

TONES AND ANNOUNCEMENTS

DESCRIPTION

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1. GENERAL

1.01 This section describes the tones and announcements which are used to inform customers and operators of various conditions encountered on dialed calls. Tones and announcements are also required for service analysis of conditions which result in failure to complete dialed calls. Analysis data are used to evaluate administrative, engineering, and maintenance efforts to improve service.

1.02 This section is being reissued to include information about cassette magnetic tapes containing prerecorded announcements with special information tones (SIT); to provide revised announcements for remote switching systems, and to change to only one recommended prerecorded emergency announcement. Revision arrows are used to denote significant changes. The Equipment Test List is not affected.

1.03 Recommendations for changes, additions, or deletions to this section should be made per Form E-3973 as specified in Section 000-010-015.

1.04 Tones are used primarily to identify the condition of called lines and network blockage or failure conditions. Generally, a low tone interrupted at 60 impulses per minute (IPM) indicates that the called customer's line has been reached but that it is busy. A low tone interrupted at 120 IPM indicates that the local or toll switching or transmission paths to the office or equipment serving the called customer are busy.

1.05 Announcements are used when the condition encountered requires explanation for either customers or operators. Announcements explain the type and severity of the condition and suggest the appropriate action to be taken.

1.06 Prior to the advent of distance dialing, local options on tones and announcements created no serious problem. However, with the system now functioning as an integrated multioffice network, a variety of tones or announcements for the same conditions can be confusing to the customer, the service evaluator, or the automatic call detection devices that make use of tone and announcement information. Nonuniformity makes it impossible to analyze performance results with any degree of accuracy. The introduction of standard prerecorded announcements allows service evaluators to identify each type of announcement by certain key words in the announcement. Automated call detection devices identify calls terminating in announcement systems by use of prerecorded SIT.

2. SPECIAL INFORMATION TONES

2.01 The cassette magnetic tapes containing prerecorded announcements and SIT are described in Section 780-200-026. These tapes should be used, where possible, instead of the locally-recorded announcements. Prerecorded cassettes are necessary to assure that SIT, required for automatic service evaluation, are within the telecommunications industry tolerance limits. The wording of the announcements on the prerecorded cassettes omits the phrase,

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"this is a recording," and the location code at the end of the announcement. The customer hearing SIT will recognize the announcement as a recording.

2.02 Some announcements described in Section 780-200-026 are peculiar to local situations (special or emergency) or are applicable to only a few locations (eg, international gateway offices). These announcements are not provided on prerecorded cassettes. Cassettes may be obtained which contain only the prerecorded SIT. The appropriate announcement from Table A can be recorded locally.

2.03 There are four different SIT provided for identification of network conditions as follows:

- No circuit (NC)
- Reorder (RO)
- Vacant code (VC)
- Intercept (IC).

2.04 When announcements are recorded locally, special attention should be given to assure that the cassette used contains the proper prerecorded SIT. The SIT should not be reproduced locally. Tapes prerecorded with the SIT and a blank space should be used for locally recorded announcements.

3. EMERGENCY ANNOUNCEMENTS

3.01 Recommended standard announcements may be replaced by emergency announcements when required for specific situations that cause call blockage. The intent of an emergency announcement is to give the calling customer the reason for the call blockage with the expectation that subsequent attempts will be spaced accordingly.

3.02 Offices with an emergency announcement channel should prerecord the emergency announcement as shown in Table A. Prerecording of this announcement will enable its activation from Network Management Centers during periods when the switching office is not covered.

3.03 *Special* emergency announcements may be used to give customers more specific information about the condition affecting their calls (eg, "due to hurricane...", "due to flooding..."). Agreement on

wording and authorization to apply this type of announcement should be obtained from the Network Operations Center.

3.04 Guidelines for the application of emergency announcements are as follows:

(a) Use of emergency announcements will generally be approved for:

- (1) Cases of network isolation due to facility or switching machine failures where estimated restoral time is greater than 1 hour.
- (2) Cases where blocked attempts caused by facility or switching machine failure (with estimated restoral time of 1 hour or more) have caused blockage to service in the network other than that directly related to the problem. Examples of this are local or toll switching, congestion, final trunk group blockage on other routes, and Traffic Service Position System (TSPS) or switchboard overloads.

(b) The following conditions *will* apply:

- (1) Arrangements must be made for prompt removal of the emergency announcement when the problem is cleared.
- (2) Only calls to the affected area and/or codes must be able to access the emergency announcement.

4. EQUIPMENT OPERATION

4.01 Announcement trunks should be equipped for delayed cut-through where economically practical so that an announcement will be heard from the start of the message. In switching systems provided with the capability, there should be an audible ring during the interval before the start of the announcement. The ringing interval should be as short as possible. It is also important that announcement facilities be kept in good working order and proper routines established to check and maintain the quality of announcements.

