

OPERATING PROCEDURES
LINE MESSAGE REGISTER TESTS

1. GENERAL

1.01 This section outlines the operating procedures essential to the handling of tests on subscriber line message registers. It sets forth the policy of the Company with regard to subscriber line message register tests and assigns responsibility to the Test Center for receiving all requests to investigate suspected irregularities in the operation of working subscriber line message registers, to coordinate the handling between the Test Center and the Central Office and finally for distribution of the forms.

1.02 This section replaces A399.034, Issue 1, dated 5-1-55 and F23.907, Issue 1, dated 5-1-55. It is being reissued to make minor changes and deletions in the text and to convert to 9-digit plant series.

1.03 Subscriber line message registers should be tested before being placed in service, but at no other time, except when because of apparent irregularities in the number of messages registered, the Revenue Office may request a test of the message register circuit associated with a particular subscriber line, or when in connection with the investigation of a claim the Commercial Department may request an investigation to be made by the Plant Department.

1.04 Requests for tests of subscriber line message registers from the Revenue Office will be received on Form S-2214. Commercial Department requests for the

investigation of a subscriber message register account will be received by telephone at a local test room and then recorded on Form S-6859. The District Plant Superintendent shall arrange with the Commercial and Accounting Departments for receiving these reports in the local test center.

1.05 Requests for verification of the operating condition of subscriber line message registers shall be entered on the Daily Serial List Form SW-6351 and a Form SW-6900 will be prepared as an employee report. Selected information shall also be entered on the line card.

1.06 The test center shall be responsible for the preparation of Form S-6859, and for handling of Forms S-6859 and S-2214 in the Plant Department. Extreme accuracy is important in the supplying of subscriber message register data as they may affect the billing of message rate accounts.

1.07 When a request is received for a test of a subscriber line message register the line should first be tested from the test desk. The register test should then be confined to the specific register circuit for which a test is required.

1.08 When any tests are to be made which may involve the operation of a subscriber line message register, a reading of the register shall be taken immediately before the test is started and another immediately after it is completed so that the number of test calls registered may be determined. In No. 5 Crossbar Offices the

non-operate test of a two-party line subscriber will cause the register associated with the other party on the line to operate. It therefore is necessary that the registers for both subscribers on two-party lines be read and recorded before and after tests on either register. The Revenue Office shall be furnished with this information by the test center, in order that the necessary correction in the number of messages to be billed to the account involved may be made.

1.09 If, for maintenance reasons, it becomes necessary for the Central Office forces to initiate a change in the message register or the message register circuit associated with a subscriber line, a report of change shall be given to the test center. The test center shall transmit information regarding the final reading on the old register and the initial reading on the new register to the Revenue Office on Form S-2214 in order that the correct number of messages to be billed to the account involved may be determined. No changes of registers or register circuits shall be initiated by the Plant Department except as required by a trouble condition which results in faulty operation of the existing register. Reports of tests and changes in message registers or register circuits made in connection with Commercial Department requests for investigation of claims shall be reported to the Revenue Office on Form S-6859.

1.10 Service orders are not required for any change of a defective message register, or for the addition of registers to existing message rate lines involved in a change from ticketed to metered count. Message register data, involved in rearrangements which result in a change in the message register associated with a subscriber line, should be transmitted to the Revenue Office by the test center in the same manner as a change for maintenance reasons. The con-

nection of registers to existing message rate lines should be handled by means of Form S-2214 showing the necessary data, a copy being furnished the Revenue Office for their information. Form S-2214 is not prepared for transmitting message register data when service orders ("I," "O," or "C") are issued connecting, disconnecting, or changing to or from measured service as the register information is entered on the service order.

1.11 All testing of subscriber line message registers shall be made in accordance with standard practices using the approved testing equipment. No tests shall be made on the customer billing date or on the first workday preceding the billing date.

1.12 Any subscriber line message register that fails on the test requirements shall be replaced, and the defective one shall be returned to the Western Electric Company for repairs.

1.13 No attempt shall be made by the Telephone Company to recondition, either through cleaning or adjustment, subscriber line message registers which fail on test.

1.14 The Revenue Office may on occasion find it necessary to request verification of a register crossconnection or register reading by telephone direct to the central office involved. The supervisor responsible for maintenance of the message register equipment shall be designated to receive and handle such inquiries, however, the register shall not be tested. Subscriber message register tests will be made only at the direction of the local test center.

