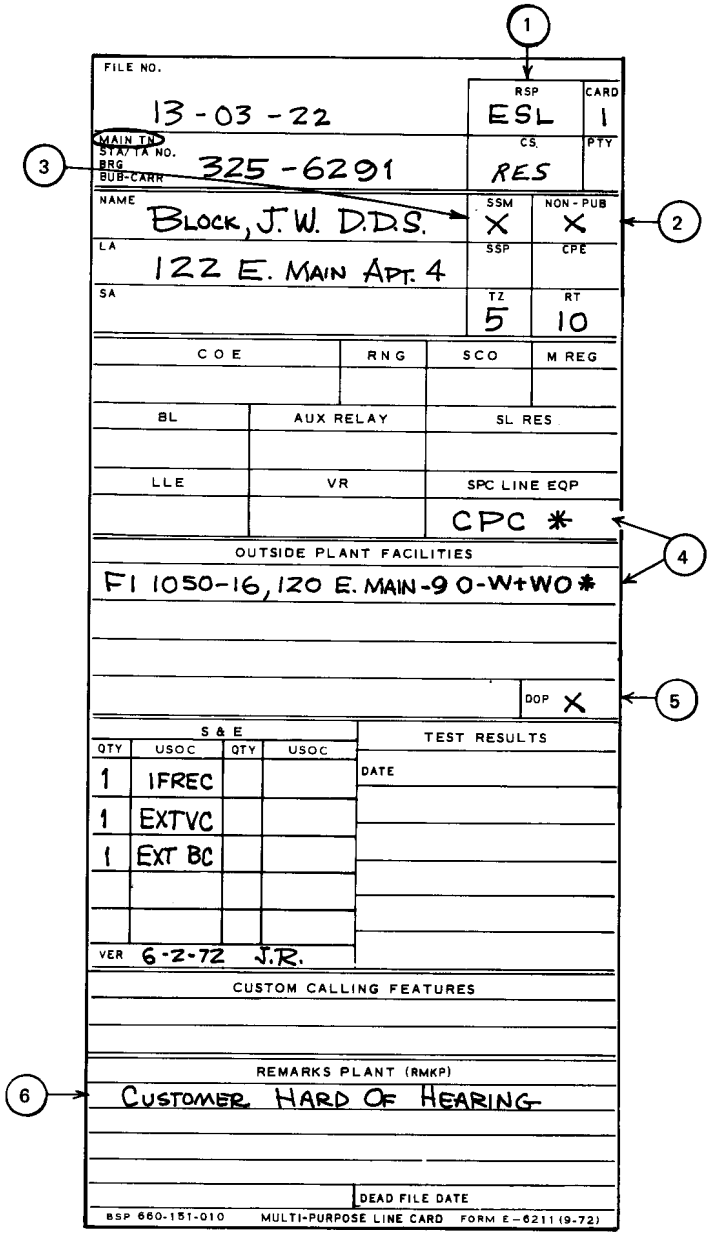
1. Method of entering new connect service order.
2. Method of entering typical trouble report.
3. Method of entering a change service order.
4. Method of entering cable transfer information.
5. Method of entering temporary suspension at customer's request.
6. Method of entering restoral at customer's request.
7. Method of entering billing advice issued information.
8. Method of entering no access information.

Fig. 1—Trouble Record



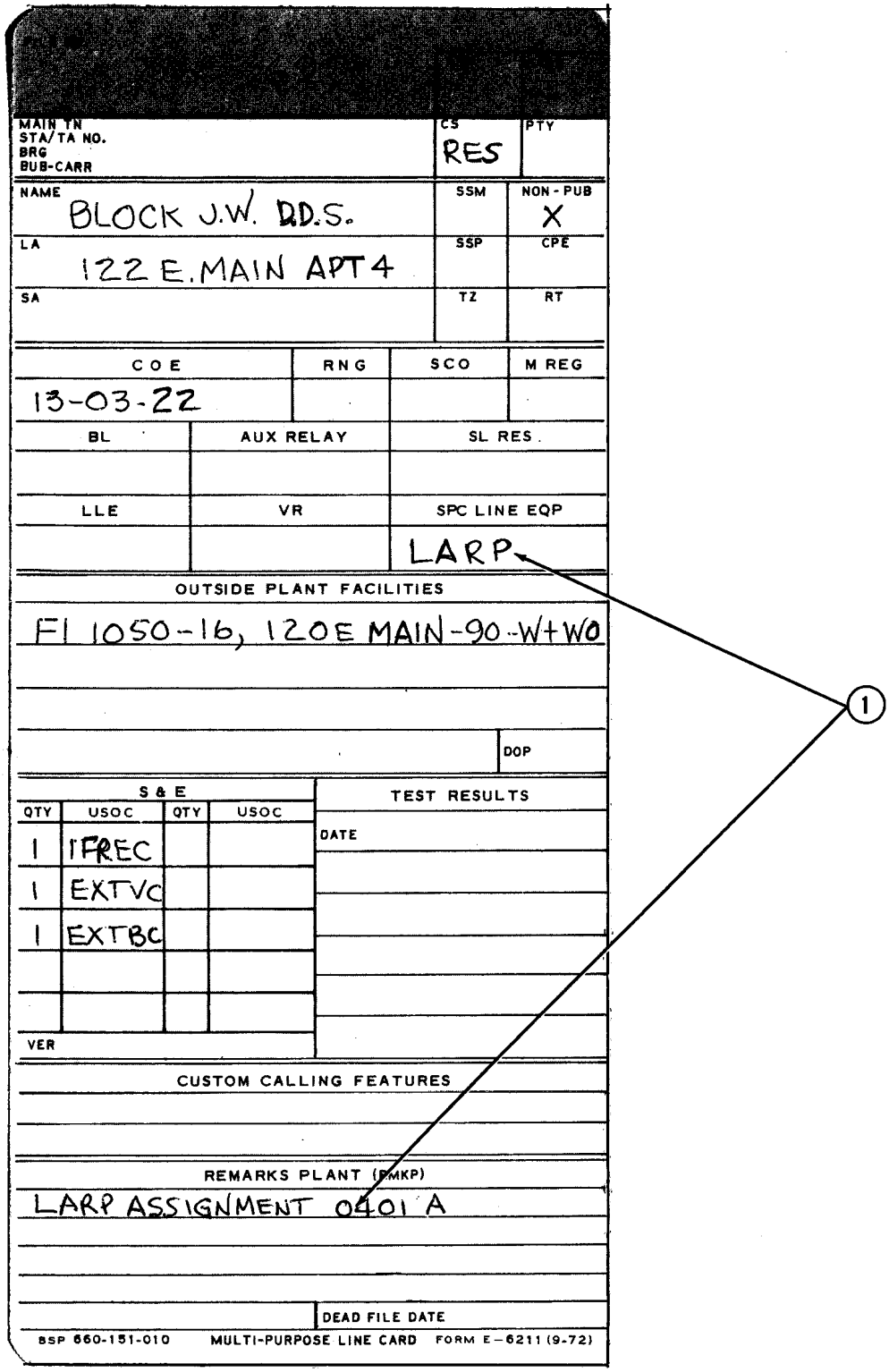
1. Method of entering "ESSENTIAL SERVICE LINE" (ESL). If the line has been assigned a "RESTORATION PRIORITY" (RSP) the number should be entered here.
2. Method of entering "NON-PUBLISHED" (NON-PUB) information.
3. Method of entering "SPECIAL SAFEGUARDING MEASURES" (SSM).
4. Method of entering location of "CABLE PRESSURE CONTACTOR" (CPC).
5. Method of entering "DEDICATED OUTSIDE PLANT" (DOP).
6. Method of entering "REMARKS PLANT" (RMKP).

Fig. 2—Multi-Purpose Line Card Used as an Individual Line Card When Filing By Terminating Equipment



1. Method of entering "ESSENTIAL SERVICE LINE" (ESL). If the line has been assigned a "RESTORATION PRIORITY" (RSP) the number should be entered here.
2. Method of entering "NON-PUBLISHED" (NON-PUB) information.
3. Method of entering "SPECIAL SAFEGUARDING MEASURES" (SSM).
4. Method of entering location of "CABLE PRESSURE CONTACTOR" (CPC).
5. Method of entering "DEDICATED OUTSIDE PLANT" (DOP).
6. Method of entering "REMARKS PLANT" (RMKP).

Fig. 2A—Multi-Purpose Line Card Used as an Individual Line Card When Filing by Originating Equipment



MAIN TN
STA/TA NO.
BRG
SUB-CARR

CS: RES
PTY:

NAME: BLOCK J.W. DD.S.
SSM:
NON-PUB: X

LA: 122 E. MAIN APT 4
SSP:
CPE:

SA:
TZ:
RT:

COE	RNG	SCO	M REG
13-03-22			

BL	AUX RELAY	SL RES.

LLE	VR	SPC LINE EQP
		LARP

OUTSIDE PLANT FACILITIES

FI 1050-16, 120E MAIN-90-W+W0

DOP

S & E

QTY	USOC	QTY	USOC
1	1FREC		
1	EXTVC		
1	EXTBC		

VER

TEST RESULTS
DATE

CUSTOM CALLING FEATURES

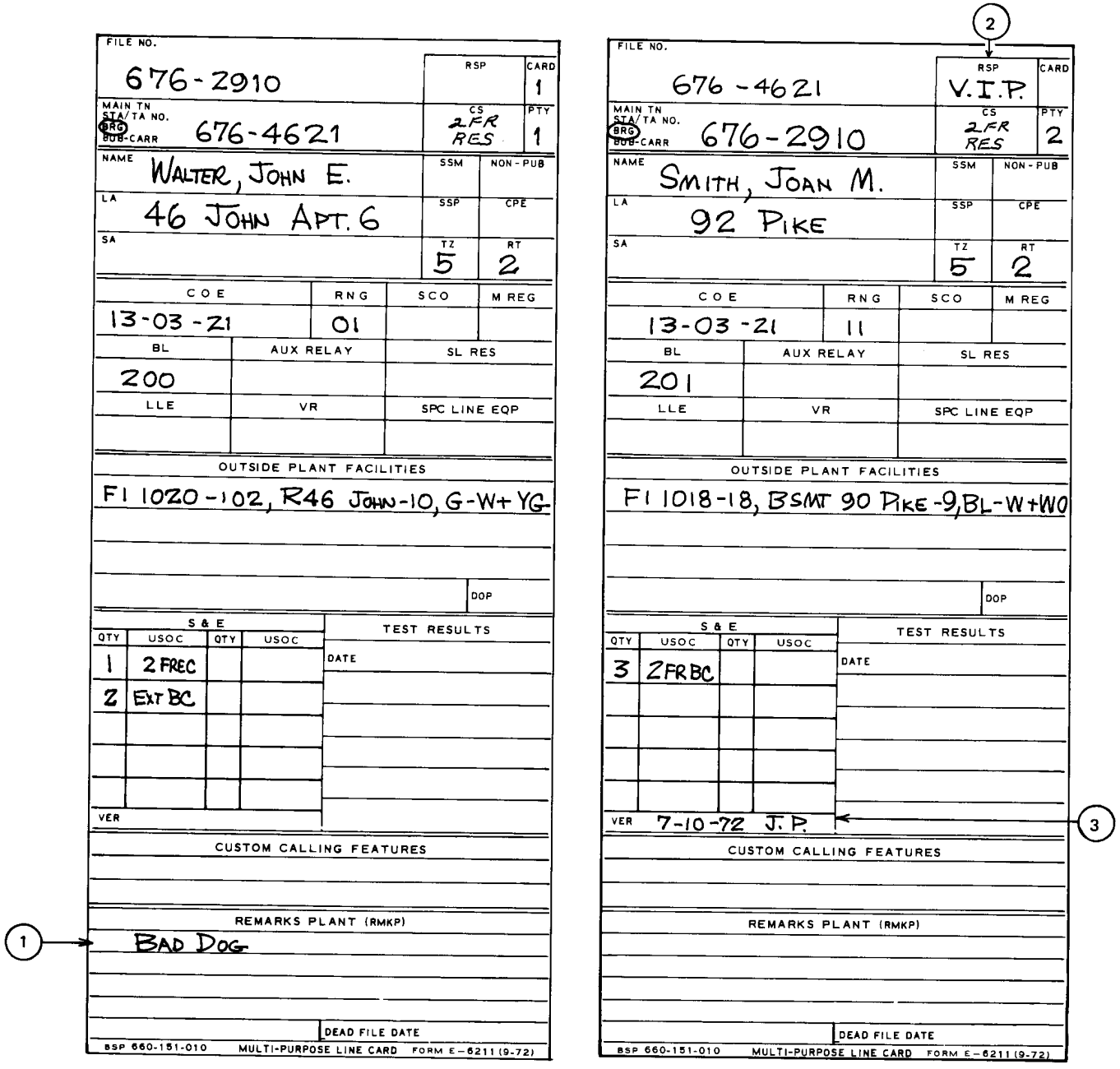
REMARKS PLANT (PMKP)
LARP ASSIGNMENT 0401 A

DEAD FILE DATE

BSP 660-151-010 MULTI-PURPOSE LINE CARD FORM E-6211 (9-72)

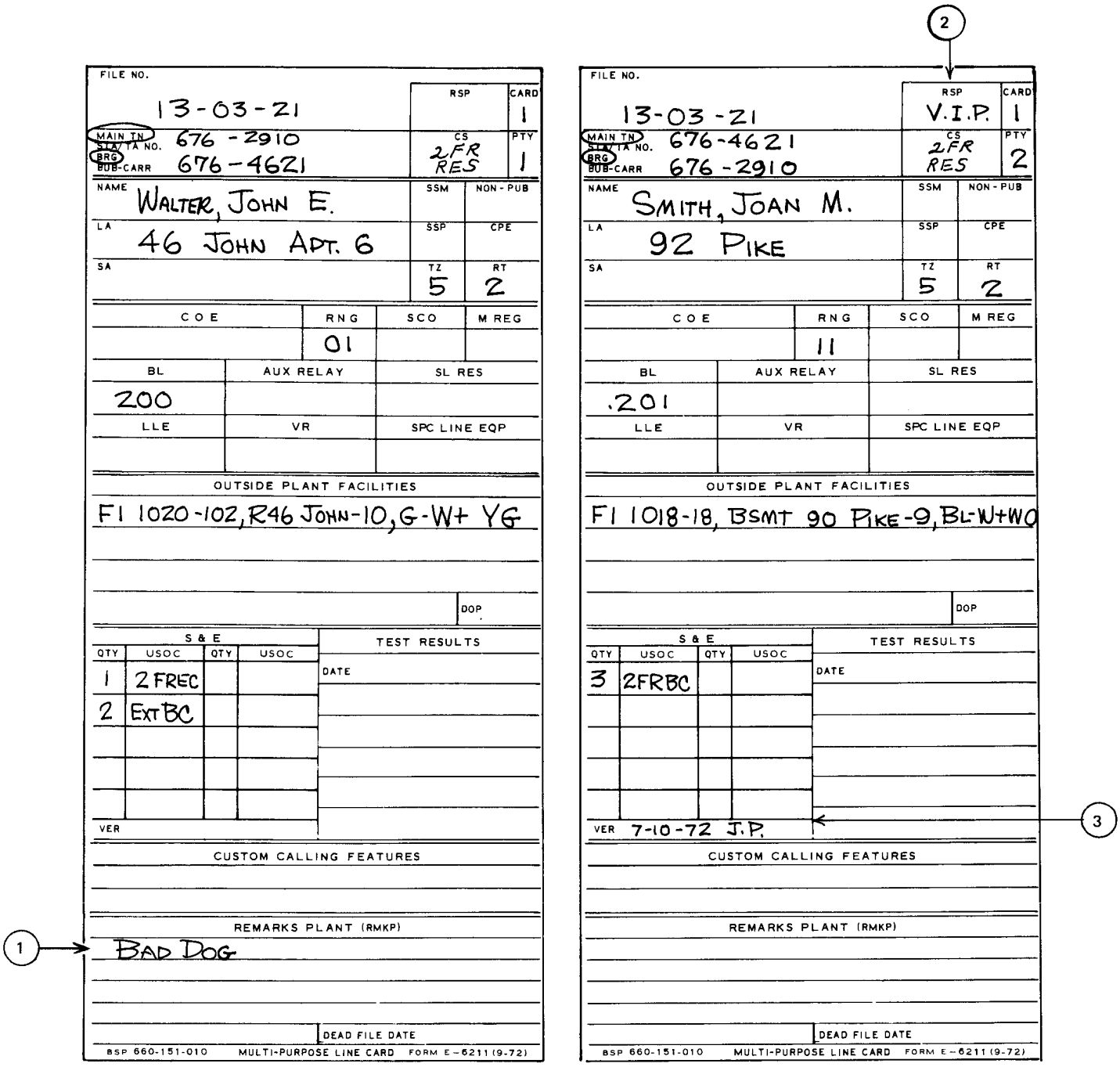
1. Method of highlighting Line Access Relay Panel equipment associated with an exchange telephone circuit.

Fig. 2B—Multi-Purpose Line Card Depicting a Line Access Relay Panel Assignment in the "SPC. Line Eqp" and "REMARKS PLANT" Section.



1. Method of entering "REMARKS PLANT" (RMKP).
2. Method of entering "V.I.P." information.
3. Method of entering VERIFICATION DATE (VER) an inventory of service and equipment was made. Also enter employee's initials.