5. RECOMMENDED TONES AND ANNOUNCEMENTS

5.01 A list of recommended tones and announcements for various conditions encountered can be found in Table A. Table A also indicates the re-

portable condition to the Service Evaluation Bureau for the required measurement plans. The encountered conditions, the tape list number, the returned tones, and the recommended announcements are also identified in Table A.

Note: The fixed route indices will only apply to the No. 1/1A Electronic Switching System (ESS), No. 2 ESS, and No. 3 ESS. These indices relate to the corresponding form codes in each system's Translation Guide.

5.02 The apparatus and procedures required to transcribe SIT and recorded announcements onto 5A, 6A, 7A, and 13A announcement systems and the J1A058 and J1C012 recorded announcement frames are identified in Section 780-200-024. The design, audio content, and tape list numbers of the cassette recording tapes are described in Section 780-200-026.¶

TABLE A

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
General Categories:							
Signal to Start Dialing		Dial Tone					
Connected to Called Line or to Operator Trunk		Audible Ringing Tone					
Receiver Off-Hook (ROH)		ROH Tone					
Line Busy		60 IPM Tone					
Trunk Group Overflow		120 IPM Tone		RO			
Announcement Overflow		120 IPM Tone		RO			
Internal Blockages in Local Switching Systems†		120 IPM Tone		RO			
All Trunks Busy:							
Local		120 IPM Tone		RO			
Toll or Tandem	61	Announcement	We're sorry, all circuits are busy now. Will you please try your call again later.	NC SIT	0180 0183		

* Reportable conditions that require announcements also require SIT.

† A more detailed discussion of network tones can be found in the Notes on the Network or in Section 781-030-100.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Switching Blockages:</u>							
No Dial Tone Situations	124†	Announcement or Quiet	We're sorry, due to heavy calling, we cannot com- plete your call at this time. Will you please hang up and try your call later. If your call is urgent, please try again now.				
Switching Path Busy	91	Announcement or 120 IPM	We're sorry, your call did not go through. Will you please try your call again.	RO SIT	0184		
Partial Digits Received	126†	Announcement or 120 IPM	We're sorry, your call did not go through. Will you please try your call again.		0122	018	017
Sender or Trans- mitter Overload	61	Announcement or 120 IPM	We're sorry, all circuits are busy now. Will you please try your call again later.	NC SIT	0180		

* Reportable conditions that require announcements also require SIT.

† New tape list available in 1983.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Special Network Conditions:</u>							
Disaster (Requires Network Operations Center [NOC] Approval)	90	Announcement (To be recorded locally using a prerecorded SIT cassette)	(With flexibility due to situation) We're sorry, (storm, flood, tornados, etc) damage in (or near) (city) has blocked your call. Emergency calls may be placed through your operator.	NC SIT	0181		
Network Management Control	61	Announcement	We're sorry, all circuits are busy now. Will you please try your call again later.	NC SIT	PRI 0013		
Work Stoppage	64†	Announcement	We're sorry because of a work stoppage, the operator will be delayed in help- ing you. If your call is urgent, stay on the line and the operator will answer as soon as possible.	NC SIT			

* Reportable condition that require announcements also require SIT.

† New tape list available in 1983.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Special Network Conditions: (Contd)</u>							
Emergency Announce- ment (Requires Approval of NOC)	63	Announcement	We're sorry, due to telephone company facility trouble, your call cannot be completed at this time. Will you try your call again later.	NC SIT	0181		
Network Management 7-or 10-Digit Code Controls (Non-Common Channel Interoffice Signaling [CCIS] Offices)	123†	60 IPM recording on emergency an- nouncement arrang- ed for immediate cut-through		BY SIT	0182		
Network Management 7- or 10-Digit Code Controls (CCIS Office)	61	Announcement	We're sorry, all circuits are busy now. Will you please try your call again later.	NC SIT	PRI 0013		
Vacant Number Intercept or Vacant Levels in Community Dial Offices (CDOs) With Only One Announce- ment Channel	5†	Announcement	We're sorry, your call cannot be completed as dialed or the number has been disconnected. Please check the number and dial again, or call your operator to help you.	IC SIT			

* Reportable conditions that require announcements also require SIT.

