

REPAIR SERVICE OBSERVATIONS  
GRAY AUDIOGRAPH AND GRAY E.T.C.

1. GENERAL

1.01 This section outlines handling procedures to be followed in test centers equipped with repair service observing equipment.

1.02 This section is reissued to provide additional instructions in reporting and handling procedures concerning repair service observing equipment.

1.03 An access circuit shall connect every repair service, i.e., 114 or 611 trunk in all measured test centers (10,000 stations and above exchanges) into the repair service observing control circuit. These connections shall be in accordance with instructions provided in Section V61.211

1.04 THE AUDIOGRAPH OR E.T.C. SHALL NOT BE DISCONNECTED, SHUT OFF, OR ALLOWED TO REMAIN INOPERATIVE FOR ANY REASON OTHER THAN REPAIRS AND THEN ONLY FOR THE SHORTEST POSSIBLE TIME. THE AREA OFFICE SHALL BE NOTIFIED BY TELEPHONE AS SOON AS THERE IS ANY INDICATION THAT A SHUTDOWN WILL BE NECESSARY. THIS SHOULD BE DONE PRIOR TO THE SHUTDOWN IF POSSIBLE.

(1) RECORD OF SERVICE OUTAGE - In addition to the required telephone notification, a record of the outage should be made, on a locally prepared form, to show the date, extent of outage and the PC & PRC register readings. This form must accompany the disc or belt involved when forwarded to the Observing Bureau

(2) SERVICE OUTAGE LOG - A locally prepared log must be kept at the Audograph or E.T.C. location to show the date and period of outage, the PC and PRC meter

readings at time outage occurred, the PC and PRC meter readings at time service was restored, the reason for outage, and the corrective action taken.

(3) RECORD OF TEST CALLS - Test calls over repair service trunks in connection with trouble investigation or verification for change of sampling factor, should be held to a minimum. When test calls are necessary, the Record of Service Outage form should be used to show the beginning and ending PC and PRC readings involved. Reason for outage space should be completed to indicate "Test Calls" and the reason for making them. Attach the form to the disc involved and forward in regular manner. It is important that PC & PRC readings for all test calls be recorded and furnished in this manner.

1.05 The area office shall establish the sampling factor for each test center using the customer reports received during a normal month, i.e., neither the high or low months. The factor shall continue in use until the normal months report rate has increased sufficiently to affect the factor one point when the area office shall request that the cross-connections in the control circuit be changed. CROSS-CONNECTION CHANGES SHALL BE MADE ONLY WHEN AND AS DIRECTED BY THE GENERAL PLANT MANAGER.

1.06 Local plant forces are responsible for changing and mailing the recording discs or belts. Where office coverage is such that discs or belts cannot be changed whenever the end of recording alarm sounds, arrangements must be made to change the recording before the last tour leaves, if the remaining space is insufficient to record any and all offered observations before the next tour reports for duty.

Normally a new disc or belt shall be installed either Friday or Saturday afternoon as appropriate to insure that recordings will be made if an unexpected volume of reports are received during the week end.

## 2. HANDLING PROCEDURES

### GRAY AUDIOGRAPH DISCS

2.01 Prior to placing a new disc on the Audograph, impress a copy of Form SW-6316 in the center of Side 1 of the disc. Enter the name of the test center, the date the disc is placed in service, and the readings of the PC & PRC registers.

2.02 Place the disc on the Audograph so that recordings will always start on Side 1, for those times that Plant forces are handling repair service. Whenever repair service is transferred to Traffic forces, always turn the disc to Side 2. This procedure will eliminate the need for test center stroking of index tabs to indicate Plant or Traffic handling.

2.03 When the disc is removed in accordance with the removal schedule, Par. 2.09, complete Form SW-6316 on Side 1 by filling in the date of removal and the readings of registers PC and PRC at the time the disc was removed. Each disc when removed from the Audograph shall be mailed promptly by FIRST CLASS MAIL in mailing envelope Form SW-6297 to the Plant Service Observer at area headquarters.

2.04 A pressure sensitive tape address, numbers 14 to 19 inclusive, listed in the catalog of office supplies are available for use on envelope Form SW-6297.

### GRAY E.T.C. BELT

2.05 Prior to placing a new belt on the E.T.C., impress a copy of Form SW-6316 on the inside of the belt as close

to the edge marked GRAY (left edge) as possible. Enter the test center name, the date the belt is placed in service, and the readings of the PC and PRC registers.

2.06 Prepare the E.T.C. for recording as follows:

- (1) Operate belt release lever at top of E.T.C. Pull out loading tray and drop belt in tray, printed side out. Push loading tray in and depress belt release lever. Belt is automatically positioned. Place an unused Gray index strip in the indexing slot and move the index position indicator to the far left so that Plant recordings will start at the extreme left side of the belt. Date the index strip.
- (2) At the time repair service handling is transferred to Traffic, move the index position indicator one space to the right, causing a blank space in the time line between plant and traffic recordings. Insure that sufficient recording time remains on the belt to handle normal volume of evening and night calls. A new belt should be placed on the recorder for Traffic handling over Sundays and Holiday periods.
- (3) After the recordings are completed, replace with a new belt and index strip. Complete Form SW-6316 by filling in the date removed, and the readings of the registers PC and PRC at the time the belt was removed.

2.07 If more than one belt is required for the same day, repeat the procedures of 2.06, (1) through (3). In addition, mark the first belt and index strip with the numeral 1 for purposes of association. Each succeeding belt and index strip for the same day should be consecutively numbered, i.e., 2, 3, 4, etc.

2.08 Place the belt (Belts, maximum of two per envelope) in mailing envelope

Form SW-6238, and send FIRST CLASS MAIL to the Plant Service Observer at area headquarters.

2.09 Schedule of Disc and Belt Removal

- (1) Discs and belts are to be removed and forwarded on a daily basis, Monday through Saturday. They must always be removed and forwarded without exception at the close of the report period ending the 22nd of each month. For practical purposes, the removal and placement of discs and belts may be accomplished just prior to the closing of the test center for the day's business on the 22nd.
- (2) Discs and belts of recorded contacts over Sundays or holidays should normally be forwarded the next regular working day.
- (3) Remove and forward discs any time the available recording space is used on either Side 1 or Side 2 or whenever the E.T.C. is at end of belt. This might occur under abnormal trouble conditions such as storms, large cable failure, etc.