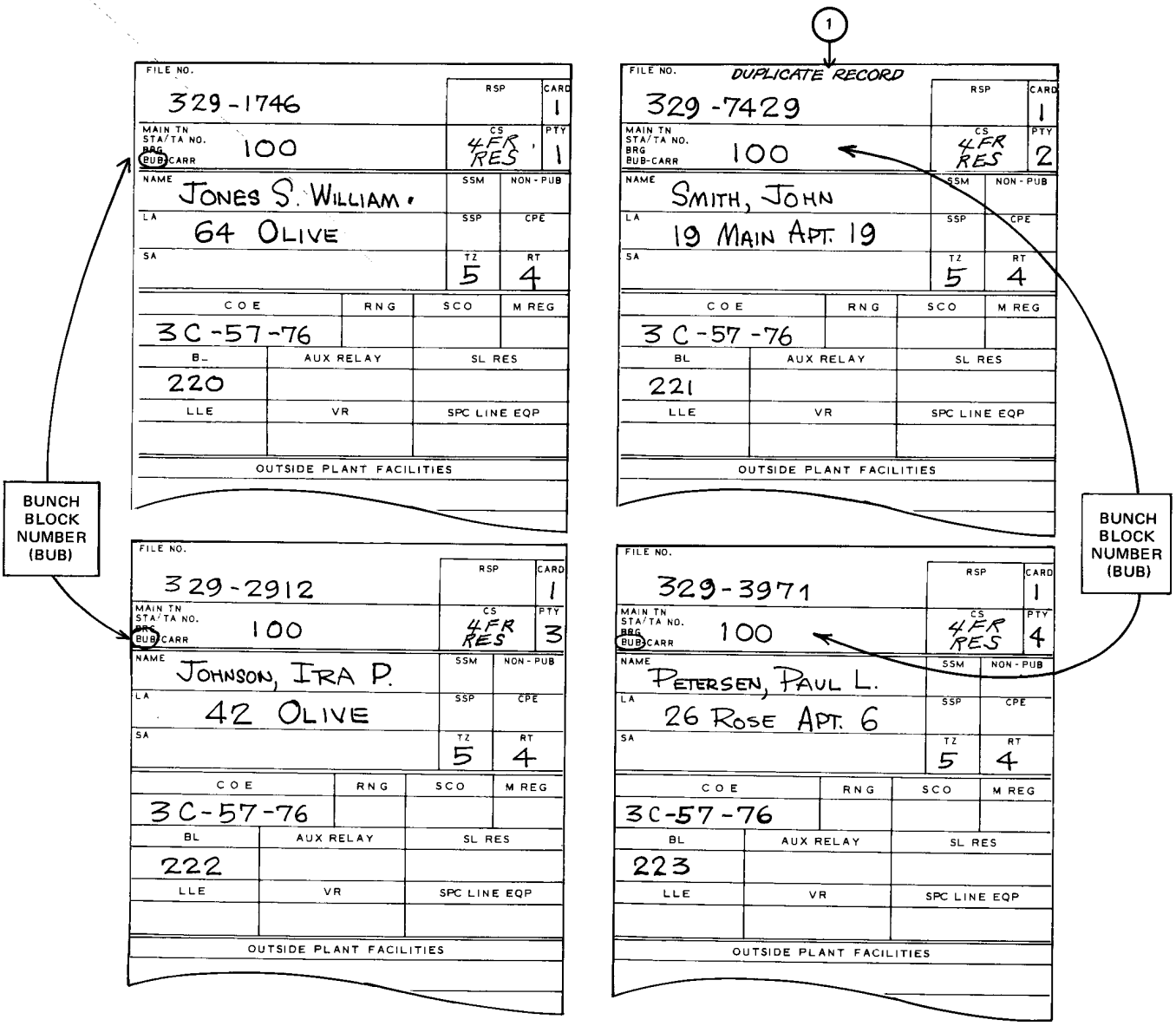
Fig. 3—Multi-Purpose Line Card Used for Two-Party Line Records When Filing by Terminating Equipment



1. Method of entering "REMARKS PLANT" (RMKP).
2. Method of entering "V.I.P." information.
3. Method of entering VERIFICATION DATE (VER) an inventory of service and equipment was made. Also enter employee's initials.

NOTE: Line cards for the same originating equipment may be filed together using the Plastic Holder (Fig. 24).

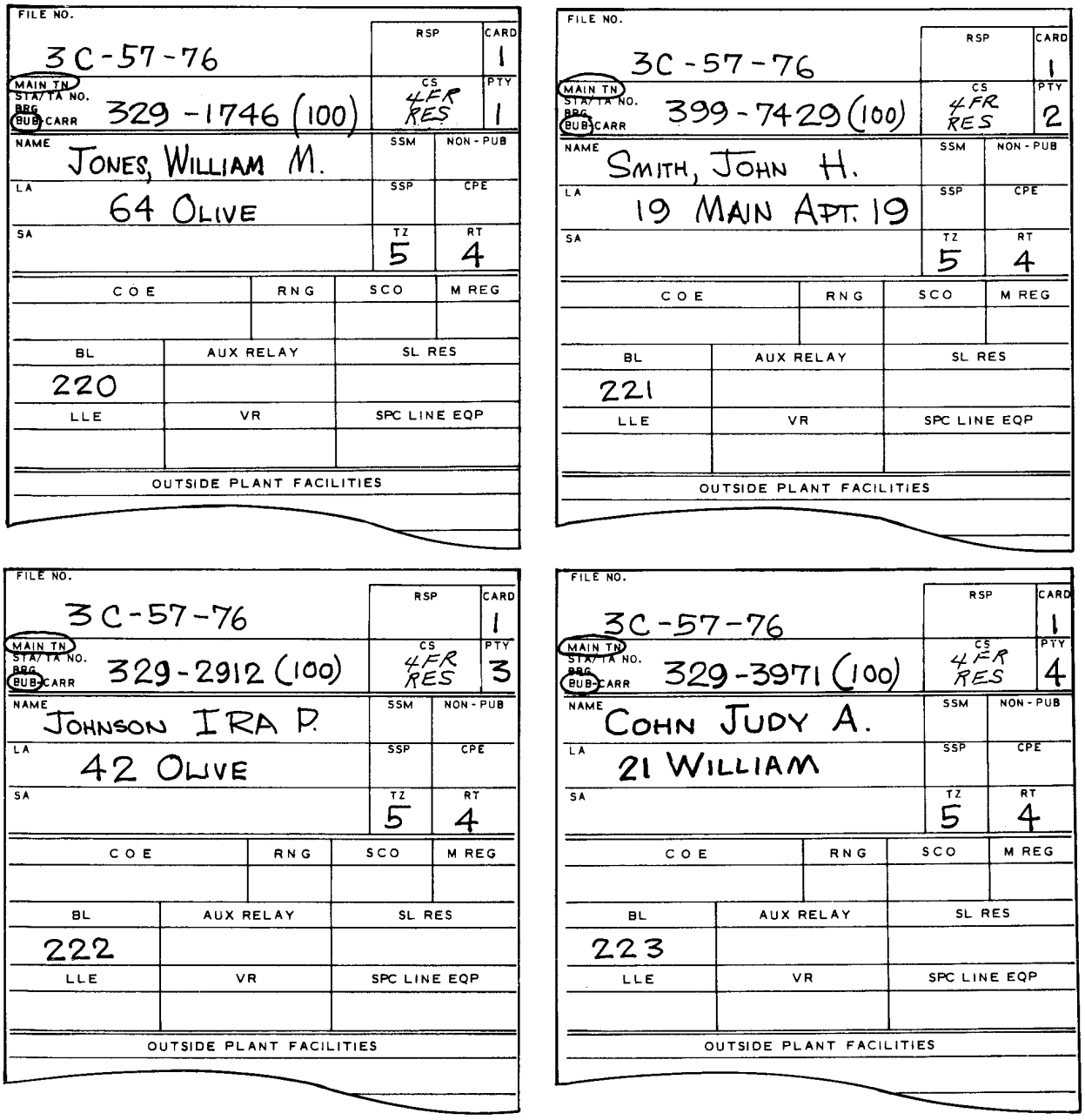
Fig. 4—Multi-Purpose Line Card Used for Two-Party Line Records When Filing by Originating Equipment



1. Method of entering "DUPLICATE RECORD."

NOTE: Establish a separate "BUNCH BLOCK" (BUB) file for all four party and multi-party lines. Prepare a multi-purpose line card (form E-6211 or E-6212) for each customer showing only the telephone number, bunch block number, and class of service (see Fig. 6). The cross-reference cards (Fig. 6) are filed in the line card file by telephone number. The completely posted line cards (Fig. 5) are filed in the seperate "BUNCH BLOCK" file in numerical order by "BUNCH BLOCK". Use a Plastic Holder (Fig. 24) to keep the completely posted line cards together for each "BUNCH BLOCK". Due to local conditions it may be necessary to establish separate "BUNCH BLOCK" files for four party and multi-party circuits due to duplication of numbers.

Fig. 5—Multi-Purpose Line Cards Used for Four-Party and Multi-Party Line Records When Filed by "BUNCH BLOCK" (BUB)



FILE NO. 3C-57-76 | RSP | CARD 1
MAIN TN | STA/TA NO. | BRG | BUB-CARR 329-1746 (100) | CS 4FR RES | PTY 1
NAME JONES, WILLIAM M. | SSM | NON-PUB
LA 64 OLIVE | SSP | CPE
SA | TZ 5 | RT 4
COE | RNG | SCO | M REG
BL 220 | AUX RELAY | SL RES
LLE | VR | SPC LINE EQP
OUTSIDE PLANT FACILITIES

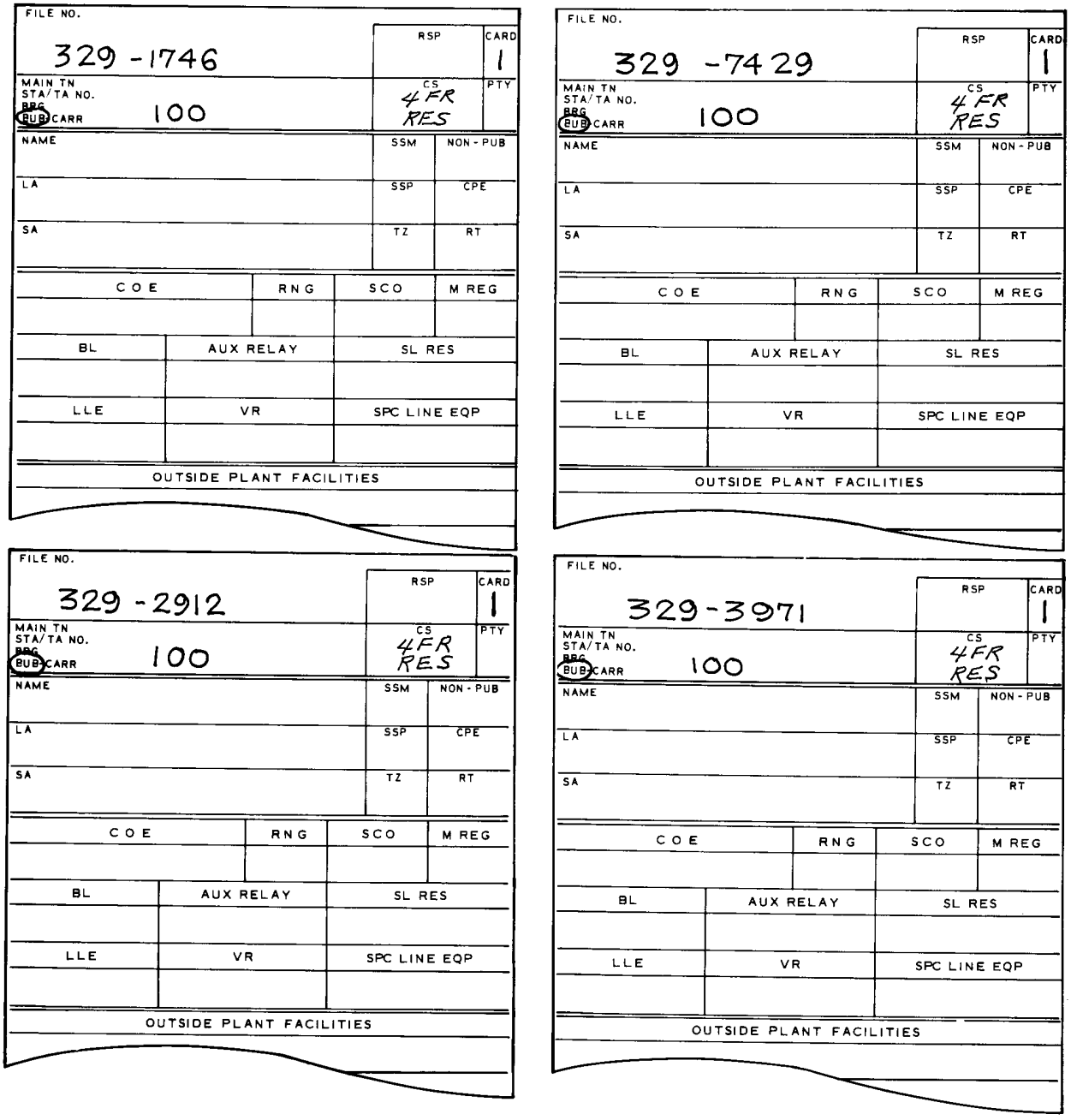
FILE NO. 3C-57-76 | RSP | CARD 1
MAIN TN | STA/TA NO. | BRG | BUB-CARR 399-7429 (100) | CS 4FR RES | PTY 2
NAME SMITH, JOHN H. | SSM | NON-PUB
LA 19 MAIN APT. 19 | SSP | CPE
SA | TZ 5 | RT 4
COE | RNG | SCO | M REG
BL 221 | AUX RELAY | SL RES
LLE | VR | SPC LINE EQP
OUTSIDE PLANT FACILITIES

FILE NO. 3C-57-76 | RSP | CARD 1
MAIN TN | STA/TA NO. | BRG | BUB-CARR 329-2912 (100) | CS 4FR RES | PTY 3
NAME JOHNSON IRA P. | SSM | NON-PUB
LA 42 OLIVE | SSP | CPE
SA | TZ 5 | RT 4
COE | RNG | SCO | M REG
BL 222 | AUX RELAY | SL RES
LLE | VR | SPC LINE EQP
OUTSIDE PLANT FACILITIES

FILE NO. 3C-57-76 | RSP | CARD 1
MAIN TN | STA/TA NO. | BRG | BUB-CARR 329-3971 (100) | CS 4FR RES | PTY 4
NAME COHN JUDY A. | SSM | NON-PUB
LA 21 WILLIAM | SSP | CPE
SA | TZ 5 | RT 4
COE | RNG | SCO | M REG
BL 223 | AUX RELAY | SL RES
LLE | VR | SPC LINE EQP
OUTSIDE PLANT FACILITIES

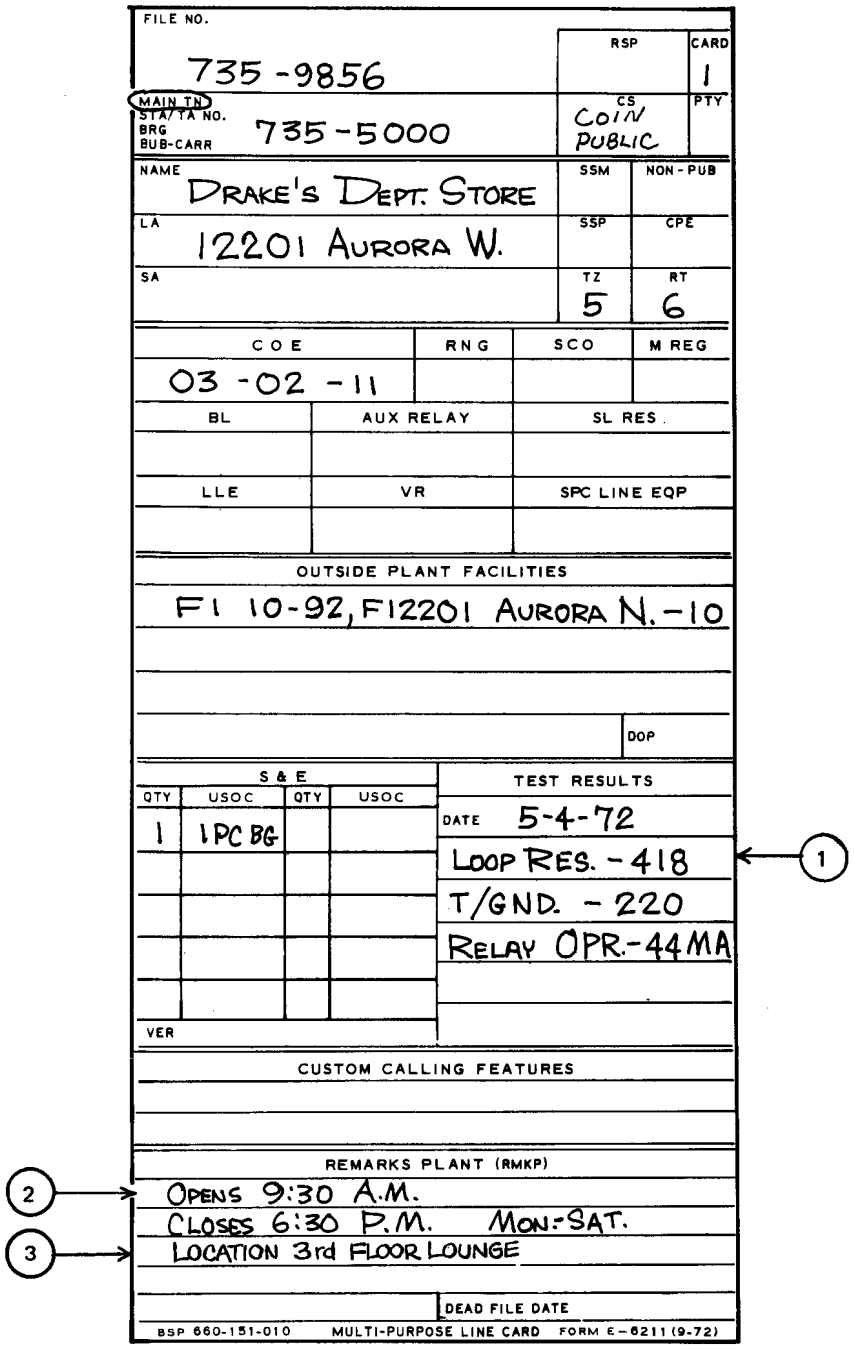
NOTE: When filing four party and multi-party lines by originating equipment they may be filed together using a PLASTIC HOLDER (Fig. 24). Due to local conditions some Repair Service Bureaus may prefer to file by bunch block number. In this case only one Multi-Purpose Line Card (cross reference card) would be placed in the Line Card File showing the originating equipment and the bunch block file number. All the completely posted line cards would then be filed together in a seperate bunch block file using a PLASTIC HOLDER (Fig. 24).