† New tape list available in 1983.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Misdialing:</u> Prefix Code (Access Code) Dialed in Error	31	Announcement	We're sorry, it is not necessary to dial a "1" when calling this number. Will you please hang up and try your call again.	VC SIT	0053 0160		
Prefix Not Dialed	41	Announcement	We're sorry, you must first dial a "1" or "0" when calling this number. Will you please hang up and try your call again.	VC SIT	0054		
Prefix 1 Not Dialed	33	Announcement	We're sorry, you must first dial a "1" when calling this number. Will you please hang up and try your call again.	VC SIT	0054		
Prefix 0 Not Dialed	34	Announcement	We're sorry, you must first dial a "0" when calling this number. Will you please try your call again.	VC SIT	0054		

* Reportable conditions that require announcements also require SIT.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Misdialing: (Contd)</u>							
Vacant Code (Non-Other Common Carrier [OCC] Serving Offices)	38	Announcement	We're sorry, your call cannot be com- pleted as dialed. Please check the number and dial again, or call your operator to help you.	VC SIT	0089 0185	019	
Vacant Code (OCC Serving Offices)	40†	Announcement	We're sorry, your call cannot be completed as dialed. Please check the number and dial again.	VC SIT	0089 0185		
Unauthorized CAMA (UCA) ("1" or "0" Plus Unauthor- ized Code)	38	Announcement	We're sorry, your call cannot be com- pleted as dialed. Please check the number and dial again, or call your operator to help you.	VC SIT	0140		
Non-Working 911	42†	Announcement	911 is not a working emergency number for your area. For emer- gencies, hang up a moment and dial your operator.	VC SIT			

* Reportable conditions that require announcements also require SIT.

† New tape list available in 1983.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
Numbers Intercepted:							
Vacant or Disconnected Numbers (Includes Vacant Thousands and Hundreds) Direct Operator Intercept Trunks Provided	1	Announcement	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error, please check the number and try your call again.	IC SIT	0083 0084 0085 0086	008 009 010 014	008 009 010
Vacant or Disconnected Numbers (Includes Vacant Thousands and Hundreds) Direct Operator Intercept Trunks Not Provided	2	Announcement	We're sorry, you have reached a number that has been disconnected or is no longer in service. Please check the number and dial again, or stay on the line and an operator will answer you.	IC SIT	0083 0084 0085 0086	008 009 010 014	008 009 010
Centrex Non-Working Stations	30	Announcement (to be recorded locally using a prerecorded SIT cassette)	We're sorry, the number you have reached is not in service. If you are calling the (ABC Co.), please dial (XXX-XXXX). If you need help, dial your operator.	IC SIT			

* Reportable conditions that require announcements also require SIT.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Numbers Intercepted</u> (Contd)							
Intra-PBX Calls Served by Centrex Offices for Unassigned or Restricted Codes	4	Announcement	We're sorry, your call cannot be completed as dialed. Please check the number and dial again, or call your at- tendant to help you.	IC SIT	0150		Centrex CO Intercept
High Volume Custo- mer Number Change	30	Announcement (to be recorded locally using a prerecorded SIT cassette)	Telephone numbers at the (ABC Co.) have been changed. For their new num- bers, please dial (XXX-XXXX).	IC SIT			
Receiver Off-Hook	121	Announcement	If you'd like to make a call, please hang up and try again. If you need help, hang up and then dial your operator.		0091	017	013
Initial Coin Deposit	122	Announcement (to be recorded locally using a blank tape)	The call you have made requires an (initial rate) deposit. Please hang up momentarily, listen for dial tone, deposit (initial rate), and dial your call again.		0154		

* Reportable conditions that require announcements also require SIT.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>TSPS Overload Announcements:</u>							
Queue Entrance Allowed	122	Float Announcement (to be recorded locally using a blank tape)	Due to (the emergency condi- tion), all operators are busy now. If you will stay on the line, an operator will answer as soon as possible.				
Queue Entrance Not Desired	90	Block Announcement (to be recorded locally using a prerecorded SIT cassette)	Due to (the emergency condi- tion), we are able to complete only emergency calls. If your call is an emergency, please dial your operator. Otherwise, please try your call later.	NC SIT			
Queue Entrance Not Allowed by Design	91	Announcement	We're sorry, your call did not go through. Will you please try your call again.	RO SIT			

* Reportable conditions that require announcements also require SIT.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Local Coin:</u> Deposit Required for Overtime	122	Announcement (To be recorded locally using a blank tape)	(Alerting tone) (Pause) Excuse me, please deposit (5) cents for the next (N) minutes. If 5 cents is not deposited within 25 seconds, your call will be automat- ically terminated.		0155		
<u>Screened Line:</u> Prefix Dialing Error Screened Intercept	35	Announcement	We're sorry, your call cannot be dialed from the phone you are using. Please read the in- struction card or call your operator to help you.	VC SIT			
<u>Coinless Public Telephone Service:</u> Customer Dialing Sent-Paid-Call	35	Announcement	We're sorry, your call cannot be completed as dialed from the phone you are using. Please read the instruction card or call your operator to help you.	VC SIT			

* Reportable conditions that require announcements also require SIT.

