

SPECIAL INSTRUCTIONS - ASHFORD EXCHANGE
(356-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 lamp will light. You will detect an alarm condition because there will be no response to your challenge, the answering cord lamp will show dark, and the trunk lamp will relight upon disconnecting. In order to retard the trunk signal it will be necessary to dial the alarm checking code. 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."
- b. Select another (idle) operator office trunk and dial the alarm checking code 5381 which will return one of the following indications:
 - NO TONE - - - - - Major Alarm
 - DIAL TONE - - - - - Major Alarm (excessive number of permanent signals)
 - BUSY TONE - - - - - Minor Alarm
 - 1-RING CODE - - - - Permanent Signal timed out
 - 2-RING CODE - - - - No trouble
- 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."

CONTROL OPERATORS

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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.
- 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 code "6," then the last digit of his own number and finally the last digit of the desired party's number. 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.

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.

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3. VERIFYING

- a. Verifying equipment is not provided. To cut in on a busy emergency line, proceed as in paragraph 5.

4. INTERCEPTING

- a. Intercepting equipment is not provided. However, a terminal record should be maintained so that the operator can determine the status of any number when requested to do so by the customer.

A reorder signal will be received on operator dialed calls to vacant selector levels.

A busy tone will be received on customer dialed calls to vacant selector levels.

A ringing signal will be received on calls dialed by either the operator or customer to unassigned connector terminals equipped with line circuits. This includes calls to disconnected and changed numbers.

A "no ringing signal" will result on calls dialed by either the operator or customer to vacant connector terminals that are not equipped with line circuits.

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 unlisted number. If conversation is in progress at the time the unlisted 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 unlisted number should be entered in the space provided below.

<u>NAME</u>	<u>LISTED NUMBER</u>	<u>UNLISTED NUMBER</u>
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6. NUMBERING PLAN

- a. All station numbers will have four digits. Coin numbers will start with the digit "9." All other numbers will start with the digit "5."

7. LINE BUSY AND TRUNKS BUSY SIGNALS

- a. The following flashing signals will be received by the Aberdeen operator:

- (1) Line busy flashing signal - - - - - 60 IPM
- (2) Trunks busy flashing signal - - - - - 120 IPM

8. CALLS TO THE COMMUNITY DIAL OFFICE

- a. Calls to Ashford numbers will tandem through Elbe. Accordingly, to reach an Ashford number, the Tacoma operator will select an Elbe trunk and dial the directing code "4" plus the desired (four digit) number.