1.15 A test of all of the subscriber line registers in an office is usually not justified and if requests of this nature are received, arrangements should be made

locally to limit them to such lines as there is a reason to believe require it. However, in the event of considerable distribution frame activity, the checking of all subscriber line message register crossconnections may be justified infrequently.

2. PREPARATION AND HANDLING OF FORM S-2214,
REPORT OF SUBSCRIBER LINE MESSAGE
REGISTER IRREGULARITIES

2.01 Form S-2214, Report of Subscriber Line Message Register Irregularities (Exhibit 1) is provided for the use of the Revenue Office in reporting to the Plant Department the message rate accounts on which apparent irregularities exist with regard to the number of messages registered within a billing period and on which a test and check of the register circuit is desired. This form is so designed as to permit reporting the result of the test to the Revenue Office on the same form on which the request for a test is received. This form is also designed for the use of the Plant Department in reporting to the Revenue Office corrections in the record of message rate accounts, which are made necessary by message register replacements or changes to different message register circuits initiated by the Plant Department for maintenance reasons. (Exhibit 2)

2.02 The register reading, called for in Column (G), should always be entered for each case immediately before starting investigation of the case. The number of test calls registered, called for in Column (I), should be entered only for cases which do not involve a change of registers or register circuits. The data called for in Columns (M), (N), and (O) should be entered only in cases involving a different register than was formerly associated with the line. Extreme accuracy is important in supplying these readings as they form the basis for billing message rate accounts.

2.03 When entries appear in Columns (G) and (I), the Revenue Office will understand that the sum of these two columns, for a given account, constitutes the total number of registrations to date and that Column (I) should be deducted from the next regular reading for accurately representing subscriber usage. When entries appear on Columns (M), (N), and (O) the Revenue Office will understand that a different register is connected to the subscriber line, and that the reading in Column (N) is the initial reading with which usage starts, the reading in Column (G), in this instance, being the final reading on the register formerly associated with the line.

Form S-2214 Originated By The Revenue Office

2.04 The Revenue Office will fill in the exchange and office name at the top of the form, place the return address in the upper right hand section of Form S-2214 (Exhibit 1) in duplicate on which is listed complete information in Columns A to F inclusive for each message rate line that is to be investigated. Entries shall be made on alternate lines leaving a blank line between each entry for use by the Plant Department when pairing party information is required.

NOTE: If the report covers an unassigned register circuit on which registrations are to be investigated the report will be prepared in the manner described except that in place of the telephone number an entry such as "Unassigned" will appear.

2.05 Immediately upon receipt of Form S-2214 the test center shall have the originating equipment of each telephone number listed on the form entered in Column (A-1). In No. 5 Crossbar Offices the telephone number and register number of the opposite party on 2-party lines shall be

entered on the blank line immediately below the original entry of the register to be checked in order that any operations of this register caused by the non-operate test of the register under check may be recorded for adjustment of the account. The original copy shall be sent to the supervisor responsible for the maintenance of the message register equipment involved, the second copy with the subscriber line card attached to the local test desk for a check of the line for crosses, grounds or any other irregularity that could affect register operation. The supervisor shall have the present reading of the register recorded in Column (G) and the date in Column (H) before proceeding with the inspecting and testing of the register in accordance with procedures called for in standard practices. The results of the test and inspections shall be indicated in columns under "Test Results and Misc. Data" as described in Paragraphs 2.06 and 2.07.

2.06 Test Results and Misc. Data, Columns (J) to (O). Enter in Column (J) one of the codes, 1, 2, 3 or 4 as appropriate. Codes 3 and 4 cover all forms of troubles other than a defective register.

(a) If Code 1 is entered, enter also the number of test calls registered during the test in Column (I).

(b) If Code 2 is entered, check (✓) either Column (K) or (L), as appropriate, and then enter the register circuit number, reading and date, for the new register, in Columns (M), (N), and (O), respectively.

(c) If Code 3 or 4 is entered, enter also the number of test calls registered during the test in Column (I), or if a different register is

involved check (✓) either Column (K) or (L), as appropriate, and enter the proper data in Columns (M), (N), and (O) as described in (b) above. In the latter case no entry should be made in Column (I).

2.07 Test Results and Misc. Data, Columns (P) and (Q). The person handling the case in the central office shall initial in Column (P) and enter the date in Column (Q), after completion of the test and check of each message register circuit.

