

SPECIAL INSTRUCTIONS - CASTLE ROCK EXCHANGE  
(355-A COMMUNITY DIAL OFFICE EQUIPMENT)

1. ALARM CONDITIONS

a. When trouble of a nature that will cause an alarm exists in the community dial equipment, an operator office trunk signal will light. You will detect an alarm condition because there will be no response to your challenge, the supervisory lamp will show dark, and the trunk lamp will re-light upon disconnecting. In order to retard the trunk signal, it will be necessary to dial the alarm checking terminal. In addition to retarding the signal, you will become aware of the nature of the trouble, depending upon the indication received, as outlined in "b" following:

b. Select another (idle) operator office trunk and dial the alarm checking terminal 4961 which will return one of the following indications:

<u>TO NE</u>	<u>TYPE OF ALARM</u>	<u>TROUBLE CONDITION</u>
None	Major	Ring ing failure. Low or high voltage. Main or common fuse blown. All line finders busy 2 to 4 minutes. Line finder control blocked 2 to 4 minutes.
Busy Back	Minor	Individual fuse blown. Ring ing transfer failure. Release magnet failure 2-4 minutes.
Dial Tone	P.S.	Excessive permanent signals.
1-Bell Ring	P.S.	Small number of permanent signals
2-Bell Ring	O.K.	None

c. A record of tests made should be maintained in a log record provided for this purpose and any trouble encountered should be reported at once 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" and "c."

e. Tests should be made every four hours, beginning at 12:01 A.M. In making these tests, proceed as in "b" and "c."

2. TRANSFERRING RINGING MACHINE

a. Two ringing machines, associated with the numbers 4971 and 4981, are provided and are equipped so that an automatic transfer from one machine to the other machine takes place in case of ringing machine failure. Where, however, you desire to transfer from one machine to the other, select

an idle operator office trunk and dial the transfer number of the machine to which the ringing is to be transferred. The transfer numbers 4971 and 4981 are associated with machines No. 1 and No. 2, respectively. Therefore, if you wish to transfer from machine No. 1 to machine No. 2, dial 4981, the transfer number associated with machine No. 2. If you wish to transfer from machine No. 2 to machine No. 1, dial 4971, the transfer number associated with machine No. 1. If the transfer number of the machine in use is dialed, the busy signal will be received.

- b. Local arrangements should be made with the Plant Department regarding frequency of ringing machine changes. When you transfer from one ringing machine to the other, make an entry in the log book so that in the majority of cases you will be in a position to know which ringing machine is in use.

### 3. REVERTING CALLS

- a. If a customer requests instructions on how to call another party on his line, the following explanation should be made:

The customer should dial the Code 9, then the last digit of his own number, and finally the last digit of the desired party's number. Immediately after dialing is completed, the calling party should hang up and allow the connection to ring. If both stations are on the same side of the line, the calling party will hear the code ring for the called station. If the called station is on the opposite side of the calling party's line, the calling party will hear his own code ring. When the called party answers, the ringing will cease and the calling party should then remove his receiver from the hook 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 hook and then replace it in order to trip the ringing and release the connection.

### 4. COIN-BOX SERVICE

- a. Coin stations will be of the dial 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. 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.

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 a distinctive tone will be heard. He should then deposit the coin which will cause the 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.

### 5. EMERGENCY CALLS

- a. Customers attempting to reach an agency such as the Fire or Police for the purpose of reporting an emergency may seek your assistance upon

encountering a busy condition. You can connect the calling party with the desired number by dialing the associated non-listed number. If conversation is in progress at the time the non-listed number is dialed, definite clicks will be heard by the parties conversing which will provide a warning that a third party is connected. The emergency services including the name, the listed number, and the associated non-listed number should be entered in the space provided below.

<u>NAME</u>	<u>LISTED NUMBER</u>	<u>NON-LISTED NUMBER</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

6. NUMBERING AND RINGING FOR SUBSCRIBER LINES

- a. All subscriber numbers will consist of four digits, the first three for the terminal selection and the fourth for the ringing selection. The digits used for selecting the rings (last digit of number) will be as follows:

DIGIT DIALED	CODE RING	SIDE OF LINE
1	1 Long	Ring
2	1 Long	Tip
3	2 Short	Ring
4	2 Short	Tip
5	3 Short	Ring
6	3 Short	Tip
7	1 Long, 1 Short	Ring
8	1 Long, 1 Short	Tip
9	4 Short	Ring
0	4 Short	Tip