Fig. 5A—Multi-Purpose Line Cards Used for Four-Party and Multi-Party Line Records When Filed by Originating Equipment



NOTE: The above cross-reference cards are filed in the line card file in numerical order, by telephone number.

Fig. 6—Multi-Purpose Line Card Used for Four-Party or Multi-Party Cross-Reference When Filing by Terminating Equipment



1. Method of entering "TEST RESULTS" on coin telephone.
2. Method of entering access information.
3. Method of entering location of station where more than one exists at an address.

Fig. 7—Multi-Purpose Line Card Used as an Individual Line Record for Coin Service Filed by Terminating Equipment

FILE NO. 387-5911

FROM STATIONS	TO	CARD
1	10	3/21

NAME SEITZ PLASTICS — RT 28 B

ADDRESS 791 S. OHIO AVE. — TZ 2

STA	CABLE	PAIR	BP	TERMINAL LOCATION
1	HSE	26	3	4TH FLOOR
2	↓	31	8	↓
3		32	9	
4		33	10	
5		27	4	
6		28	5	
7		29	6	
8		35	12	
9	↓	.34	11	↓
10				OFF PREMISES ← (1)

STA	S & E QTY.	S & E USOC	CPE	STATION LOCATION
1	1	KVXBK		ROOM 402
2	4	KVXBK		2KV RM.426-2KV RM.404 ← (3)
3	2	KVXBK		406
4	1	KVXBK		410
5	1	KVXBK		421
6	1	KVXBK		425
7	3	KVXBK		2KV RM.406-1KV RM.426 ← (3)
8	1	KVXBK		427
9	1	KVXBK		430
10				OFF PREMISES ← (1)

STA	SPC NOTES
1	
2	
3	
4	
5	CONN. BLK. BEHIND FILE CABINET ← (2)
6	
7	
8	
9	
10	DEAD FILE DATE

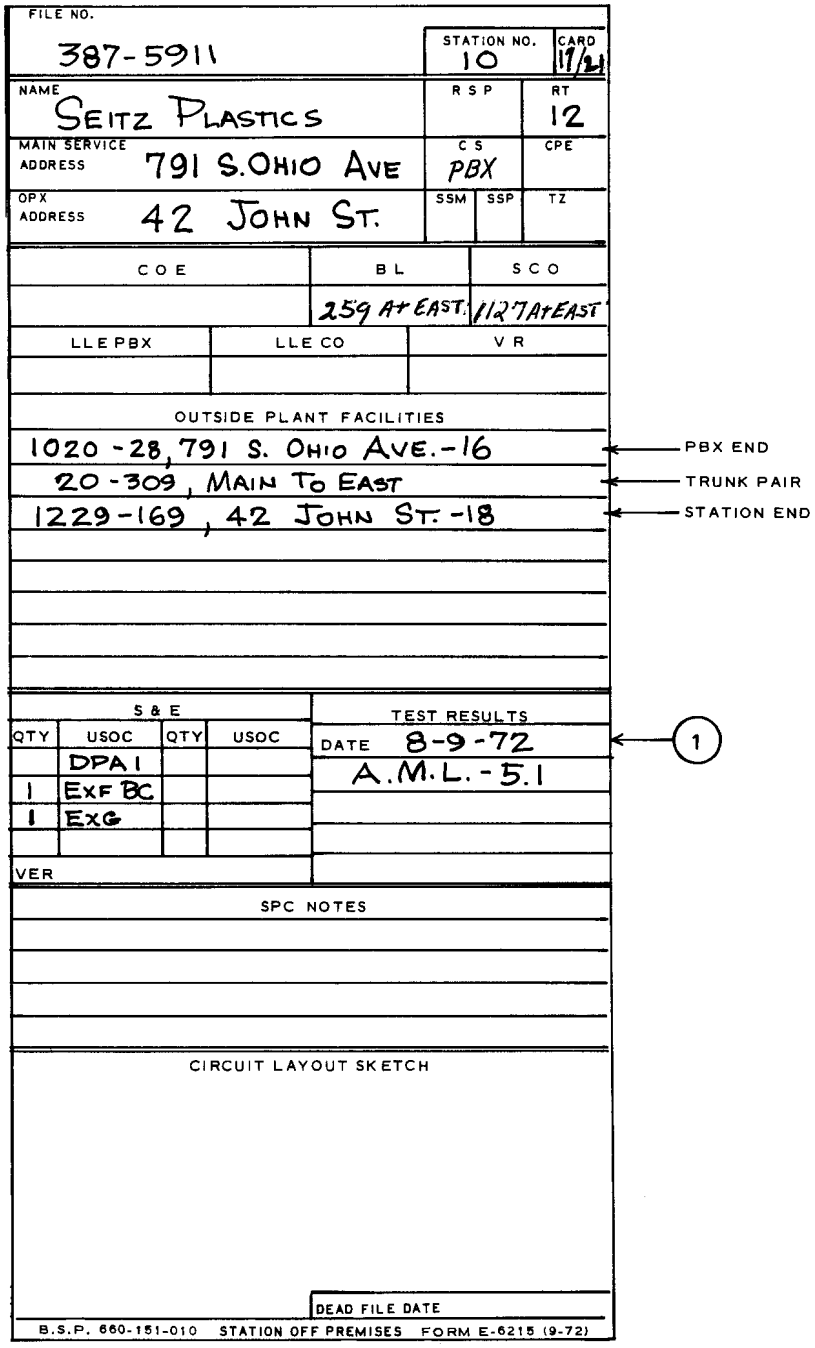
B.S.P. 660-151-010 PBX STATION ON PREMISES FORM E-6213(9-72)

FRONT

PBX STATION ON PREMISES LINE CARD USED TO RECORD DATA AND CROSS-REFERENCE ON 10 PBX STATIONS.

1. Method of showing off premises station.
2. Method of showing special note.
3. Method of showing when stations are located in more than one room.

Fig. 8—PBX Station on Premises Line Card Used to Record Data and Cross-Reference on Ten PBX Stations



FILE NO. 387-5911 | STATION NO. 10 | CARD 17/21

NAME: SEITZ PLASTICS | R S P | RT 12

MAIN SERVICE ADDRESS: 791 S. OHIO AVE | C S: PBX | CPE

OPX ADDRESS: 42 JOHN ST. | SSM | SSP | TZ

COE	BL	SCO
	259 AT EAST	1127 AT EAST

LLE PBX	LLE CO	V R

OUTSIDE PLANT FACILITIES

1020-28, 791 S. OHIO AVE.-16 ← PBX END

20-309, MAIN TO EAST ← TRUNK PAIR

1229-169, 42 JOHN ST.-18 ← STATION END

S & E				TEST RESULTS
QTY	USOC	QTY	USOC	DATE 8-9-72 ← (1)
	DPA1			A.M.L.-5.1
1	EXF BC			
1	EXG			
VER				

SPC NOTES

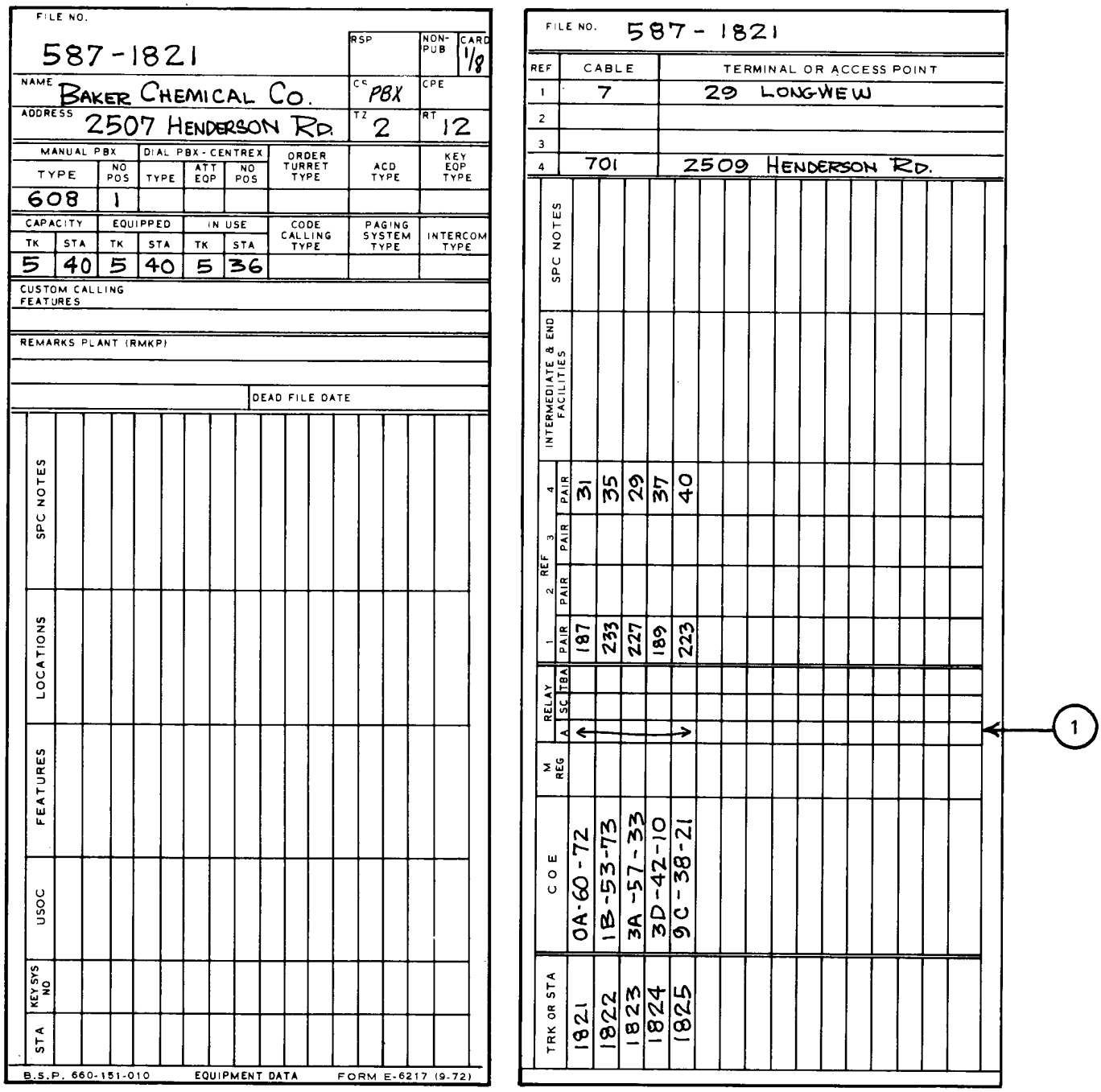
CIRCUIT LAYOUT SKETCH

DEAD FILE DATE

B.S.P. 660-151-010 STATION OFF PREMISES FORM E-6215 (9-72)

