

**METHODS OF DENYING AND RESTORING SERVICE  
ON CUSTOMER LINES  
PANEL OFFICES**

**1. GENERAL**

**1.01** This section describes methods of denying and restoring service on customer lines in panel offices. This includes both coin and non-coin lines.

**1.02** This section is reissued to revise the list of apparatus and materials, to change the method of handling disconnected cross connections and to provide a method of denying and restoring lines when the MDF is equipped with 300-type connectors (or the replaced 121-type protector).

**1.03** These methods may be used for denying service for nonpayment, for seasonal absence of the customer and for protection of equipment or service.

**1.04** For individual lines, methods for both one-way and two-way denial are outlined. One-way denial cuts off the outgoing service from the customer station but allows completion of calls to the station. Two-way denial cuts off the service both incoming and outgoing, and provides for intercepting calls incoming to the station.

**1.05** For party lines, the denial is made both ways initially, usually by disconnecting the station loop and providing intercepting connections for the calls incoming to the station. However, when the line has only one station connected, two-way denials may be made in the office as outlined in 4.02.

**2. APPARATUS AND MATERIALS**

**2.01** No. 8 red impregnated varnished sleeving per KS-7851 or equivalent, cut into pieces 2 to 3 inches long.

**2.02** 72A heat coils (insulating dummy).

**2.03** Blocking tools as required in offices where the line circuits are cabled directly from the MDF to the VIDF. Apply as covered in Section A502.031.

**2.04** 319C plugs as required in offices having MDFs equipped with 444-type jacks.

**2.05** Green designation plates and green protector unit caps as required to indicate denied lines on a 300-type connector.

**2.06** Test receiver, 716C receiver attached to a W2AB cord equipped with two 360A tools (2W21A cord), one KS-6278 connecting clip and one 411A (test pick) tool, or one 1011G dial hand test set (handset) equipped with a 471A jack and a 2W37A cord assembly, consisting of a W2DB cord equipped with two KS-6780 connecting clips, to test for the presence of dial tone on customer's line.

**3. METHOD OF DENYING INDIVIDUAL LINES**

**One-Way Denial**

**3.01** At the HIDF, test the line for busy, by connecting a test receiver or a handset from the sleeve terminal to battery in a battery cutoff relay office or to ground in a ground cutoff relay office. A loud click will be heard if the line is busy.

**3.02** If the line is not busy, disconnect the tip cross connection of the line to be denied except PBX trunks, in which case the ring is also disconnected. Cut off the bare wire and place a piece of red sleeving over the wire and press the sleeve or sleeves down between rows of lugs.

**3.03** In offices where the line circuits are cabled from the MDF to the VIDF, block the CO relay operated, instead of following 3.02.

**Two-Way Denial**

↖ 3.04 At the HIDF, test the line for busy, as described in 3.01. If the line is not busy, disconnect the tip, ring and sleeve cross-connection wire. Clip off the ends of bare wire, and place one piece of sleeving over the three conductors. Then double the cross-connection wire back over the terminal strip and hook it around itself so that the sleeved ends will hold the cross-connection wire in place.

3.05 *Intercepting Trunks Arranged to Route Calls Only to the Operator:* Connect the tip, ring and sleeve of the line terminals on the HIDF to the adjacent tip, ring and sleeve terminals of the intercepting trunk respectively.

3.06 *Intercepting Trunks Arranged to Route Calls Either to the Operator or to the Announcement Machine:* For calls that are to be routed to the operator, proceed as in 3.05. For calls that are to be routed to the announcement machine, connect the tip of the line terminal to the ring of the intercepting trunk, the ring of the line terminal to the tip of the intercepting trunk and the sleeve of the line terminal to the sleeve of the intercepting trunk.

3.07 At the VMDF (or protector frame) replace the heat coils with green insulating dummy coils. Where the frame is equipped with 444-type jacks, insert a 319C plug into the jack. Where the frame is equipped with 300-type connectors (or the replaced 121-type protector), remove the protector units and the heat coils, equip protector units with green caps and install them in the open position (the white stripe on the cap in the vertical position). Place a green designation plate on the holder to indicate a denied line.

*Note:* If the CO relay was previously blocked on a one-way denial according to 3.03, remove the blocking tool from the relay.

**4. METHOD OF DENYING PARTY LINES**

4.01 One-way denials are not made on party lines. Party-line customers are denied service both ways initially as described in 4.02 through 4.05.

4.02 The station loop will ordinarily be disconnected at the bridging point nearest the station.

*Note:* If the party-line station being denied is working alone on the cable conductors, two-way denial may be made as outlined for individual lines.

4.03 If the MDF cross connection is run to the horizontal terminals associated with the station being denied, listen in on the line and, if not busy, transfer the cross connection to a working station on the same line circuit. If the station associated with the terminals to which the cross connection is transferred is on the other side of the line, reverse the cross connection.

↖ 4.04 At the HIDF, disconnect the tip, ring and sleeve cross connections. Cut off the bare ends, place the wires in a single red sleeve, turn it back over the terminal strip and hook it around itself so that the sleeved end will hold the cross connections in place.

4.05 *Intercepting Trunks Arranged to Route Calls to the Operator:* Connect the line terminals to an intercepting trunk, connecting the tip, ring and sleeve of the line terminal to the tip, ring and sleeve of the intercepting trunk respectively.

4.06 *Intercepting Trunks Arranged to Route Calls Either to the Operator or to the Announcement Machine:* For calls that are to be routed to the operator, proceed as in 4.05. For calls that are to be routed to the announcement machine, connect the tip of the line terminal to the ring of the intercepting trunk, the ring of the line terminal to the tip of the intercepting trunk and the sleeve of the line terminal to the sleeve of the intercepting trunk.

**5. METHOD OF RESTORING SERVICE**

5.01 If the line is connected to an intercepting trunk, remove the intercepting connections at the HIDF. Reconnect the regular cross connections. Connect a receiver or a handset to the tip and ring leads and check that dial tone is received.

*Note:* If, on a party line, a cross connection was transferred on the MDF, it is not necessary to restore this cross connection to the original terminal.

**5.02** If heat coils have been removed from protectors, replace them. If a 319C plug was used on jack-type verticals, remove it. If a blocking tool was used to block a CO relay, remove the blocking tool. If green-capped protector units were used on a 300-type connector, replace them with black-capped protector units complete with heat coils. The protector units shall be installed in the closed position (the white stripe in the horizontal position). Remove the green designa-

tion plate from the holder. With a receiver or handset connected to the line side springs at the VMDF, check that dial tone is leaving the office on the customer's line.

**5.03** If a party-line station loop was disconnected, it will be reconnected.

**5.04** When the connections have been restored, report the line to the test center for test.