TABLE A (Contd)
RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>800 Service:</u>							
Out-of-Band	39	Announcement	We're sorry, you have dialed a number which cannot be reached from your calling area.	VC SIT			
Out-of-Band (Second Choice)	38	Announcement	We're sorry, your call cannot be completed as dialed. Please check the number and dial again, or call your operator to help you.	VC SIT	0089		
<u>Remote Switching System (RSS/RSM):</u>							
Local Service Only	120	Announcement (To be recorded locally using a prerecorded SIT cassette)	(With flexibility as appropriate). We're sorry, due to telephone company facility trouble, only calls to (Number in the [NXX] exchange operator 911) can be completed at this time.	RO SIT			
Voice or Data Channel Failure	63	Announcement	We're sorry, due to telephone company facility trouble, your call cannot be completed at this time. Will you try your call again later.	NC SIT	PRI 083		

* Reportable conditions that require announcements also require SIT.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Custom Calling:</u>							
Custom Calling Feature	36	Announcement	We're sorry, your call cannot be completed as dialed. Please check your instruction manual or call the Business Office for assistance.	VC SIT	0087	012	012
Custom Calling Feature	37	Announcement	We're sorry, your call cannot be completed as dialed. Please check your instruction manual or call Repair Service for assistance.	VC SIT			
Speed Calling List Full	125†	Announcement	We're sorry, additional speed calling numbers cannot be entered at this time. Will you try again later, please.				
Custom Calling List Full	93	Announcement	We're sorry, we cannot process your custom call- ing request at this time. Will you try again later, please.	RO SIT	0162 0115		

* Reportable conditions that require announcements also require SIT.

† New tape list available in 1983.

TABLE A (Contd)
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					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>Other:</u>							
Temporarily Denied Service	3	Announcement	We're sorry, the telephone you are calling from is not in service at this time.	IC SIT			
Flexible Incoming Call Restriction	30	Announcement (To be recorded using a prerecorded SIT cassette)	We're sorry, the number you are calling cannot receive calls at this time. Please call again later.	IC SIT			
Customer Controlled Incoming Call Restriction	30	Announcement (To be recorded using a prerecorded SIT cassette)	We're sorry, the number you are calling cannot receive calls at this time. Please call again later.	IC SIT			
<u>OCC Traffic:</u>							
OCC Access Trunk Group	61	Announcement	We're sorry, all circuits are busy now. Will you please try your call again later.	NC SIT	0180		
Non-Served Area	40	Announcement	We're sorry, your call cannot be completed as dialed. Please check the number and dial again.	VC SIT			

* Reportable conditions that require announcements also require SIT.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>International†:</u>							
Unauthorized Call	60	Announcement (to be recorded locally using a prerecorded SIT cassette)	We're sorry, the number you have dialed is not authorized for international service.	VC SIT			
Foreign Failure	90	Announcement (to be recorded locally using a prerecorded SIT cassette)	We're sorry, due to circuit con- gestion in the country you dialed, your call did not complete. Please hang up and try your call later.	NC SIT			
Prefixing Error	60	Announcement (to be recorded locally using a prerecorded SIT cassette)	We're sorry, it is not necessary to dial a "0" after the country code when dialing this country. Will you please hang up and try again.	VC SIT			
No Circuit	90	Announcement (to be recorded locally using a prerecorded SIT cassette)	We're sorry, all international circuits to the country you are calling are busy now. Will you please try your call again later.	NC SIT			

* Reportable conditions that require announcements also require SIT.

† Location codes are optional on locally-recorded international announcements.

TABLE A (Contd)

RECOMMENDED ANNOUNCEMENTS

ENCOUNTERED CONDITION	KS-22550 TAPE LIST NO.	RETURNED TREATMENT	RECOMMENDED ANNOUNCEMENT	SERVICE EVALUATION BUREAU REPORTABLE CONDITION*	FIXED ROUTE INDICES		
					NO. 1/1A ESS	NO. 2 ESS	NO. 3 ESS
<u>International†: (Contd)</u>							
Reorder	120	Announcement (to be recorded locally using a prerecorded SIT cassette)	We're sorry, your international call did not go through. Will you please try your call again.	RO SIT			
Vacant Code	60	Announcement (to be recorded locally using a prerecorded SIT cassette)	We're sorry, your international call cannot be complet- ed as dialed. Please check the number and dial again or call your operator to help you.	VC SIT			

* Reportable conditions that require announcements also require SIT.

† Location codes are optional on locally-recorded international announcements.