1. Method of entering transmission measurement A.M.L. (Actual Measured Loss).

Fig. 9—Station OFF-Premises Line Card Uses as a PBX OFF-Premises Line Record



1. Method of showing a group of trunks wired to hunt.

Fig. 10—Equipment Data Card Used to Record the Data of a Manual PBX

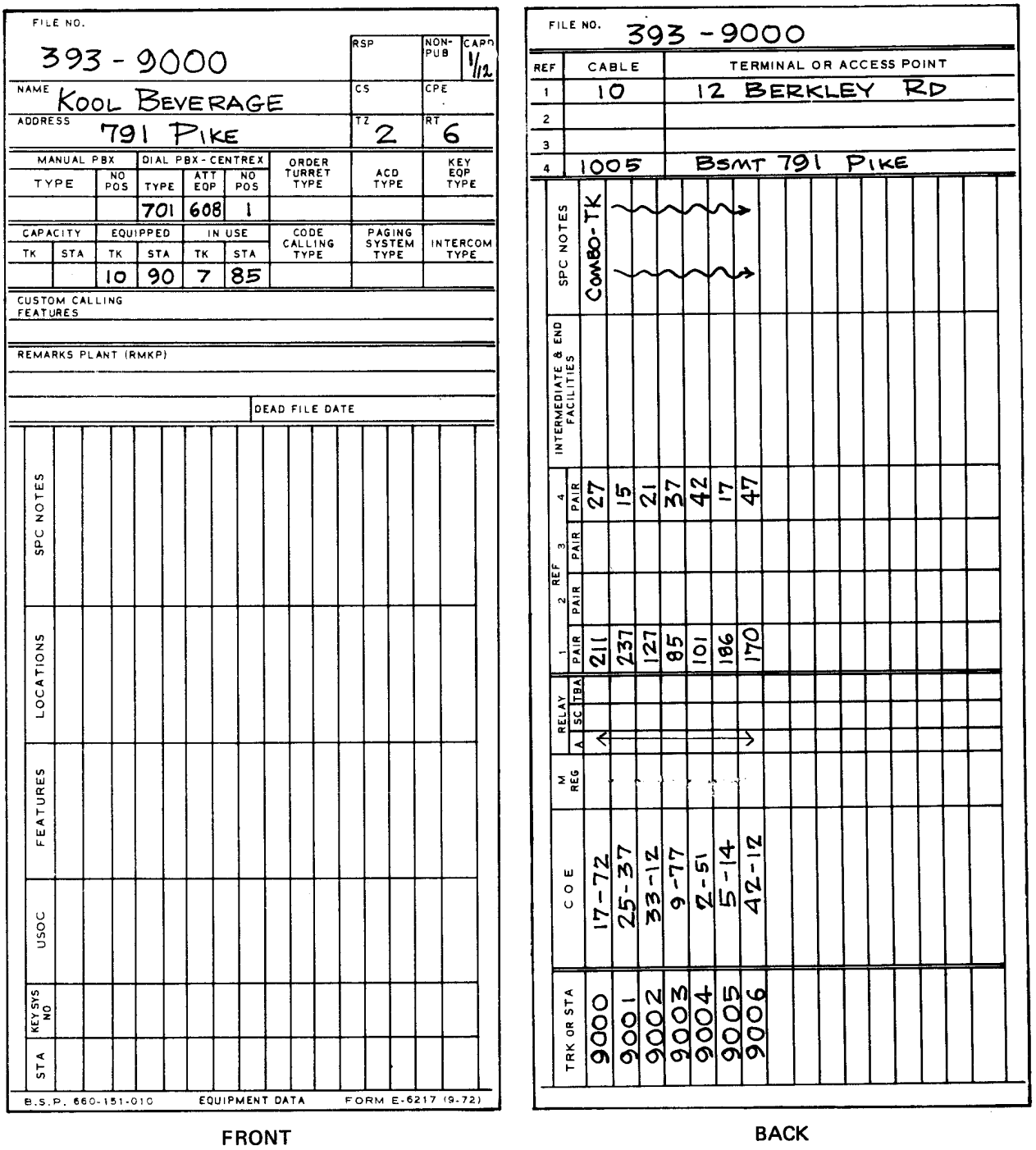
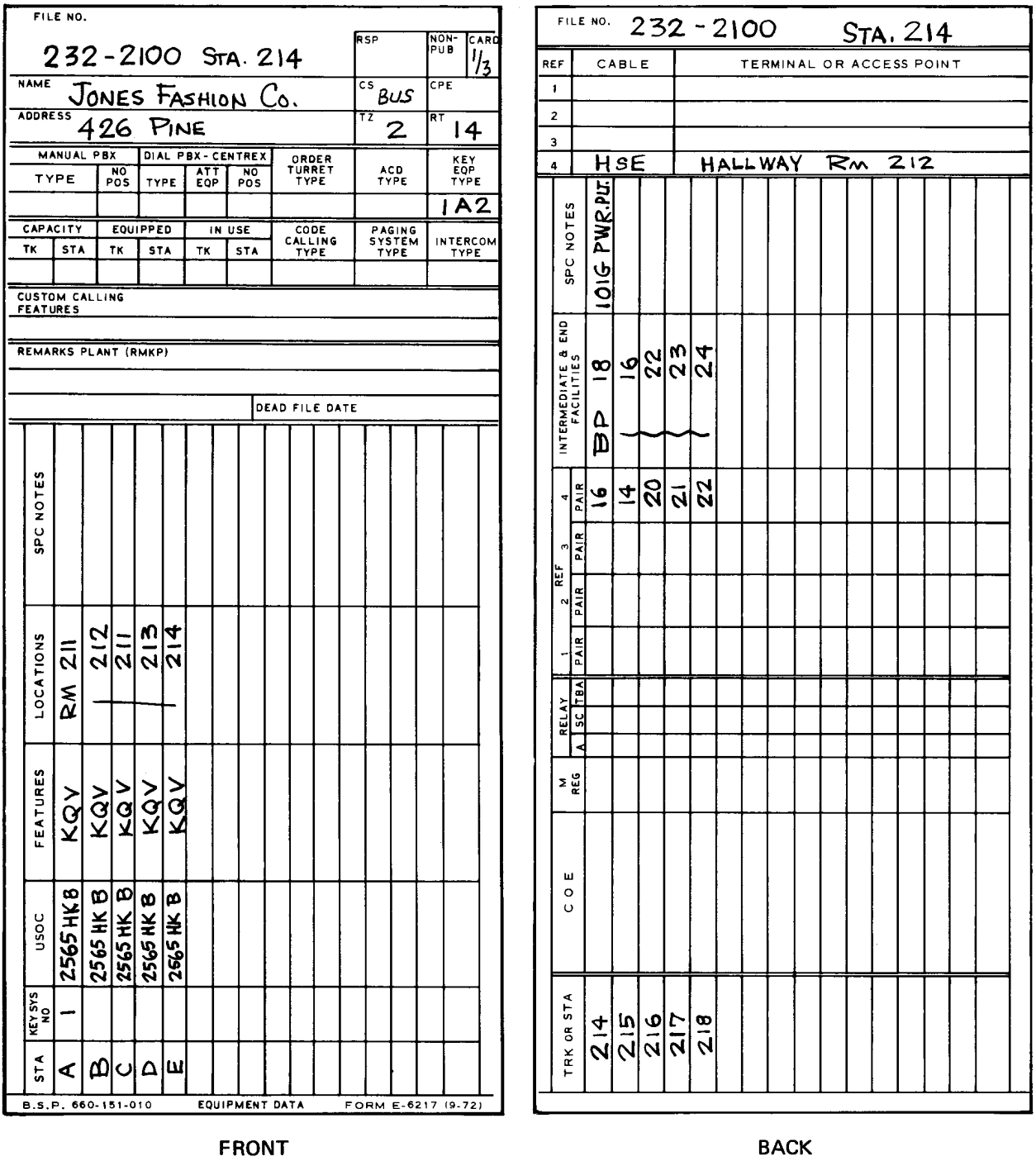
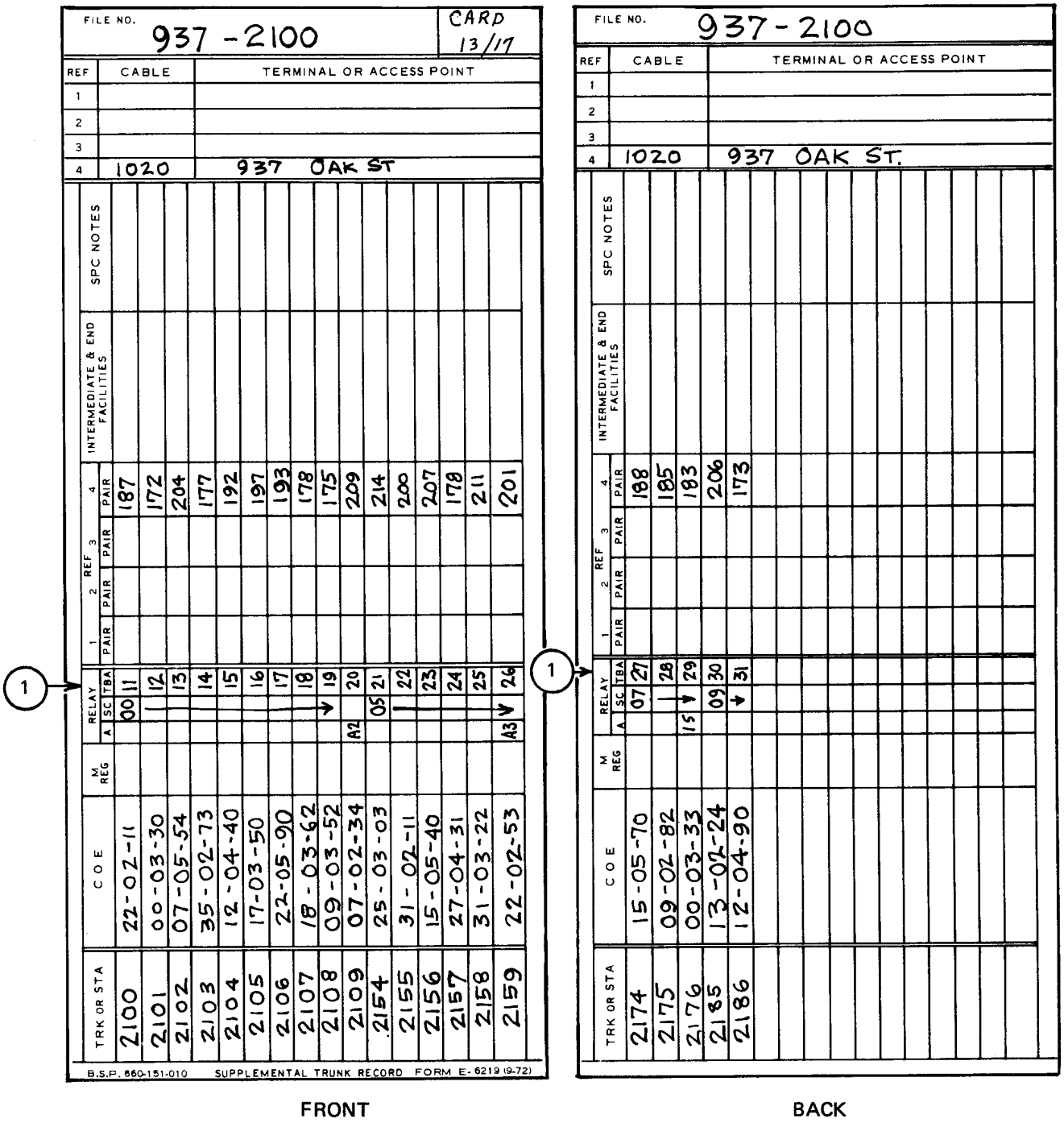


Fig. 11—Equipment Data Card Used to Record the Data of a Dial PBX



FRONT BACK

Fig. 12—Equipment Data Card Used to Record the Data of 1A2 Key Equipment



FRONT BACK

1. The B relay indicates a block select hunting group.

Fig. 13—Supplemental Trunk Record Card Used to Record a Group of PBX Trunks No. 5 Crossbar Office

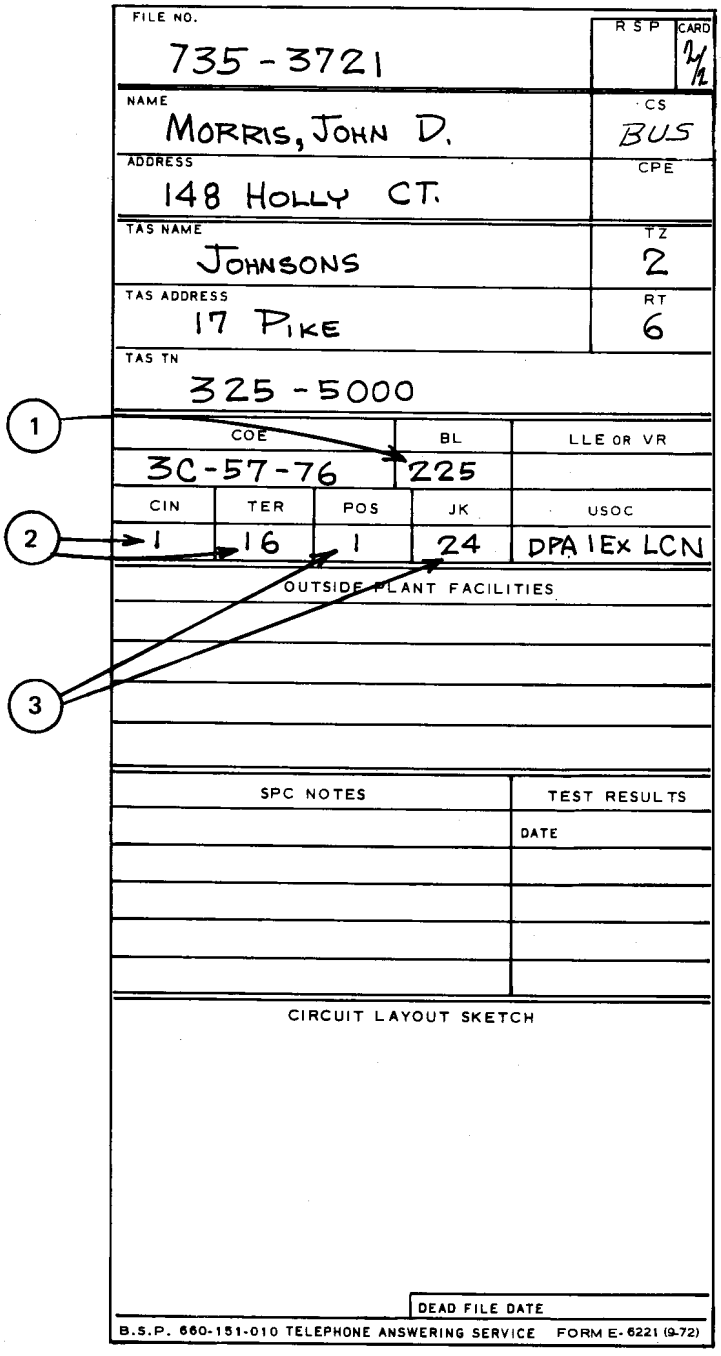


Fig. 14

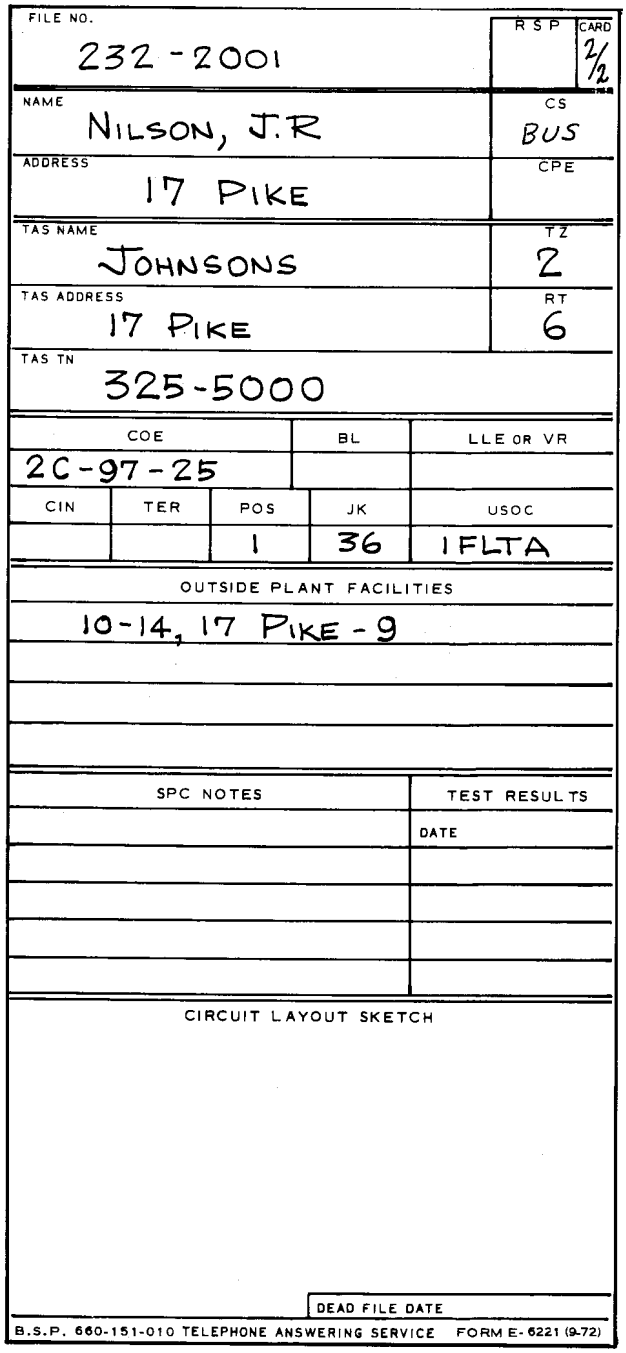
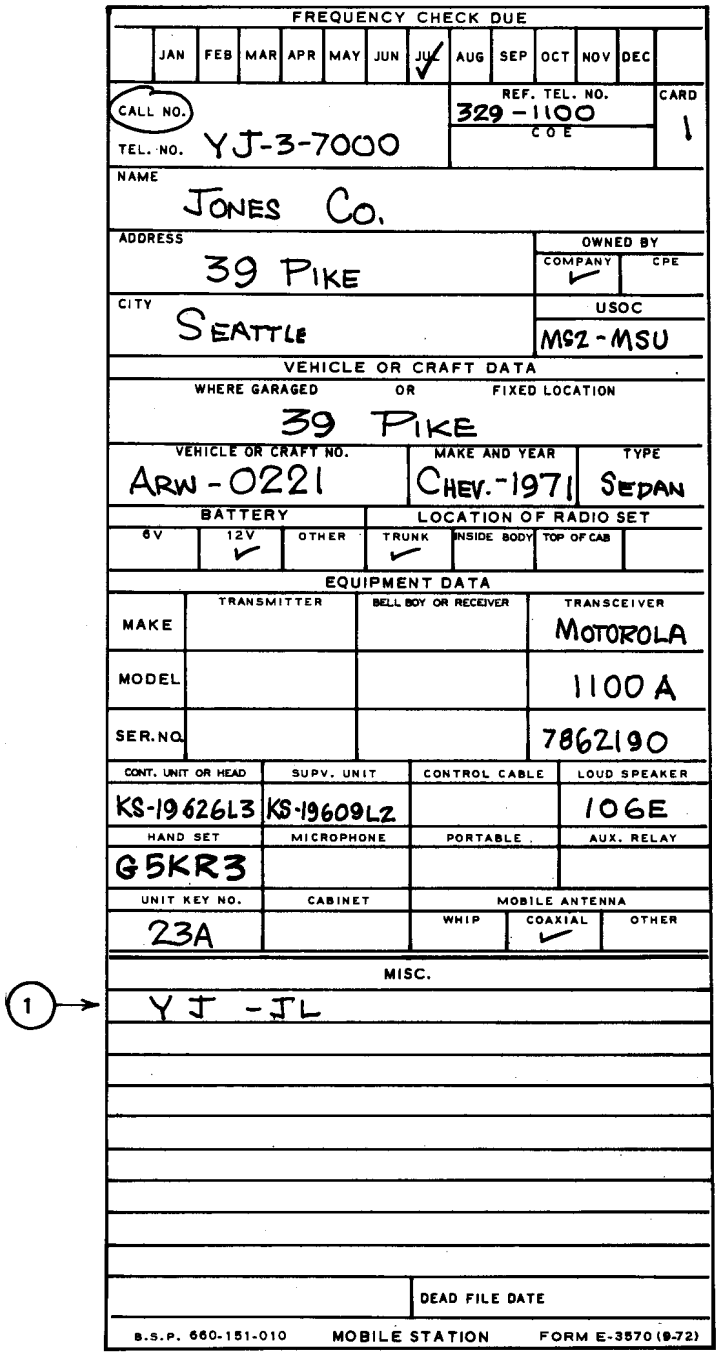


Fig. 15

1. Method of entering "BRIDGE LIFTER" (BL).
2. Method of entering "CONCENTRATOR IDENTIFIER NUMBER" (CIN) and "TERMINAL" (TER).
3. Method of entering "POSITION" (POS) and "JACK" (JK).

Fig. 14—Fig. 15—Telephone Answering Service Record Cards Used to Record Information on Lines Connected to Telephone Answering Service



FREQUENCY CHECK DUE

JAN	FEB	MAR	APR	MAY	JUN	JUL ✓	AUG	SEP	OCT	NOV	DEC

CALL NO. / TEL. NO. YJ-3-7000

REF. TEL. NO. 329-1100 C O E

CARD 1

NAME: JONES CO.