2.08 When the test and check of the message register circuits listed on the report have been completed, the supervisor shall date and initial in the transmittal space or the left side of the form and return the report to the test center. Upon receipt of this and the test desk copy the test center shall post complete results of the investigation to the line card and to both copies of the report, date and sign the upper right corner of the form and mail the original copy to the Revenue Office at the location given in the upper right corner of the form. In those cases where Codes 2, 3 or 4 appears in Column "J" the duplicate may be disposed of in accordance with local instructions.

Form S-2214 Originated By The Plant Department

2.09 When maintenance conditions arise which require the replacement of or change to a new message register circuit the Central Office Supervisor shall have two copies of Form S-2214 (Exhibit 2) prepared showing the exchange and office names at the top of the form and entries in various columns as called for in Paragraphs 2.10 to 2.12 inclusive for each circuit involved. He shall date and sign the appropriate

space on the left hand side of the form and forward both copies of the form to the test center who will verify the originating equipment numbers and the register circuit number against the subscriber line card, address, date and sign the upper right hand space of the form and dispose of both copies as called for in Paragraph 2.08.

2.10 Enter the originating equipment numbers in Column (A-1), the telephone and register circuit numbers in (A) and (B) respectively and the present reading of the old register in Column (G) along with the date in (H).

2.11 Indicate the nature of the change by checking (✓) Column (K) or (L), as appropriate, and then enter the register circuit number reading and date, for the new register in Columns (M), (N) and (O), respectively.

2.12 The person handling the case shall initial in Column (P) and enter the date in Column (Q).

3. PREPARATION AND HANDLING OF FORM S-6859,
INVESTIGATION OF MESSAGE RATE ACCOUNT
REQUESTED BY COMMERCIAL DEPARTMENT

3.01 When a telephone request is received by the test center from the Commercial Department for an investigation of a message rate account, the request will be recorded on Form S-6859 (Exhibit 3, 4 or 5). A separate form should be prepared in duplicate for each register to be checked, the original being transmitted to the supervisor responsible for maintenance of the message register equipment involved. The duplicate copy to the local test desk with the subscriber line card attached for voltmeter test of the line. The second line is for use in No. 5 Crossbar Offices where the

telephone number and register number of the opposite party on 2-party lines is to be entered so that any operations of this register caused by the non-operate test of the register under check may be recorded for adjustment of the account.

3.02 The person in the test center receiving the request should enter on Form S-6859 the name of the Commercial Department employee from whom the request is received, together with the date and time, in the space provided and check (✓) the square indicating the nature of the investigation requested. If the request is for periodic message register readings, enter the date and time of day that the readings are to be taken. Enter the telephone number in Column (A), and register circuit number in Column (B). Column (A-1) is for the associated originating equipment data for the account to be investigated.

3.03 The person in the central office who is to make the investigation requested on Form S-6859 should, upon receipt of the form:

(a) If the request is for verification of the register circuit number and reading, immediately enter the correct register circuit number in space (B-1), and the present register reading and the date in spaces (G) and (H) respectively.

(b) If the request is for a test of the register, immediately enter the data as under (a) and check (✓) space (J) or (J-1) as appropriate, to indicate the result of the test. If space (J) is checked, enter the number of test calls made in space (I) but do not fill in spaces (K), (L), (M), (N), or (O). If space (J-1) is checked,

enter the number of test calls in space (I) if the trouble does not involve changing the message register or message register circuit connected to the line. Enter the nature of the trouble under "Remarks." If space (J-1) is checked and the trouble involved changing the register or register circuit connected to the line, also check space (K) or (L) as appropriate and enter in spaces (M), (N), and (O), respectively, the register circuit number, reading, and date for the new register but do not fill in Column (I). When space (J-1) is checked space (I) should be left blank, if the trouble involves a change of register.

(c) If the request is for the taking of periodic readings of the message register, immediately enter the date as under (a) and fill in the readings under "Record of Periodic Readings" in the order they are taken, as covered by the request.

(d) For any of the above cases (a), (b), or (c) enter under "Remarks" any appropriate data which may be required and which is not provided for elsewhere on the form.

3.04 The person completing the investigation shall enter his initials and the date in spaces (P) and (Q), respectively and return the form to his supervisor who shall date and initial in the upper left corner and return to the test center.

3.05 Upon receipt of the completed Forms S-6859 containing the reports of the requested investigation, the test center shall enter the complete data on the line card and on both copies and telephone the

results to the Commercial Department after which both copies shall be signed and the original copy mailed to the Revenue Office. The duplicate copy shall be held for reference purposes in the test center file for a period of approximately two months after which it may be destroyed.

