

AUTOMATIC DIALERS

SPECIAL STUDY OF DIALAPHONE INSTALLATIONS

1. GENERAL

1.01 The California Public Utilities Commission (PUC) approved an installation charge and monthly rate for the Dialaphone automatic dialer, for a two-year trial period. In order to reappraise the tariff at the end of the trial period, detailed information is needed about problems and costs of installation and maintenance of Dialaphones.

1.02 These data are also needed by the chief engineer and the Bell Laboratories to set up installation and maintenance practices. Instructions for field craftsmen to follow during the trial period are:

- (a) For installation work, use the instruction manual the factory furnishes with each Dialaphone.
- (b) Don't attempt to make repairs to Dialaphones, except very minor ones. Replace defective dialers and send them to the W.E. Co. for repairs.
- (c) Don't leave Dialaphones in place when you disconnect them, unless the service order specifies it.

1.03 The data needed to study installation and maintenance costs will come primarily from PSC records of service order and repair visits.

1.04 The PSC will keep a special record (See Part 2) for each Dialaphone installed. They will be used at the end of the trial period, to study costs and problems affecting installation, use, and maintenance, in order to reappraise the Dialaphone tariff. Here are the questions we'll have to answer about the Dialaphone:

- (1) Can it be installed easily on all types of station equipment?

(2) What difficulty does factory or customer have in punching numbers and listing names on the tape? And what errors do each make?

(3) How many wrong numbers, reached by the customer, are chargeable to the Dialaphone, and how many to central office equipment?

(4) How long does the Dialaphone remain in service on the customer's premises? (Service ends when a dialer is disconnected, or it's replaced because of trouble or the customer moves to another address.)

(5) How many repair visits per dialer are made each year? (Show routine and trouble visits separately.)

(6) What is the average time (repairman's) spent per repair visit?

(7) When trouble occurred, what caused it and what was done to correct it? Summarize the number of troubles by types - here's a list of the types you may find:

- a. Operates but won't transmit pulses.
- b. Stops operating during pulsing cycle.
- c. Fails to start by depressing start lever.
- d. Start lever locks up.
- e. Can't wind directory tape.
- f. Dials wrong numbers.
- g. Code punch sticks.
- h. Can't wind tape after punching number.
- i. Tape binds often - doesn't always wind freely.
- j. Cover hard to close after punching number.

2. DIALAPHONE STUDY RECORD

- 2.01 When a Dialaphone is installed stamp or print "DIALAPHONE STUDY", in

red, in a conspicuous place on the subscriber line card.

NOTE: This will remind deskmen, repair clerks, and record clerks to record the complete detail of all work done, and transcribe it to the special study record (See 2.02).

2.02 Keep another record by telephone number for the Dialaphone Study. Set it up either on individual line cards (E2878 or E1113) or separate pages in a binder, for each dialer. Identify this record with the heading "DIALAPHONE STUDY RECORD". Also, show the subscriber's name and address, and the type of station equipment (you may need this at the end of the trial - See 1.03(1)). Fig. 1 shows a sample of a page type record. (If you want copies, call GARfield 1-9000, Ext. 3414.)

NOTE: If two or more cards or pages are needed to record the continuous in-service history for a dialer, attach them together.

2.03 On the study record show clearly the complete detail of all work done

at the station. In order to get a full report from repairmen, deskmen should remind them about the Dialaphone study when dispatching trouble at these stations.

2.04 When a Dialaphone is disconnected or it's replaced - either because of trouble or the customer moves - write "STUDY CLOSED" on the study record for that dialer. And start a new record for the new dialer, or for one that is reconnected.

2.05 When OKing a service order for a Dialaphone, the installer will tell the PSC if the installation was easy, or what trouble or problems he had. Get the full story for the study record.

3. REPORT OF STUDY DATA

3.01 The trial period for the Dialaphone tariff and study ends June 30, 1960. At that time summary reports of the study record data will be needed to answer the questions listed in 1.03. Division and district plant managers will be notified then how to compile and submit the reports.