ADDRESS: 39 PIKE

OWNED BY: COMPANY ✓ | CPE

CITY: SEATTLE

USOC: MS2-MSU

VEHICLE OR CRAFT DATA

WHERE GARAGED OR FIXED LOCATION: 39 PIKE

VEHICLE OR CRAFT NO.	MAKE AND YEAR	TYPE
ARW-0221	CHEV.-1971	SEDAN

BATTERY

6V	12V ✓	OTHER

LOCATION OF RADIO SET

TRUNK ✓	INSIDE BODY	TOP OF CAB	

EQUIPMENT DATA

	TRANSMITTER	BELL BOY OR RECEIVER	TRANSCEIVER
MAKE			MOTOROLA
MODEL			1100 A
SER. NO.			7862190

CONT. UNIT OR HEAD	SUPV. UNIT	CONTROL CABLE	LOUD SPEAKER
KS-19626L3	KS-19609L2		106E

HAND SET	MICROPHONE	PORTABLE	AUX. RELAY
G5KR3			

UNIT KEY NO.	CABINET	MOBILE ANTENNA		
		WHIP	COAXIAL ✓	OTHER
23A				

MISC.

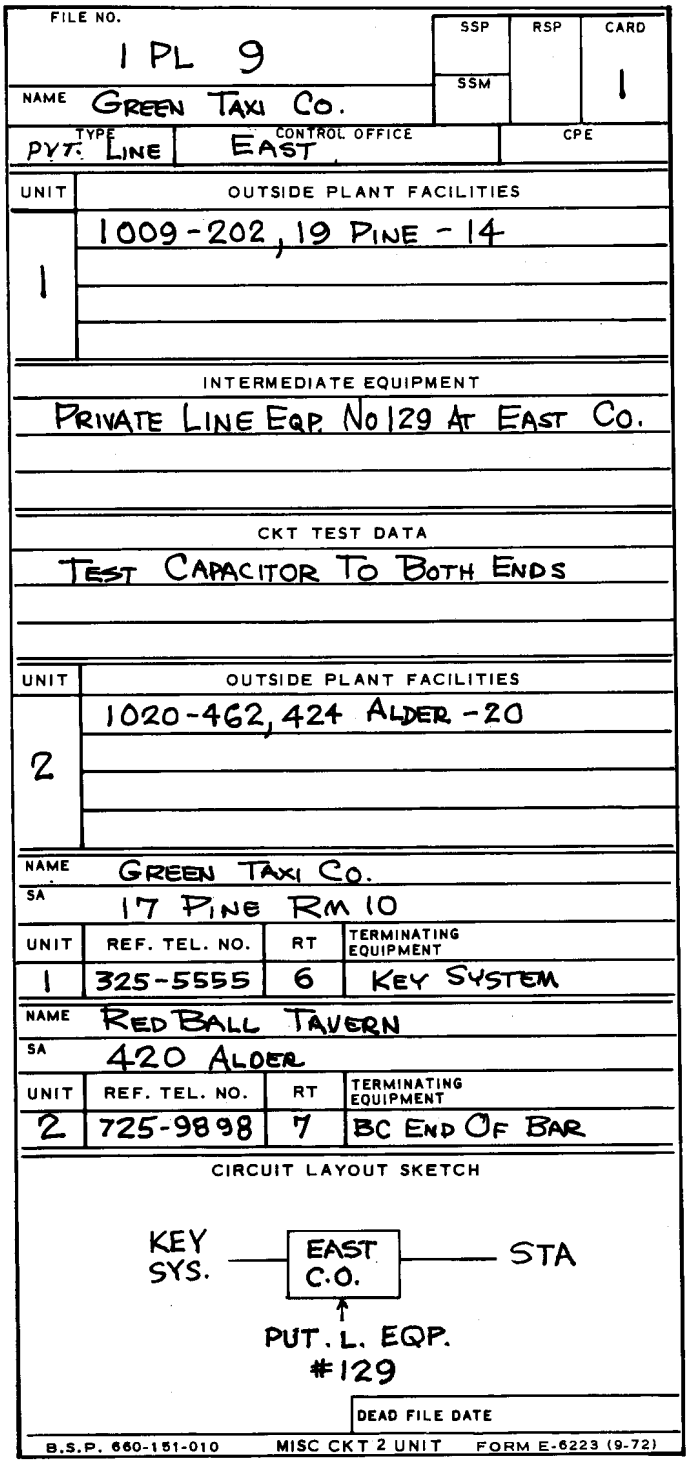
(1) → YJ -JL

DEAD FILE DATE

B.S.P. 660-151-010 MOBILE STATION FORM E-3570 (9-72)

1. Method of entering additional channels.

Fig. 16—Mobile Station Card Used to Record Data of a Mobile Station


FILE NO. 1 PL 9 | SSP | SSM | RSP | CARD 1

NAME GREEN TAXI CO.

PVT. TYPE LINE | CONTROL OFFICE EAST | CPE

UNIT	OUTSIDE PLANT FACILITIES
1	1009-202, 19 PINE - 14

INTERMEDIATE EQUIPMENT

PRIVATE LINE EQP. NO 129 AT EAST CO.

CKT TEST DATA

TEST CAPACITOR TO BOTH ENDS

UNIT	OUTSIDE PLANT FACILITIES
2	1020-462, 424 ALDER - 20

NAME GREEN TAXI CO.

SA 17 PINE RM 10

UNIT	REF. TEL. NO.	RT	TERMINATING EQUIPMENT
1	325-5555	6	KEY SYSTEM

NAME RED BALL TAVERN

SA 420 ALDER

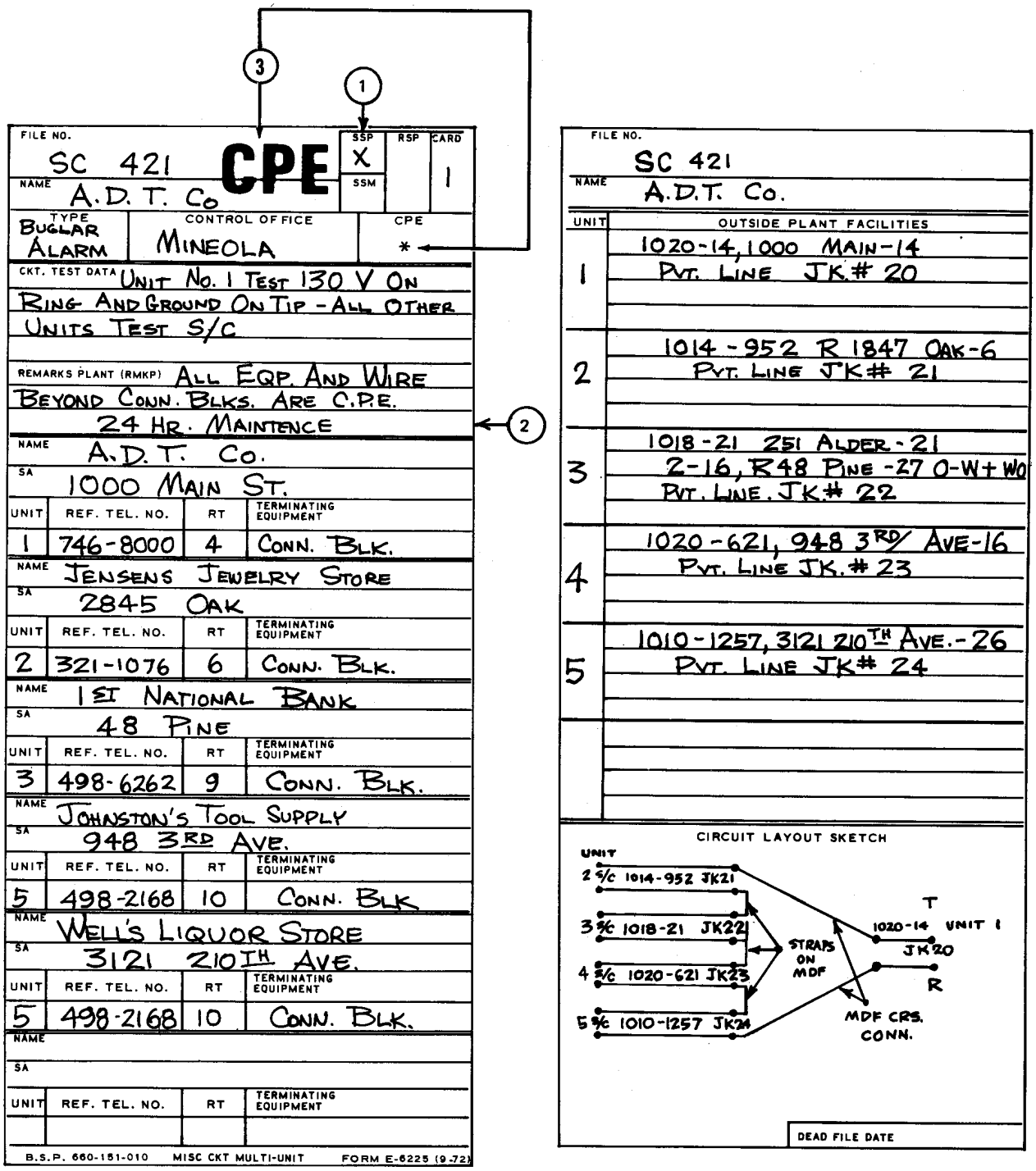
UNIT	REF. TEL. NO.	RT	TERMINATING EQUIPMENT
2	725-9898	7	BC END OF BAR

CIRCUIT LAYOUT SKETCH

DEAD FILE DATE

B.S.P. 660-151-010 MISC CKT 2 UNIT FORM E-6223 (9-72)

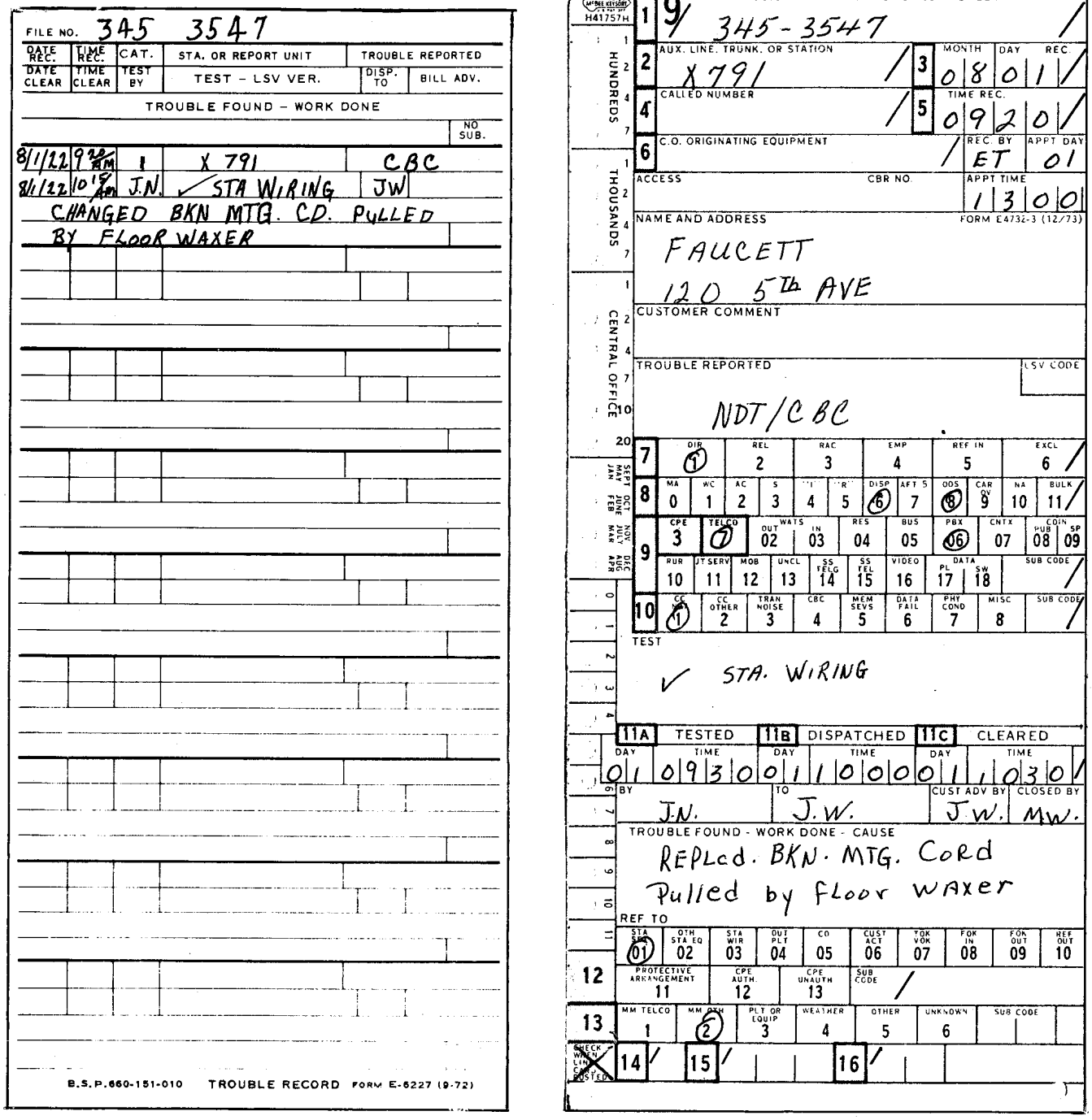
Fig. 17—Miscellaneous Circuit Two-Unit Card Used to Record the Data of a Private Line



FRONT BACK

1. Method of entering "SPECIAL SERVICE PROTECTION" (SSP).
2. Method of entering 24-hour maintenance.
3. Method of indicating that this circuit employs Customer Provided Equipment.

Fig. 18—Miscellaneous Circuit Multi-Unit Line Card Used to Record Data of a Series Burglar Alarm Circuit



FILE NO. 345 3547

DATE REC.	TIME REC.	CAT.	STA. OR REPORT UNIT	TROUBLE REPORTED	
DATE CLEAR	TIME CLEAR	TEST BY	TEST – LSV VER.	DISP. TO	BILL ADV.

TROUBLE FOUND – WORK DONE

NO. SUB.				
8/1/22	9 22 AM	1	X 791	CBC
8/1/22	10 18 AM	J.N.	✓ STA WIRING	JW

CHANGED BKN MTG. CD. PULLED BY FLOOR WAXER

B.S.P.660-151-010 TROUBLE RECORD FORM E-6227 (9-72)

H41757H

1 CUSTOMER TELEPHONE OR CIRCUIT NUMBER: 9/ 345-3547

2 AUX. LINE, TRUNK, OR STATION: X791

3 MONTH 08 DAY 01 REC.

4 CALLED NUMBER

5 TIME REC. 09 20

6 C.O. ORIGINATING EQUIPMENT

REC. BY ET APPT DAY 01

ACCESS CBR NO. APPT TIME 13 00

NAME AND ADDRESS

FAUCETT
120 5TH AVE

CUSTOMER COMMENT

TROUBLE REPORTED: NDT/CBC

LSV CODE

7: DIR (1) | REL 2 | RAC 3 | EMP 4 | REF IN 5 | EXCL 6

8: MA 0 | WC 1 | AC 2 | S 3 | 4 | 5 | DISP (6) | AFT 5 7 | OOS (8) | CAR OV 9 | NA 10 | BULK 11

9: CPE 3 | TELCO (0) | OUT WATS 02 | IN 03 | RES 04 | BUS 05 | PBX (06) | CNTX 07 | COIN PUB 08 SP 09

9: RUR 10 | JT SERV 11 | MOB 12 | UNCL 13 | SS FEIG 14 | SS FEL 15 | VIDEO 16 | DATA PL 17 SW 18 | SUB CODE

10: CC (1) | CC OTHER 2 | TRAN NOISE 3 | CBC 4 | MEM SEVS 5 | DATA FAIL 6 | PHY COND 7 | MISC 8 | SUB CODE

TEST: ✓ STA. WIRING

11A TESTED		11B DISPATCHED		11C CLEARED	
DAY	TIME	DAY	TIME	DAY	TIME
01	0930	01	1000	01	1030

BY	TO	CUST ADV BY	CLOSED BY
J.N.	J.W.	J.W.	MW.