3.06 Form S-6859 spaces (A) to (Q) correspond to similarly numbered columns on Forms S-2214 and consequently the comments contained in Paragraphs 2.02 and 2.03 apply to Form S-6859 as well as to Form S-2214.

Attached Exhibits 1 to 5 inclusive.

SOUTHWESTERN BELL TELEPHONE CO.

FORM S-2214
(REV. 4-55)

REPORT OF SUBSCRIBER LINE MESSAGE REGISTER TESTS

St. Louis - Preston

SHEET 1 OF
1 SHEETS

CHIEF DESKMAN Preston
NAME OF TEST CENTER

ACCOUNTS SUPERVISOR St. Louis
LOCATION

THE NET NUMBER OF MESSAGES REGISTERED FOR THE BILLING PERIOD ENDING 5-10-55 IN THE ACCOUNTS LISTED BELOW IS NOT CONSISTENT WITH PREVIOUS PERIODS. PLEASE CHECK AND INDICATE ANY CORRECTIONS NECESSARY.

YOUR RECORDS OF THE MESSAGE RATE ACCOUNTS LISTED BELOW SHOULD BE CORRECTED AS INDICATED UNDER "TEST RESULTS AND MISC. DATA."

John Smith 5/12/55
ACCOUNTS SUPERVISOR DATE

W. M. Gore 5/14/55
CHIEF DESKMAN DATE

CHIEF DESKMAN
THE MESSAGE REGISTER DATA HAS BEEN VERIFIED AND IS CORRECT AS SHOWN.

Dick Jameson 5/14/55
CHIEF DESKMAN DATE

CODES FOR COL. J

1. REG. CCT. TESTS AND CHECKS O.K.
 2. DEFECTIVE REGISTER CIRCUIT.
 3. EXCESSIVE REGISTRATIONS DUE TO LINE TROUBLE.
 4. DEFICIENT REGISTRATIONS DUE TO LINE TROUBLE.
- * TEST CALLS NOT INCLUDED IN COLS. G OR N.

ADJUSTMENTS POSTED TO ACCOUNTING DEPARTMENT RECORDS.

ACCT. DEPT. EMPLOYEE DATE

PLANT DEPT. USE ONLY PANEL & JACK OR DIAL EQUIV. (A-1)	TELEPHONE NUMBER (A)	REGISTER CIRCUIT NUMBER (B)	REGISTER READING		NET ADD'L MESSAGES		PRESENT READING * (G)	DATE (H)	NO. OF TEST CALLS * (I)	RESULT OF TEST (J)	REG. REPLACED (K)	CUT TO NEW REG. (L)	TEST RESULTS AND MISC. DATA			O. K.		
			THIS MONTH (C)	LAST MONTH (D)	THIS MONTH (E)	LAST MONTH (F)							REG. CCT. NO. (M)	CURRENT READING * (N)	DATE (O)	BY (P)	DATE (Q)	
													NEW REGISTER					
	3210	781	0511	0411	100	400	0821	5/11/55	100	①							Rm	5/11/55
	8121	72	8745	8140	605	900	8745	"	-	②	✓	72	0105	5/11/55			Rm	5/11/55
	9030	623	0890	0541	349	550	0915	"	-	③	✓	901	4601	5/11/55			Rm	5/11/55
	7829	131	5874	4986	889	211	5885	"	100	③							Rm	5/11/55
	6152	98	2751	2231	620	705	2851	"	100	④							Rm	5/11/55
	UNASSIGNED	48	7432	7201	231	NONE	7432	"	100	①		SEE NOTE 1					Rm	5/11/55

NOTE 1: Register # 48 tested last month in anticipation of a message rate correct order but was not used.

(FORM S-2214)

EXHIBIT 1

EXHIBIT 3
(Form S-6859)

EXAMPLE OF A REPORT ON A REQUEST TO TEST A REGISTER

Reference
660-195-032 SW

Form S-6859
Rev. 9-68

CHIEF DESKMAN

ACCOUNTS SUPERVISOR St. Louis

LOCATION

THE MESSAGE REGISTER DATA HAS BEEN VERIFIED AND IS CORRECT AS SHOWN.

THE FOLLOWING REPORT OF AN INVESTIGATION OF THE INDICATED MESSAGE RATE ACCOUNT, REQUESTED BY THE COMMERCIAL DEPARTMENT, AND THE RESULTS IS TRANSMITTED TO YOU FOR YOUR INFORMATION.

