

SPECIAL INSTRUCTIONS - EATONVILLE EXCHANGE

(Mashell Telephone and Telegraph Co.)
(Stromberg-Carlson XY Type Equipment)

1. GENERAL

- a. Customers at Eatonville will dial "0" to reach the Tacoma operator. The Tacoma operator will perform the following operator office functions:

Assistance
Information
Long Distance
Time-of-day Service
Trouble Reports(during periods as specified in paragraph 11)

2. LOCAL CALLS.

- a. 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 telephone, proceed as in paragraph 3 or 4, as the case may be.(Customer dials 2L+).

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 7, 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. 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.

EXCEPTION: It will be necessary for the operator to complete reverting calls from coin box party lines.

- b. Same line calls may be recognized by the fact that all digits of the calling and called numbers coincide except the last digit.

CONTROL OPERATORS

SPECIAL INSTRUCTIONS - EATONVILLE EXCHANGE

4. CALLS FROM COIN BOX STATIONS.

- a. Coin Telephones will be of the dial postpayment type. Calls from these telephones may be recognized by a momentary identifying tone and if the operator is not certain whether or not the call is from a coin telephone, 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.
- b. If a customer at a coin telephone 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. 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 ringing ceases; otherwise the called party may answer and, upon hearing no response, hang up.
- c. The rate for a local call from an Eatonville coin telephone is ten cents.

5. BUSY VERIFICATION.

- a. To verify a busy condition dial "1" and then the last four digits of the listed number. The dialing of the digit "1" causes the equipment to disregard the busy condition. Should the called line become clear during the interval that the connection is being established, disconnect from the trunk and attempt to establish connection in the regular manner by dialing the number in the usual manner.

6. REQUEST FOR TIME.

- a. Time-of-day service will be given. Upon receiving a call for the time, **give out** the time from your switchboard clock. Ten cents should be requested from coin customers for time service.

7. INTERCEPTING SERVICE.

- a. Intercepting equipment is not provided. However, a numerical record should be maintained so that the operator can determine the status of any number when requested to do so by the customer or when trouble is encountered in attempting to complete a long distance or local call.

8. LIST OF COIN TELEPHONES.

- a. A list of Eatonville coin telephone numbers, for use at the switchboard, will be provided. This list should be kept up-to-date from the report of changes furnished by the Eatonville manager.

SPECIAL INSTRUCTIONS - EATONVILLE EXCHANGE

9. EMERGENCY LIST OF NUMBERS.
- a. A list of emergency numbers should be posted and the Chief Operator should make certain that this list is kept up-to-date.
10. REQUESTS FOR THE BUSINESS OFFICE OR REQUESTS CONCERNING MATTERS WHICH SHOULD BE REFERRED TO THE BUSINESS OFFICE.
- a. With the exception of holidays, the Eatonville business office is open from 8:00 A.M. to 5:00 P.M. Mondays through Fridays. The office is closed on Saturdays, Sundays, holidays, and from 5:00 P.M. to 8:00 A.M. Mondays through Fridays.
- (1) If a request is received during hours when the business office is open and the calling party does not offer any reason for seeking your assistance, inform him that he can dial the number direct, saying for example, "You can reach the business office by dialing (business office number)."
- EXCEPTION: If the call is from a coin telephone establish connection and do not request a deposit.
- (2) If a request is received during periods when the business office is closed, inform the calling party regarding the periods when the business office will normally answer and ask him to make his call during those periods.
11. TROUBLE REPORTS.
- a. If a customer reports a case of trouble to you, proceed as follows:
- (1) During hours that the Eatonville business office is open (see 10,a) if the customer does not offer any reason for seeking your assistance, inform him that he can report the trouble direct by saying for example, "you can reach the Repair Service by dialing (business office number)."
- EXCEPTION: If the call is from a coin telephone, establish connection and do not request a deposit.
- (2) Report received during hours that the business office is closed. All cases of trouble reported to you during hours that the business office is closed should be recorded in a special log book designated, "Eatonville Trouble Reports". Cases of trouble recorded in the log book should be reported to the Eatonville business office immediately after 8:00 A.M. (or at some other predetermined time as locally agreed upon) on the next business day.

SPECIAL INSTRUCTIONS - EATONVILLE EXCHANGE

If an emergency report is received, the operator should attempt to reach the manager at his home and give him the report.

A notation should be made opposite each entry in the log book showing the date and time that the trouble was relayed on to the Eatonville manager.

EXCEPTION: Do not request a deposit on a trouble call from a coin telephone.

12. TIME LIMITING EQUIPMENT.

- a. Conversations on local calls will be limited from about 6 to 8 minutes and the connection will then automatically cut off by means of time limiting equipment. However, a warning tone will sound one minute before and then again 5 seconds before the connection is broken.

13. NUMBERING PLAN.

- a. All customer numbers will consist of the prefix Terrace and five digits, e.g., TE 2-XXXX. Coin numbers will be in the TE 2-9XXX series.

14. CALLS TO THE COMMUNITY DIAL OFFICE.

- a. Key up the 5 digits of the number over community dial office trunks. Omit the letters TE.

15. LINE BUSY, PATHS BUSY AND VACANT LEVEL.

- a. The following flashing signals will be received by the Tacoma operator.
 - (1) Line busy, flash and tone - - - - - 60 IPM
 - (2) Trunks busy, " " " - - - - - 120 IPM
 - (3) Vacant level, " " " - - - - - 120 IPM

16. INFORMATION TO BE FORWARDED DIRECT TO THE CHIEF OPERATOR.

- a. The following lists will be forwarded to the Tacoma Chief Operator.
 - (1) Alphabetical list of subscribers (telephone directory).
 - (2) Numerical list of telephone numbers followed by subscribers' name.
 - (3) A list of old telephone numbers followed by the new telephone numbers.

SPECIAL INSTRUCTIONS - EATONVILLE EXCHANGE

17. INFORMATION SERVICE.

- a. Information service will be given. Directory information should be kept up to date as telephones are connected, disconnected, changed, and as changes are made in listings. The Eatonville manager will call and give you any changes or additions that affect your information records and then follow up with a mimeographed form, FM-546, "Changes Affecting Information Service at Control Office." Information records should be cared for from the verbal notification and as soon as the written information is received, it should be checked against the entries previously made. If there are any questions regarding the information forwarded on these forms, the business manager at Eatonville should be contacted. (Attached is a copy of the mimeographed form that will be used.)