TROUBLE FOUND - WORK DONE - CAUSE

REPLcd. BKN. MTG. Cord
Pulled by floor waxer

REF TO

STA SEP (01)	OTH STA EQ 02	STA WIR 03	OUT PLT 04	CO 05	CUST ACT 06	TOK VOK 07	FOK IN 08	FOK OUT 09	REF OUT 10

12: PROTECTIVE ARRANGEMENT 11 | CPE AUTH 12 | CPE UNAUTH 13 | SUB CODE

13: MM TELCO 1 | MM OTH (2) | PLT OR EQUIP 3 | WEATHER 4 | OTHER 5 | UNKNOWN 6 | SUB CODE

CHECK WHEN CIR CARD POSTED: 14 | 15 | 16

Fig. 19—Illustration of a Completed Trouble Report Entered on the Trouble Record Portion of a Line Card

UNIVERSAL SERVICE ORDER

TN	464-5674	CUS 324	CO 7-16-65	EX UNIV7-14R1	APP
ORD	N31324	CS 1FR	LS 1234	DD 7-16	W

ILN	RALSTON,JOHN H
ILA	123 S PINE RD
---BILL	
PO	12345
CC	B
CI	SALESMAN B&B CO 4-63
---S&E	
I1	1FRBC
---RMKS	
WUD	9
---ASGM	
CT	
IOE	14-20/F1 12-17,600 ELM-9,
	O-W+WO
	/F2 400 MAIN G-W+WG,BR-W+WBR
	/RT 101/RZ A/PR Y/OAB VMW
---STAT	
NI	1/DPN 1/SWO 1/PCF AB 33/TAR 21
	/OCB CB 10.15

UNIVERSAL SERVICE ORDER

MULTI-PURPOSE LINE CARD

FILE NO. 464-5674	RSP	CARD 1	
MAIN TN / STA/TA NO. / BRG / SUB-CARR	CS RES	PTY	
NAME RALSTON, JOHN H.	SSM	NON-PUB	
LA 123 S. PINE RD.	SSP	CPE	
SA	TZ A	RT 101	

COE	RNG	SCO	M REG
14-20			

BL	AUX RELAY	SL RES
LLE	**VR**	**SPC LINE EQP**

OUTSIDE PLANT FACILITIES

F1 12-17, 600 ELM-9, OW+WO

F2 400 MAIN G-W+WG, BR-W+WBR

DOP

S & E QTY	USOC	QTY	USOC	TEST RESULTS
1	IFRBC			DATE
VER				

CUSTOM CALLING FEATURES

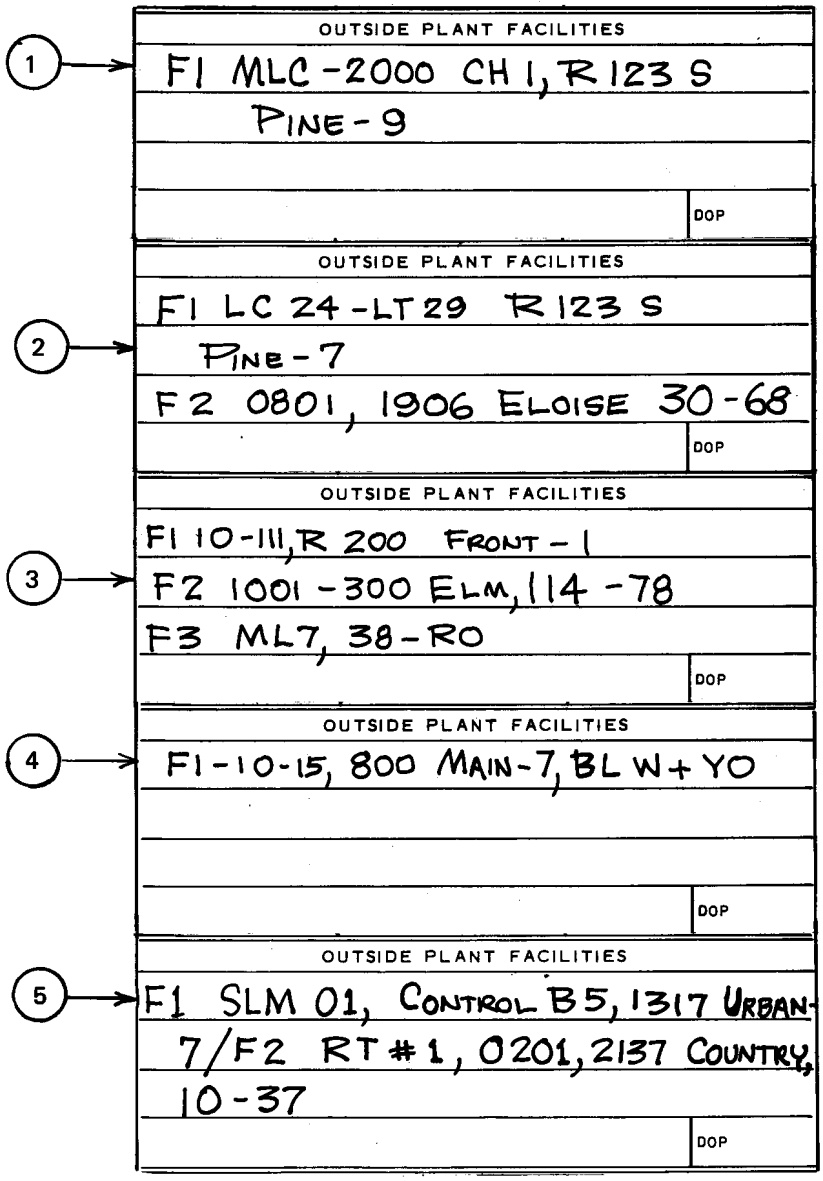
REMARKS PLANT (RMKP)

DEAD FILE DATE

BSP 660-151-010 MULTI-PURPOSE LINE CARD FORM E-6211 (9-72)

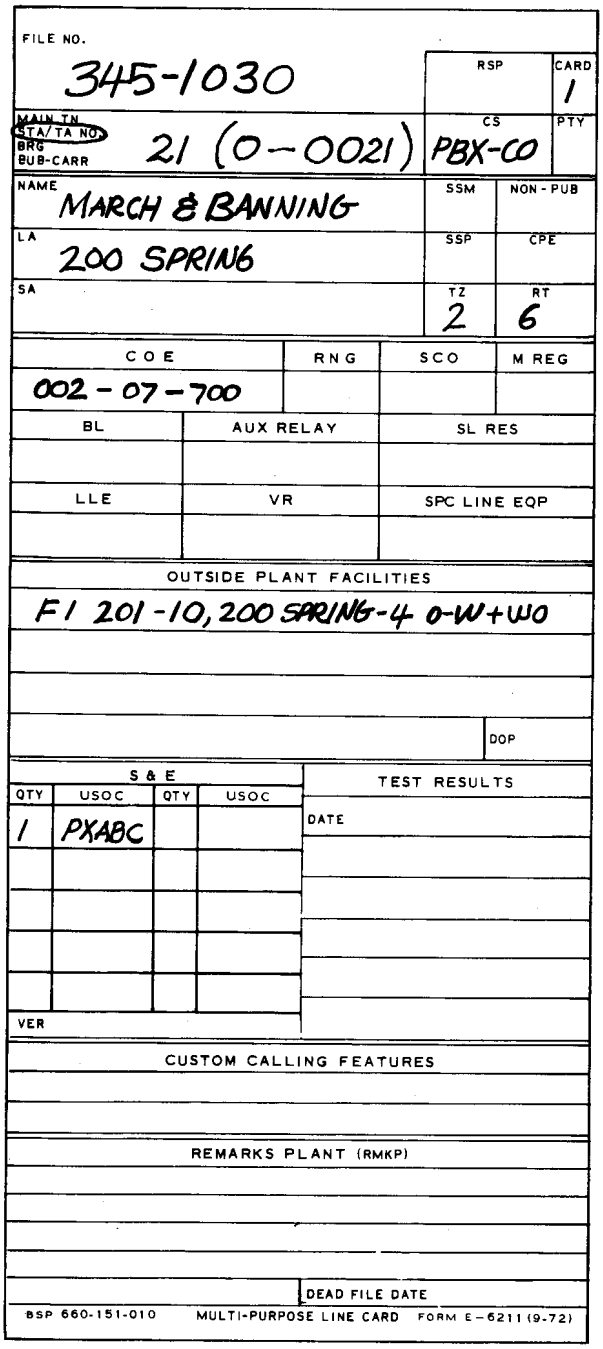
MULTI-PURPOSE LINE CARD

Fig. 20—Illustration of the Data From a Universal Service Order Posted to a Multi-Purpose Line Card



1. Method of entering information for customers served by "MULTI-CHANNEL CARRIER" (MLC) system.
2. Method of entering information for customers served by "LINE CONCENTRATOR" (LC).
3. Method of entering information for customers served by "MULTI-LINE" (ML) wire.
4. Method of entering information for customers served by "MULTIPLE PLANT".
5. Method of entering information for customers served by "SUBSCRIBER LOOP MULTIPLEXER" (SLM).

Fig. 21—Outside Plant Facilities Portion of Multi-Purpose Line Cards



FILE NO. 345-1030 | RSP | CARD 1

MAIN TN / STA/TA NO / BRG / SUB-CARR: 21 (0-0021) | CS: PBX-CO | PTY

NAME: MARCH & BANNING | SSM | NON-PUB

LA: 200 SPRING | SSP | CPE

SA | TZ: 2 | RT: 6

COE	RNG	SCO	M REG
002-07-700			

BL	AUX RELAY	SL RES

LLE	VR	SPC LINE EQP

OUTSIDE PLANT FACILITIES

F1 201-10,200 SPRING-4 O-W+WO

DOP

S & E

QTY	USOC	QTY	USOC
1	PXABC		

VER

TEST RESULTS

DATE

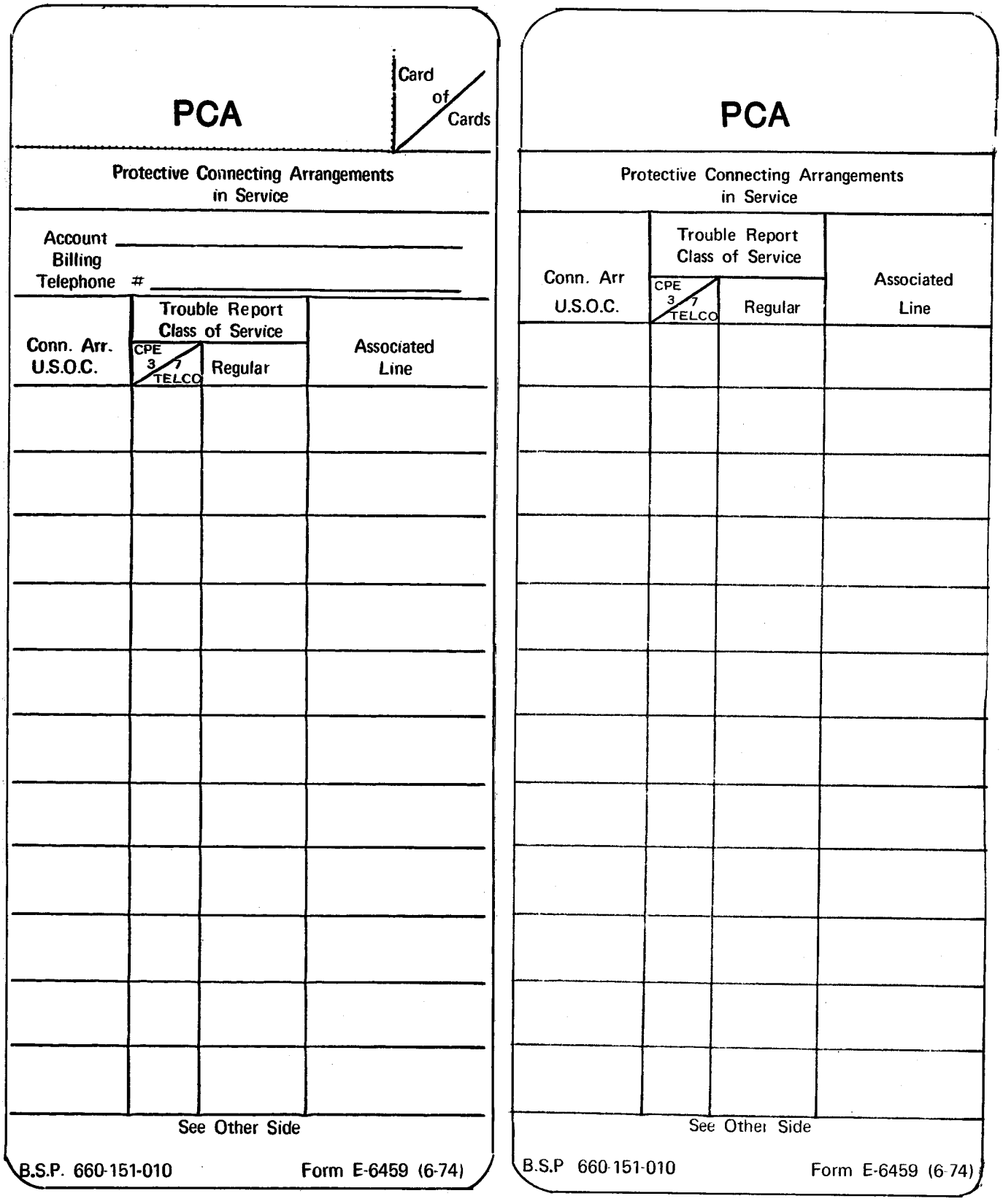
CUSTOM CALLING FEATURES

REMARKS PLANT (RMKP)

DEAD FILE DATE

BSP 660-151-010 MULTI-PURPOSE LINE CARD FORM E-6211 (9-72)

Fig. 22—Multi-Purpose Line Card Used to Record Data of a PBX—CO Station



PCA

Card of Cards

Protective Connecting Arrangements in Service

Account Billing Telephone # _____

Conn. Arr. U.S.O.C.	Trouble Report Class of Service: CPE 3 / 7 TELCO	Trouble Report Class of Service: Regular	Associated Line

See Other Side

B.S.P. 660-151-010 Form E-6459 (6-74)

FRONT

PCA

Protective Connecting Arrangements in Service

Conn. Arr U.S.O.C.	Trouble Report Class of Service: CPE 3 / 7 TELCO	Trouble Report Class of Service: Regular	Associated Line

See Other Side

B.S.P 660-151-010 Form E-6459 (6-74)

BACK

Fig. 23—Protective Connecting Arrangement In Service Card Used to Identify and Classify Lines and/or Stations Associated With Customer Provided Equipment

PCA

Card 1 of 1 Cards

Protective Connecting Arrangements in Service

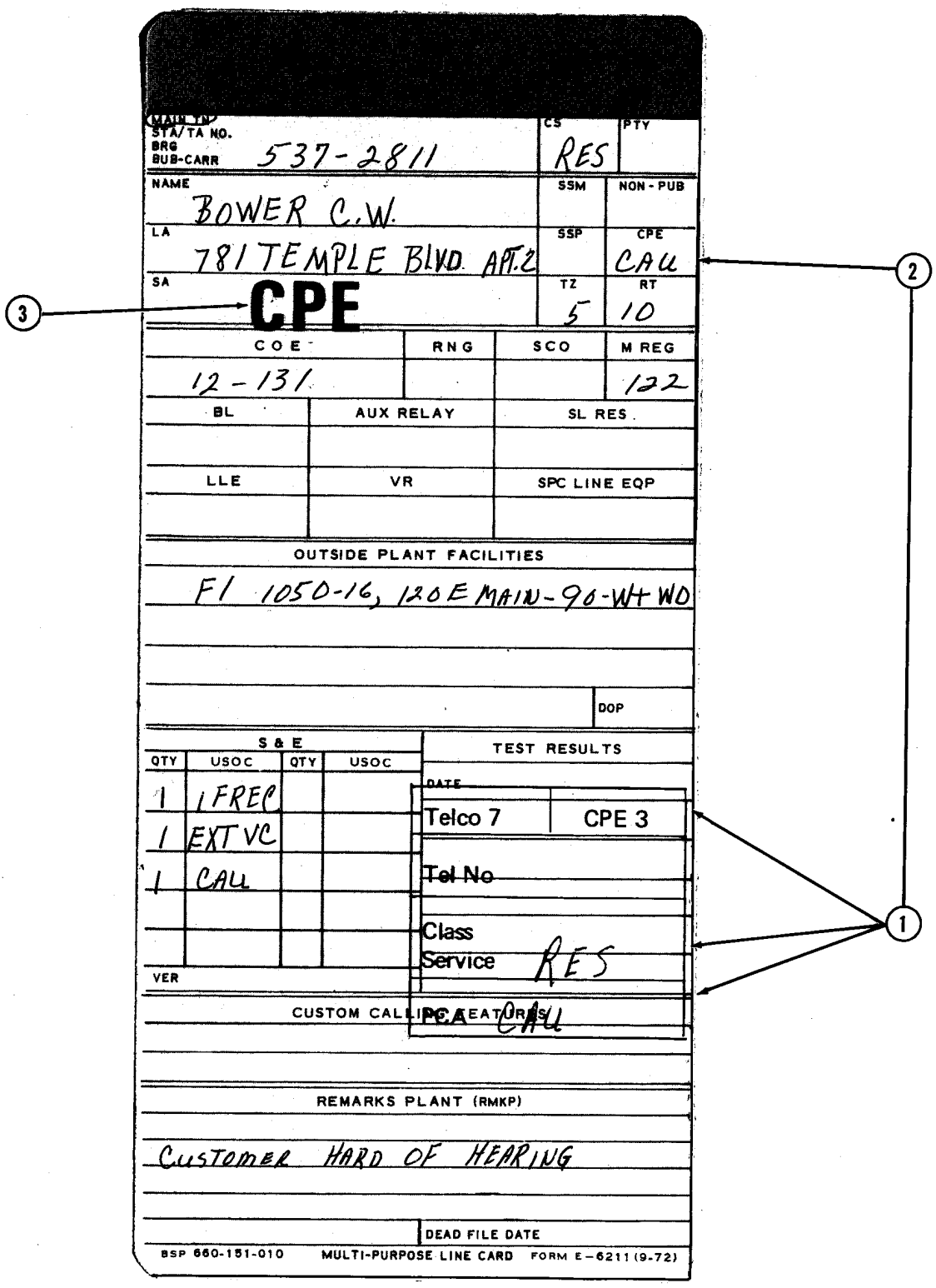
Account Billing Telephone # ABC COMPANY 555-1212