Wick Jansen 5/12/55
CHIEF SWITCHMAN DATE

W. J. Cox 5/12/55
CHIEF DESKMAN DATE

INVESTIGATION OF MESSAGE REGISTERS REQUESTED BY COMMERCIAL DEPARTMENT

St. Louis Postals REQUESTED BY Miss Blue

5/12/55 10 AM

EXCHANGE AND OFFICE

COMMERCIAL DEPARTMENT EMPLOYEE

DATE

TIME

NATURE OF INVESTIGATION (CHECK V)				VERIFY REG. NO. AND READING	TEST REGISTER	TAKE PERIODIC READING	DATE	TIME							
PLANT DEPT. USE ONLY	TEL. NO.	REG. CCT. NO.		PRESENT READING	DATE	TEST RESULTS AND MISC. DATA			INVESTIGATED						
PANEL & JACK OR DIAL EQUIV. (A-1)	(A)	REPORTED (B)	ACTUAL (B1)	* (G)	(H)	NO. OF TEST CALLS * (I)	REG. O. K. (J)	CCT. TEL. (J-1)	REPLAC ED. (K)	CUT TO NEW CCT. (L)	REG. CCT. NO. (M)	CURRENT READING * (N)	DATE (O)	BY (P)	DATE (Q)
18-02	3102	104	104	6212	5/12/55	100	✓							RM	5/12/55

RECORD OF PERIODIC READINGS OF REGISTER

* TESTCALLS ARE NOT INCLUDED IN COLS. G OR N. REMARKS

NO.	READING	DATE	TIME												
1				7				13				19			
2				8				14				20			
3				9				15				21			
4				10				16				22			
5				11				17				23			
6				12				18				24			

EXHIBIT 5
(Form S-6859)

Example of a report on a request to test a register and take periodic readings. If line was connected to a different register on account of trouble condition, no test calls would have been shown in space (I) and either space (K) or (L) would have been checked. Also, spaces (M), (N), and (O) would have been filled in and the periodic readings would have been on the new register.

Reference
660-195-032 SW

Form S-6859
Rev. 9-68

CHIEF DESKMAN

THE MESSAGE REGISTER DATA HAS BEEN VERIFIED AND IS CORRECT AS SHOWN.

Dick James 5/11/55
CHIEF DESKMAN DATE

ACCOUNTS SUPERVISOR

St. Louis
LOCATION

THE FOLLOWING REPORT OF AN INVESTIGATION OF THE INDICATED MESSAGE RATE ACCOUNT, REQUESTED BY THE COMMERCIAL DEPARTMENT, AND THE RESULTS IS TRANSMITTED TO YOU FOR YOUR INFORMATION.

W. H. Coe 5-11-55
CHIEF DESKMAN DATE

INVESTIGATION OF MESSAGE REGISTERS REQUESTED BY COMMERCIAL DEPARTMENT

St. Louis-Prentiss EXCHANGE AND OFFICE REQUESTED BY *Miss Blue* COMMERCIAL DEPARTMENT EMPLOYEE *Sh/SS 1:30 PM* DATE TIME

PLANT DEPT. USE ONLY		REG. CCT. NO.		PRESENT READING	DATE	TEST RESULTS AND MISC. DATA							INVESTIGATED			
PANEL & JACK OR DIAL EQUIV. (A-1)	TEL. NO. (A)	REPORTED (B)	ACTUAL (B1)	* (G)	(H)	NO. OF TEST CALLS * (I)	REG. NO. (J)	CCT. NO. (J-1)	TEST RESULTS (K)	REG. NO. (L)	NEW CCT. (L)	REG. CCT. NO. (M)	CURRENT READING * (N)	DATE (O)	BY (P)	DATE TIME (Q)
<i>19-10</i>	<i>4510</i>		<i>224</i>	<i>1992</i>	<i>Sh/SS 1:30 PM</i>				<input checked="" type="checkbox"/>						<i>RM Sh/SS</i>	

RECORD OF PERIODIC READINGS OF REGISTER

NO.	READING	DATE	TIME	NO.	READING	DATE	TIME	NO.	READING	DATE	TIME	NO.	READING	DATE	TIME	REMARKS
1	<i>2152</i>	<i>5/11</i>	<i>9A</i>	7				13				19				<i>Grounded on M/F - 6 hand same</i>
2	<i>2158</i>	<i>"</i>	<i>10A</i>	8				14				20				
3	<i>2163</i>	<i>"</i>	<i>11A</i>	9				18				21				
4	<i>2172</i>	<i>"</i>	<i>5P</i>	10				16				22				
5				11				17				23				
6				12				18				24				