

CONTROL OPERATORS

SPECIAL INSTRUCTIONS - NAPAVINE EXCHANGE
(CX-60 COMMUNITY DIAL OFFICE EQUIPMENT)

1. ALARM CONDITIONS

a. When trouble of a nature that will cause an alarm exists in the dial equipment, a signal will light on either the first or the second equipped operator office trunk. If you do not receive a verbal response when you answer on one of these trunks, understand that an alarm condition may exist. Immediately disconnect on this trunk in order to restore it to service and proceed as in "b."

b. Select an idle operator office trunk and dial the alarm checking terminal 381 which will return one of the following indications:

NO TONE-----Major Alarm A-----all converters failure, common fuse, low voltage.

BUSY TONE----Minor Alarm-----A.C. power failure, first converter failure, individual circuit fuse, line finder guard, overload.

1-RING CODE--Permanent Signal---individual permanent signal.

2-RING CODE--No trouble

c. A record of tests made should be maintained in a log book provided for this purpose and any trouble encountered should be reported immediately to the Plant Department by telephone and followed up with a trouble ticket.

d. If, at any time, it appears likely that trouble exists in the dial equipment, e.g., no calls received from the community dial office for an unreasonable period of time, proceed as in "b."

e. Tests should be made every four hours, beginning at 12:01 A.M., by following the procedure in "b" above. In addition, maintain a separate log record of these tests and proceed as in "c" for reporting any trouble encountered.

2. CALLS FROM THE COMMUNITY DIAL OFFICE

a. Local Calls. If a customer requests information as to how to call another number in his community, explain that he should remove his receiver from the hook, listen for dial tone and then dial the listed number of the desired party. As an exception, if the called party is on the same line as that of the calling party, or if the calling party is at a coin-box station, proceed as in "b" or "c," as the case may be.

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b. Reverting Calls. If a customer requests instructions on how to call another party on his line, inform him that when he hears the dial tone he should dial the listed number of the desired party. He will then hear the busy tone and should hang up in order to allow the connection to ring. When the ringing stops, he should remove his receiver from the switchhook and start conversation. However, if ringing does not cease after waiting a reasonable length of time (six to eight ringing intervals) the calling party should remove his receiver from the switchhook and then replace it in order to trip the ringing and release the connection.

c. Calls from Coin-box Stations. Coin stations will be of the dial multi-coin (3 slot) postpayment type. Calls from these stations may be recognized by a momentary identifying tone and if the operator is not certain whether or not the call is from a coin station, the tone can be checked by replugging in the control trunk answering jack. In order to reach the operator-office, customers should be instructed to listen for the dial tone and then dial "operator" without depositing a coin. *Deposit 1 dime or 2 nickels*

If a customer requests instructions on how to call another number in his community inform him that when he hears the dial tone he should dial the listed number without depositing the coin. If the called line is available, he will hear the ringing signal and when the called station answers, the ringing will cease and dial tone will be heard. He should then deposit the coin which will cause the dial tone to be removed and start conversation. The calling party should be cautioned to deposit the coin as soon as the called party answers (ringing ceases and dial tone is heard); otherwise, the called party may answer and, upon receiving no response, hang up.

3. VERIFYING PROCEDURE

a. To verify a busy condition or to establish connection to a busy line under emergency conditions, dial "9" and then the desired number. The dialing of the digit "9" causes the equipment to disregard the busy condition and to establish connection to the called line without ringing. However, if the called line becomes idle during the interval that the connection is being established, the called station will be rung and the call will be completed in the usual manner.

4. INTERCEPTING

a. Intercepting equipment is not provided. A "no ringing signal" will result on a call to a vacant number (terminal) that is not equipped with a line circuit while a ringing signal will be received on a call to a vacant terminal equipped with a line circuit. Accordingly, calls to numbers that would normally be intercepted, such as calls to disconnected and changed numbers, a ringing signal will be heard if the terminal is equipped with a line circuit.

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5. NUMBERING AND RINGING FOR SUBSCRIBER LINES

- a. All subscriber numbers are three digit numbers, consisting of a two-digit terminal number and then a single digit to indicate the particular station ringing code. The subscriber station ringing codes are as follows:

<u>Last Digit</u>	<u>Code Ring</u>	<u>Side of Line</u>
1	1 Long	Ring
2	2 Short	Tip
3	4 Short	Ring
4	2 Long	Tip
5	2 Long, 1 Short	Ring
6	2 Short, 1 Long	Tip
7	2 Short, 1 Long, 1 Short	Ring
8	1 Long, 1 Short	Tip
9	1 Long, 2 Short	Ring
0	1 Long, 3 Short	Tip

6. CALLS TO EXTENDED SERVICE POINTS.

- a. Ticket and time all calls from Napavine to the extended service points (Chehalis and Winlock) except the following:
- (1) Calls on which you hear a momentary low tone (not interrupted) are from coin lines and only five cents should be requested on completed chargeable calls.
 - (2) Calls on which you hear a momentary low interrupted tone are from flat rate extended service lines and should not be ticketed and timed.