Conn. Arr. U.S.O.C.	Trouble Report Class of Service CPE 3 / 7 TELCO	Regular	Associated Line
RDL	3	PBX	555-1220
CBT	3	SW DATA	555-2936
DCT	7	PBX	NON-LINE 8CH LEVEL
1L6BV	3	PL DATA	IFD1007
STC	3	PBX	PX 221
STC	3	PBX	PX 222
DSD	7	SW DATA	555-2938

See Other Side

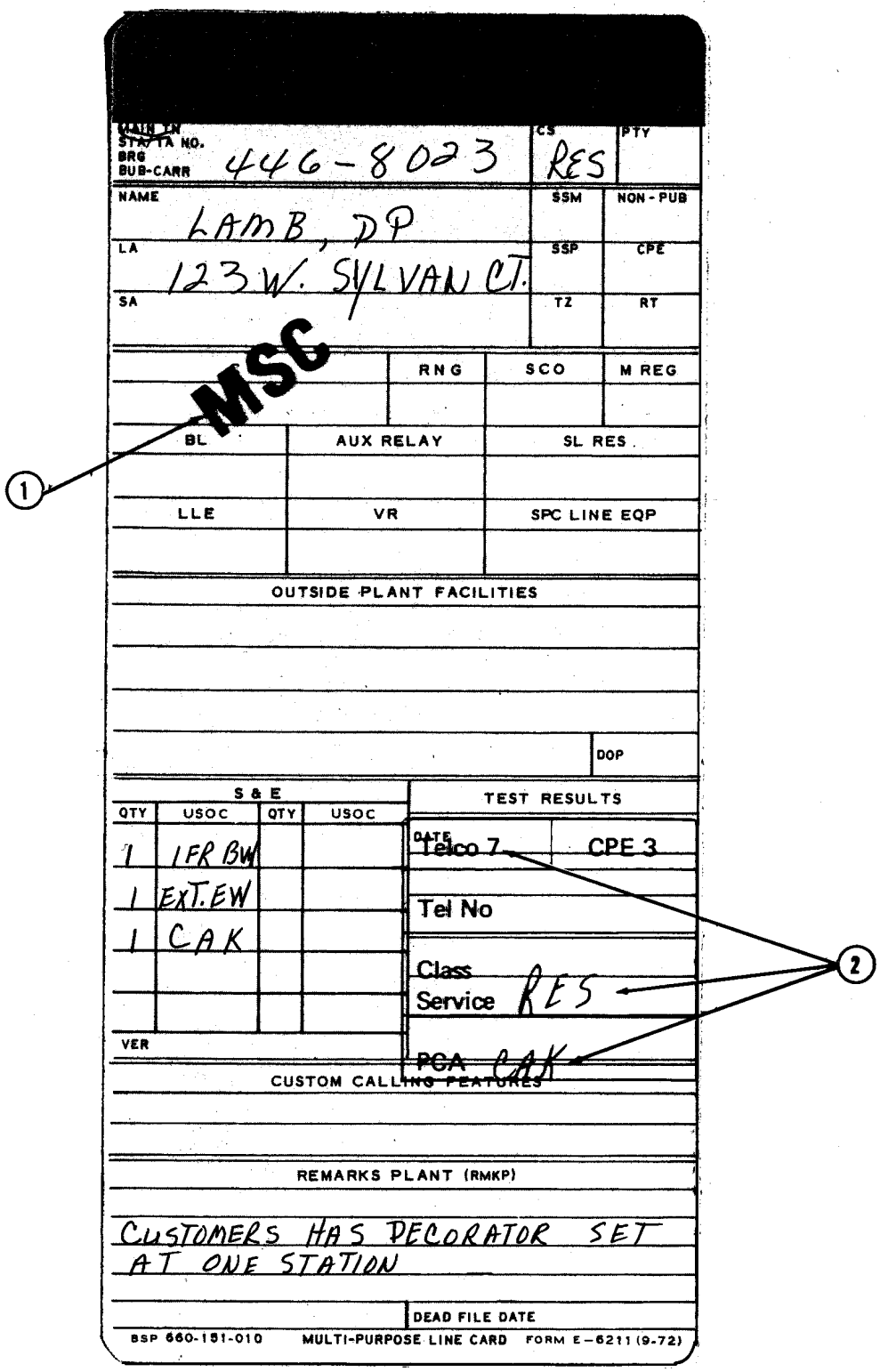
B.S.P. 660-151-010 Form E-6459 (6-74)

Fig. 23A—Protective Connecting Arrangement In Service Card Depicting Typical Entries, Identifying Trouble Report Class of Service and Line or Station Association



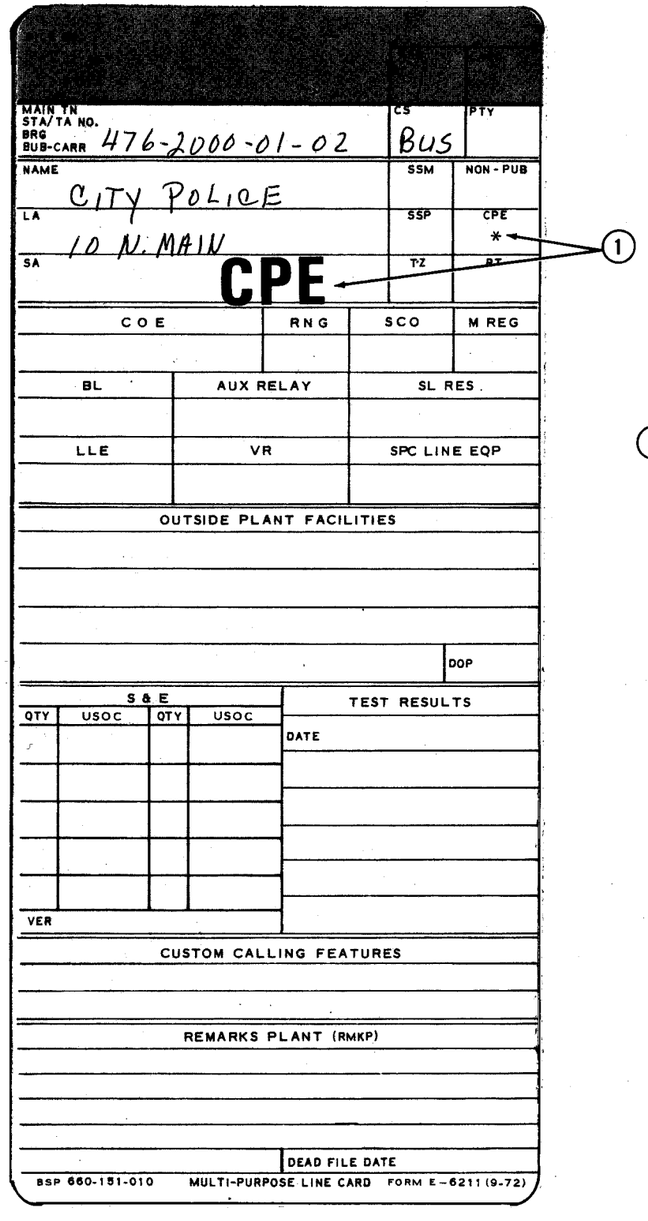
1. Method of establishing Trouble Report Class of Service for single line account equipped with CPE.
2. Method of defining type of CPE associated with account.
3. Method of "highlighting" record to indicate circuit is equipped with Customer Provided Equipment.

Fig. 24—Multi-Purpose Line Card Used as an Individual Residence Line Card—Circuit is Equipped With CPE

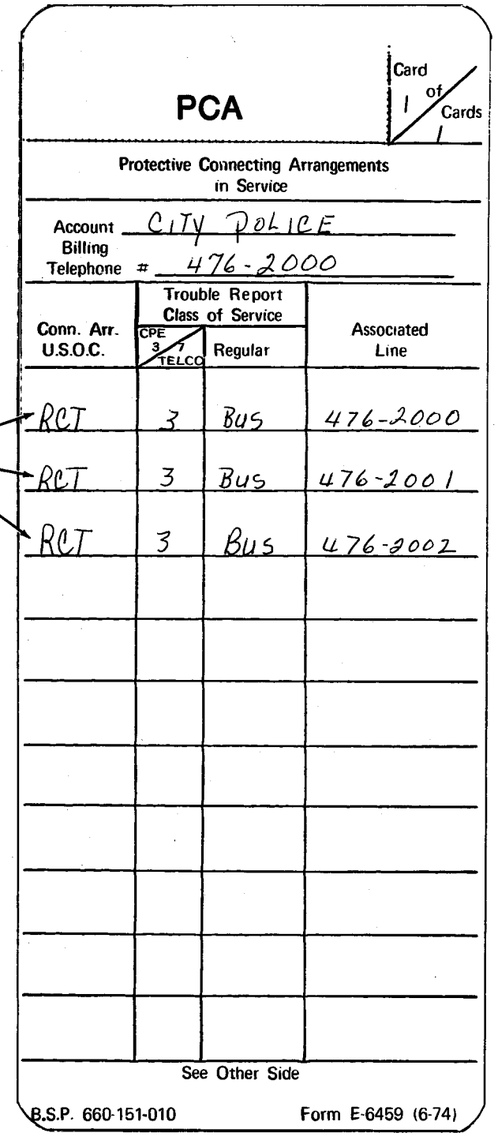


1. Method of indicating that a maintenance of service charge may apply to trouble reports received in this line.
2. Method of identifying Trouble Report Class of Service for line equipped with Customer Provided Equipment (decorator set).

Fig. 24A—Multi-Purpose Line Card Used as an Individual Residence Line Card

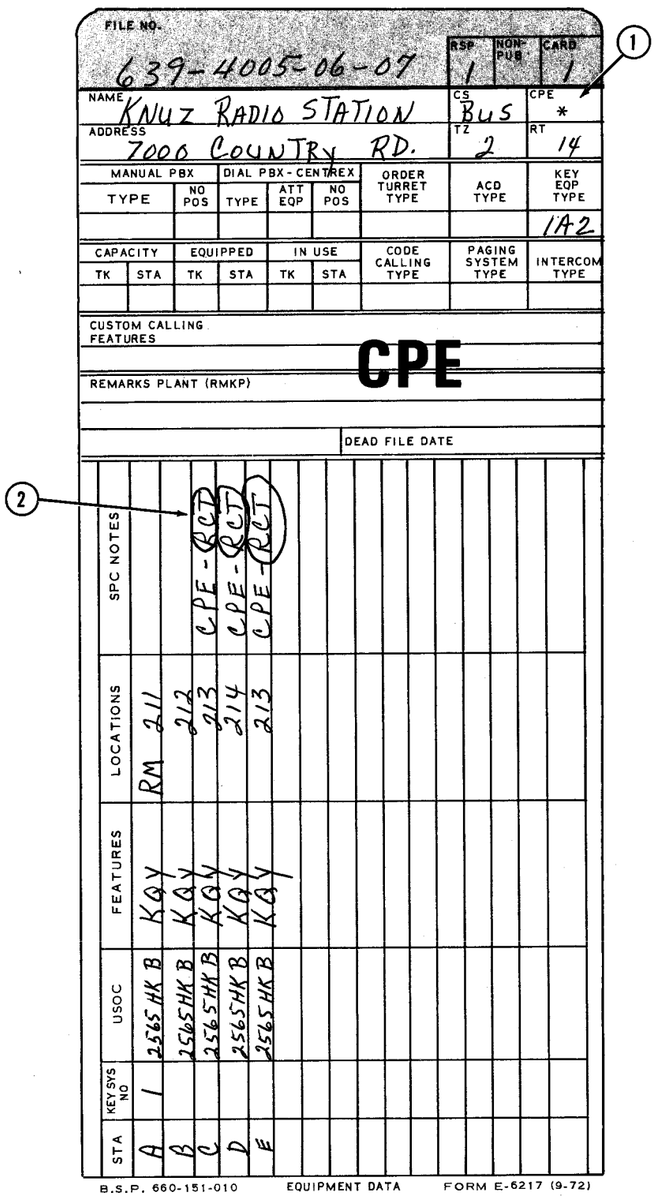


1. Method of indicating CPE associated with Multi-Line Business Customer. Asterik (*) + CPE stamp refers RSB personnel to supplemental records.

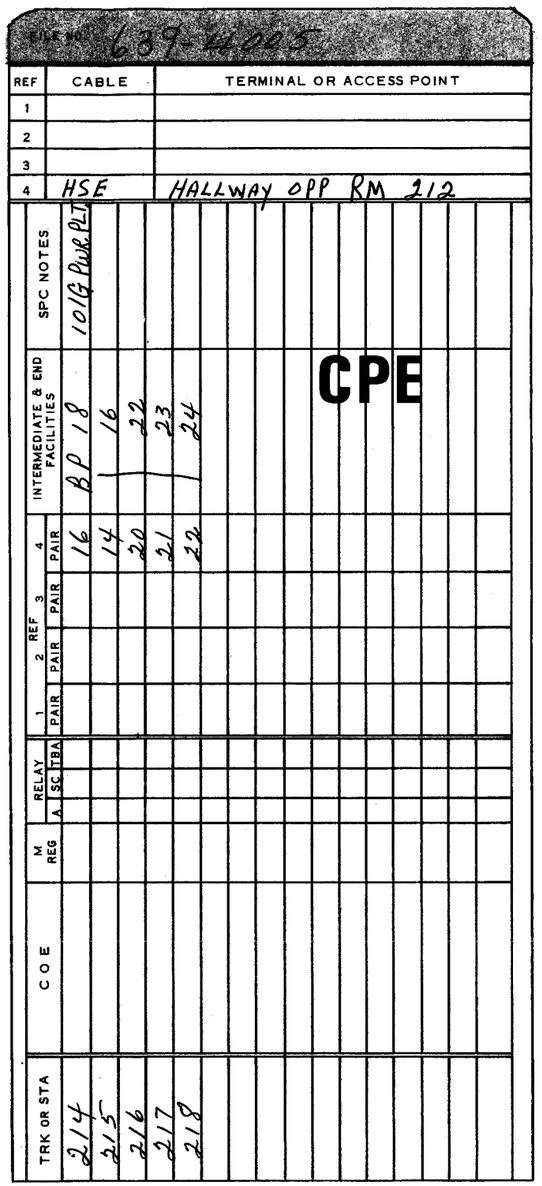


2. Method of establishing Trouble Report Class of Service and line association for circuits equipped with Customer Provided Equipment.

Fig. 25—PCA In Service Card Used to Identify CPE Associated With Three Business Lines on One Account



FRONT



BACK

1. Method of indicating CPE associated with Multi-Line Business Customer. Asterisk (*) refers you to supplemental equipment records.
2. Method of indicating CPE associated with particular stations using the "SPC NOTES" section.
3. Method of establishing Trouble Report Class of Service for three CPE equipped key stations.

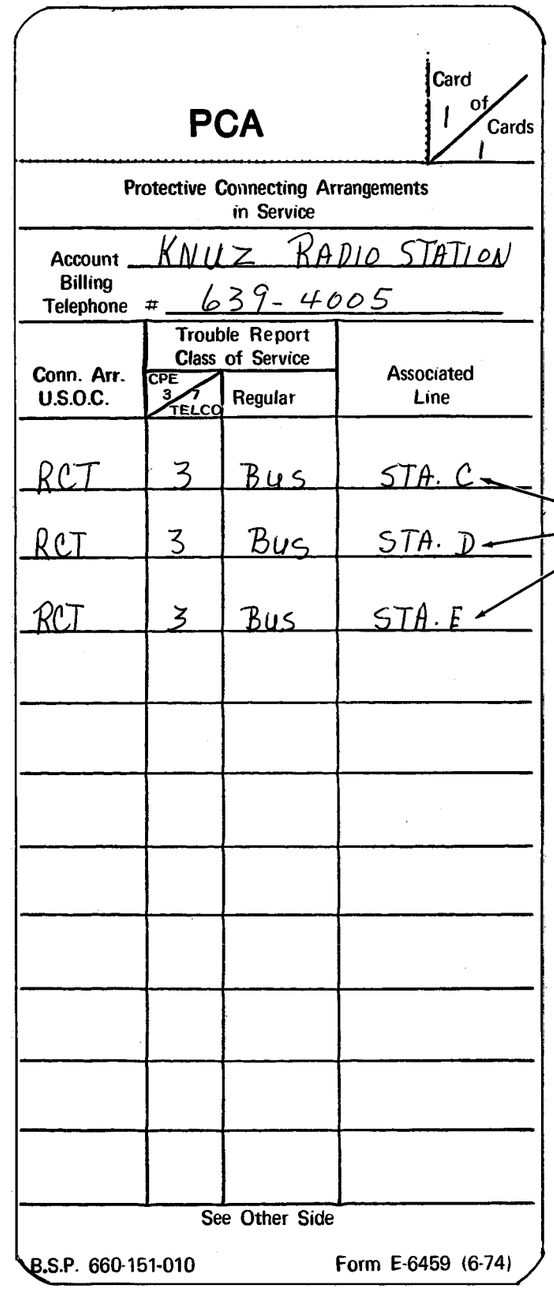


Fig. 26—PCA In Service Card Used to Establish Trouble Report Class of Service at Various CPE Equipped Stations at a Multi-Line Key System Account

MAIN TN
STA/TA NO.
BRG
BUB-CARR 267-3145,6,7 | CS Bus | PTY

NAME JOE GILES GARAGE | SSM | NON-PUB

LA 23 FULTON ST. | SSP | CPE *

SA **CPE** | TZ 1 | RT

COE	RNG	SCO	M REG.

BL	AUX RELAY	SL RES.

LLE	VR	SPC LINE EQP

OUTSIDE PLANT FACILITIES

DOP

S & E QTY	S & E USOC	S & E QTY	S & E USOC

VER

TEST RESULTS

DATE

CUSTOM CALLING FEATURES

REMARKS PLANT (RMKP)

DEAD FILE DATE

BSP 660-151-010 MULTI-PURPOSE LINE CARD FORM E-6211 (9-72)

PCA Card 1 of 1 Cards

Protective Connecting Arrangements in Service

Account Billing Telephone # JOE GILES GARAGE 267-3145

Conn. Arr. U.S.O.C.	Trouble Report Class of Service CPE 3 / TELCO 7	Regular	Associated Line
CDT	3	SW DATA	267-3147

See Other Side

B.S.P. 660-151-010 Form E-6459 (6-74)

Note: Data Access Arrangement (CDT) causes its associated line (3147) to be reclassified as CPE (3) Switched Data for the Trouble Report Class of Service. The other two lines (3145 and 3146) remain as Telco (7) Business.

Fig. 27—Example of a Multi-Line Account Cross Referenced to a Protective Connecting Arrangement In Service Card. Customer has one line with PCA.

FILE NO. 387-5911 | RSP | NON-PUB | CARD 1

NAME SEITZ PLASTICS Co. | CS PBX | CPE *

ADDRESS 791 S. OHIO AVE | TZ 2 | RT

MANUAL PBX TYPE*	NO POS	DIAL PBX-CENTREX TYPE	ATT EQP	NO POS	ORDER TURRET TYPE	ACD TYPE	KEY EQP TYPE
		701	608	1			

CAPACITY TK	CAPACITY STA	EQUIPPED TK	EQUIPPED STA	IN USE TK	IN USE STA	CODE CALLING TYPE	PAGING SYSTEM TYPE	INTERCOM TYPE
		10	90	7	85			

CUSTOM CALLING FEATURES

MSC

REMARKS PLANT (RMKP)

14JK MAN. CONF. EQUIP

DEAD FILE DATE

STA	KEY SYS NO	USOC	FEATURES	LOCATIONS	SPC NOTES

B.S.P. 660-151-010 EQUIPMENT DATA FORM E-6217 (9-72)

FRONT

FILE NO. 387-5911

REF	CABLE	TERMINAL OR ACCESS POINT
1	10	10 BERKLEY RD
2	17	27 HARVARD RD
3	1701	2217 WINNER AVE
4	1005	791 S. OHIO AVE

TRK OR STA	COE	M REG	RELAY A	RELAY SC	RELAY TBA	1 PAIR	2 REF PAIR	3 REF PAIR	4 REF PAIR	INTERMEDIATE & END FACILITIES	SPC NOTES
387-5911	17-72					211			27	BP 27	COMBO TRK
387-5912	25-37					237			15	15	
387-5913	33-12					127			21	21	
387-5914	9-77					85			37	37	
387-5915	2-51					101			42	42	
387-5916	5-14					186			17	17	
387-5917	42-12					70			47	47	NIGHT # TK.TK.#10 (CPE)
383-1072	17-72					77	307	172	28	BP 28	
ITL 6	TO CIRCLE PATTERN										
OCT LEVEL 8											

MSC

BACK

PCA Card 1 of 1 Cards

Protective Connecting Arrangements in Service

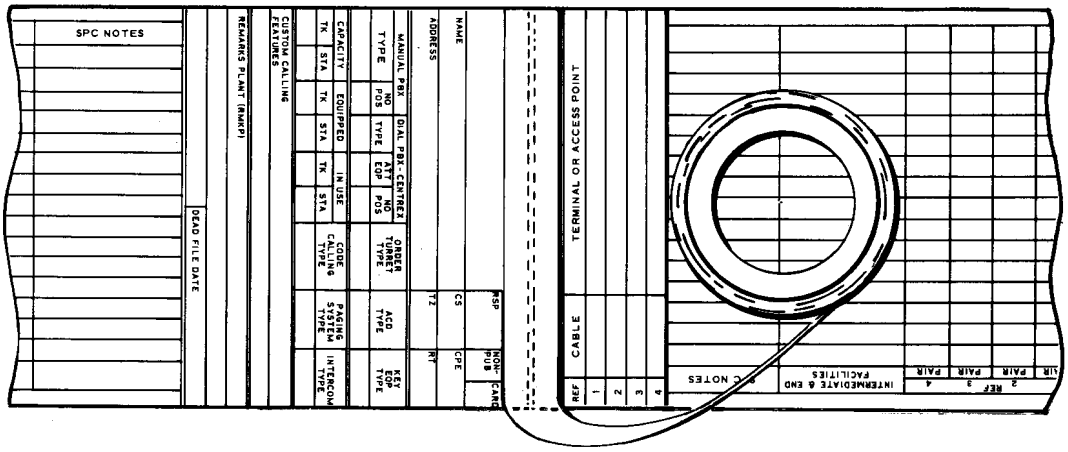
Account Billing Telephone # SEITZ PLASTICS 387-5911

Conn. Arr. U.S.O.C.	Trouble Report Class of Service CPE 3 / 1 TELCO	Regular	Associated Line
DCT	7	PBX	NON-LINE 8th LEVEL

See Other Side

B.S.P. 660-151-010 Form E-6459 (6-74)

Fig. 28—An Example of a Non-Line Associated Customer Provided Equipment at a Dial PBX

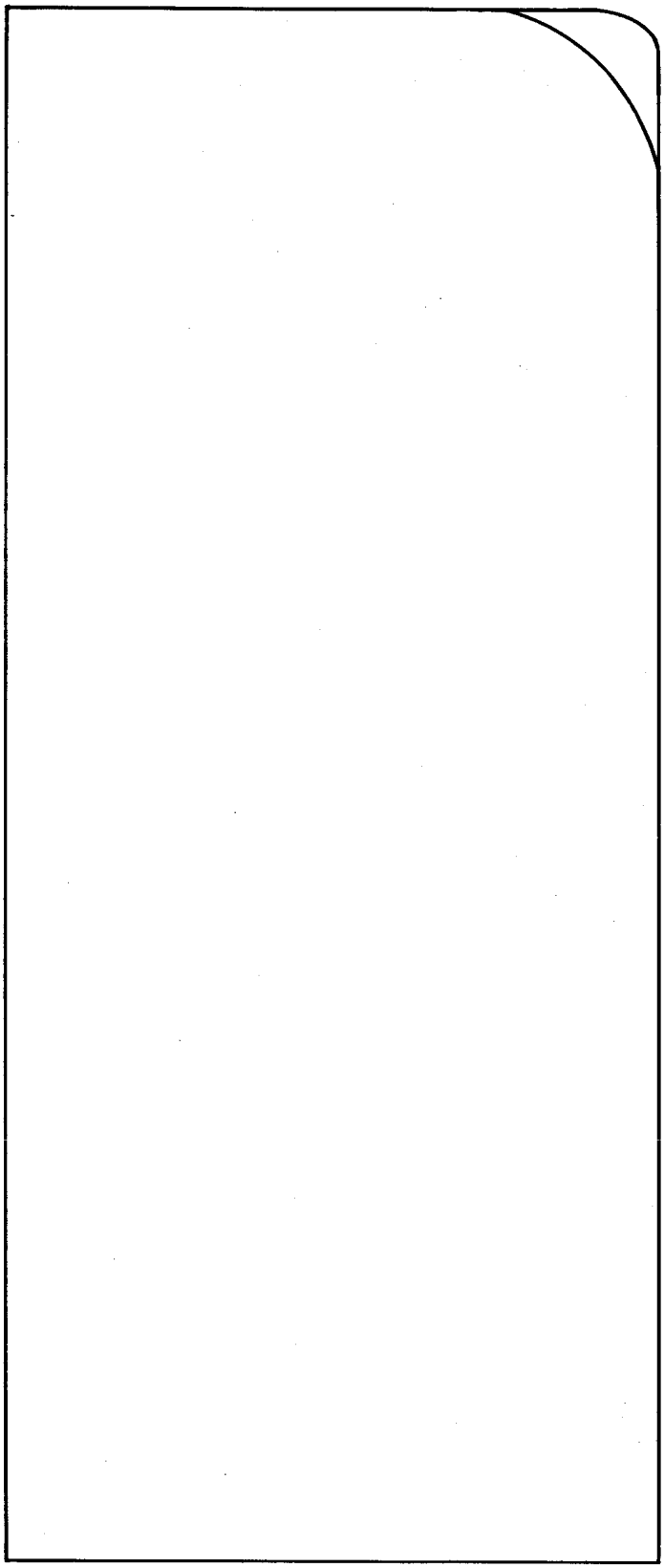


STEP NO. 1 — Place cards end to end on a flat surface approximately 1/16 inch apart. Place tape as shown and press firmly.

STEP NO. 2 — Turn cards over. Place tape and press firmly.

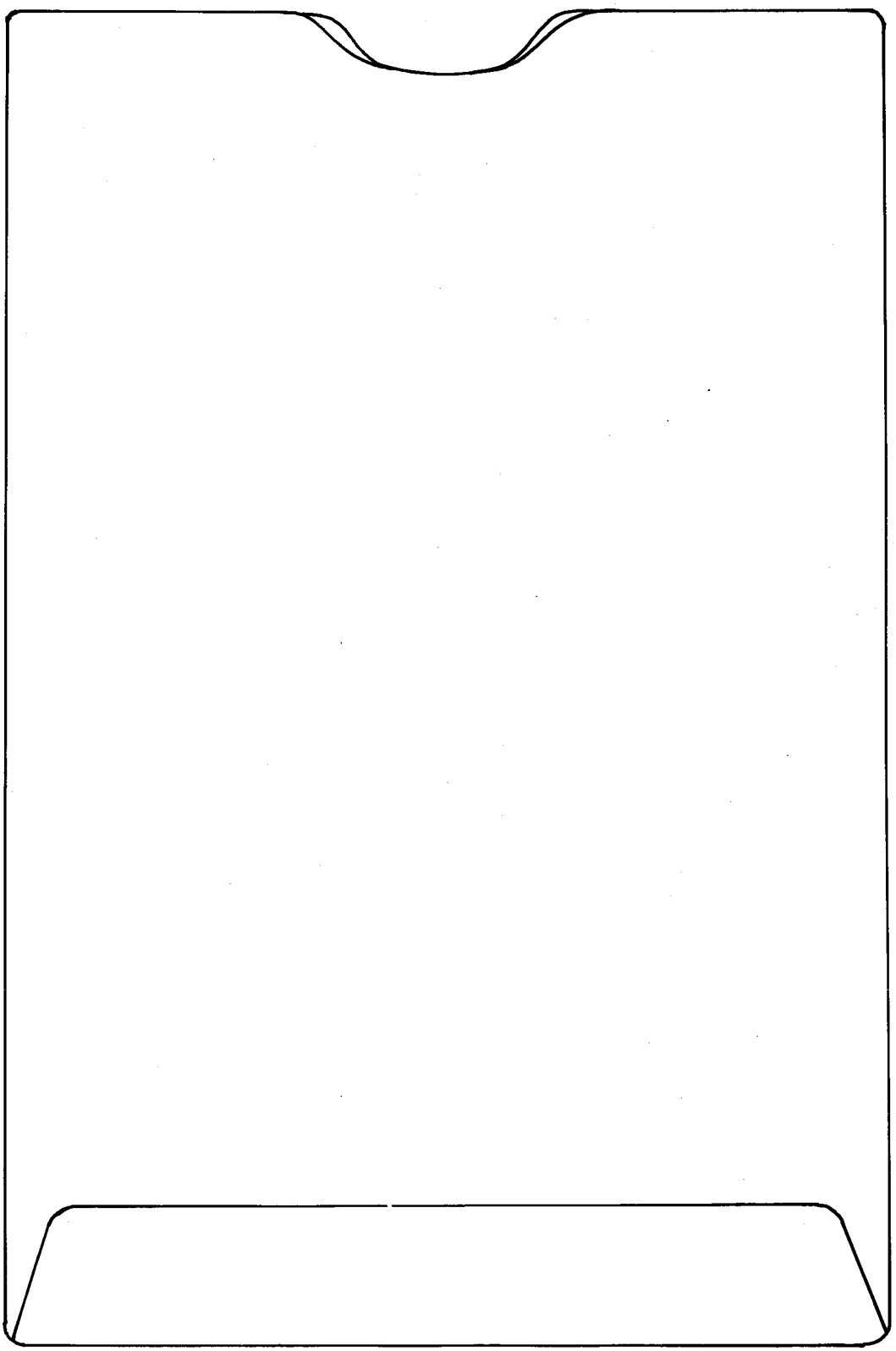
STEP NO. 3 — Fold cards together. Press tape firmly and round off corners with scissors to make a neat hinge.

Fig. 29—Method of Attaching Two Cards by Means of Transparent Polyester Film Tape



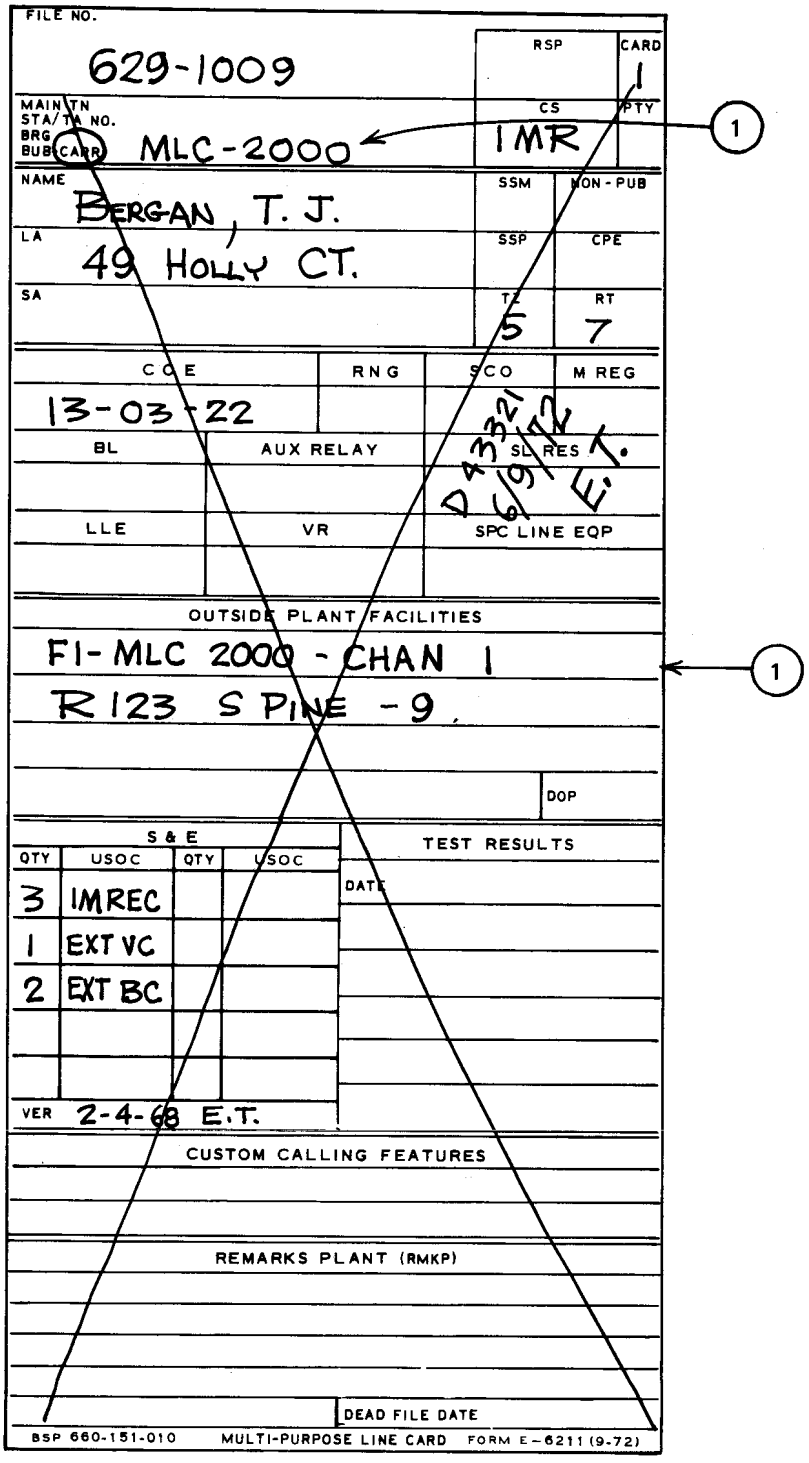
Form E-6258 (3 1/2″ width) Form E-6259 (4 3/4″ width)

Fig. 30—Plastic Holder



Form E-6260

Fig. 31—Expandable Pocket



1. Method of entering information for a line which was assigned to a "MULTI-LINE CARRIER" system (KS 20988).

Fig. 32—Illustration of Entries Made on a Disconnected Line Card