

Mr. Gullwas

Operating Practice - Community Dial Offices - Sec. 3, Tacoma Only - Special Instructions, Gig Harbor and Purdy

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MRS. OLIVER
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FILE

CHANGE NOTICE

Seattle, July 26, 1954

DIVISION TRAFFIC MANAGERS:
DISTRICT TRAFFIC SUPERINTENDENTS:
TRAFFIC ASSISTANTS:
CHIEF OPERATORS:

Attached is a copy of the Community Dial Office Practice, Sec. 3, Tacoma Only, Special Instructions, Gig Harbor and Purdy, dated July 20, 1954.

Tacoma will perform operator office functions for Gig Harbor and Purdy.

At this time we do not have a firm cut-over date. As soon as we are notified regarding the date, we will advise you.

Non-optional extended service will be established between Gig Harbor, Purdy and Olalla coincident with the cut-over.

At the present time there are no coin telephones. However, it is contemplated that coin service may be installed within a few months after the cut-over.

The business office number for Gig Harbor and Purdy customers is Gig Harbor 44-2000 (alternate telephone, Gig Harbor 44-2030-manager's home). Mr. Al Blair is office manager.

Information for compiling the necessary records and emergency list will be furnished the Tacoma Chief Operator as soon as it is available.

The attached practice should be reviewed with all employees involved prior to the cut-over and then filed in your practice binder.

This change notice may be destroyed after it has served its purpose.

MK:sa
Attachment

V. L. SYLLIAASEN
General Traffic Manager

SPECIAL INSTRUCTIONS - GIG HARBOR AND PURDY EXCHANGES

Island Empire Telephone Company

(Gig Harbor-Stromberg-Carlson XY Equipment)
(Purdy-Stromberg-Carlson Relay-O-Matic Equipment)

1. GENERAL

- a. Gig Harbor and Purdy customers will dial "operator" to reach the Tacoma operator. The Tacoma operator will perform the following operator office functions:

Alarm checking
Assistance (including handling of emergency calls and verification)
Information
Long Distance
Trouble Reports (during periods as specified in paragraph 11)
Time-of-Day

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. To reach a local number the customer will dial the 6 digit listed number.

3. REVERTING CALLS

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

(1) GIG HARBOR. Upon obtaining dial tone, the calling party should dial the Code "9" then the last digit of his own number followed by the last digit of the called number. Then proceed as in (a) following.

(a) After dialing is completed, the calling party will hear the busy signal and should then 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 and start conversation. However, if ringing does not cease after waiting a reasonable length of time, the calling party should remove his receiver from the hook and then replace it in order to trip the ringing and release the connection.

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- (2) PURDY - Upon obtaining dial tone, the calling party should dial the listed number of the party he wishes to reach and then proceed as in (a) above.

EXCEPTION: If there are any coin box party lines, it will be necessary for the operator to complete reverting calls from such lines.

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 a Gig Harbor or Purdy coin telephone is ten cents.

5. BUSY VERIFICATION.

- a. GIG HARBOR AND PURDY. To verify a busy condition dial the first two digits of the number followed by the digit "1" and then the last four digits of the listed number, for example 44-"1"-XXXX. 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.

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.

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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. As coin telephones are installed, the coin telephone numbers should be posted for use at the switchboard. The coin telephone number list should be kept up-to-date from the report of changes furnished by the Gig Harbor manager. Coin numbers will be in the following number series.

Gig Harbor - - - - - 44-531X to 44-535X
Purdy - - - - - 77-329X to 77-320X

9. EMERGENCY LIST OF NUMBERS.

- a. A list of emergency numbers should be posted at the switchboard and it is imperative that this list be 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 Gig Harbor business office is open from 8:00 A.M. to 5:00 P.M. Mondays through **Fridays** and from 8:00 A.M. to 12:00 noon on Saturdays.

- (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)."
- (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 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)."

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- (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, "Gig Harbor-Purdy Trouble Reports". Cases of trouble recorded in the log book should be reported to the Gig Harbor business office immediately after 8:00 A.M. (or at some other predetermined time as locally agreed upon) on the next business day.

If an emergency report is received, the operator should attempt to reach the Gig Harbor plant man (or his assistant) at his home and give him the report. (See Change Notice for telephone numbers.)

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 Gig Harbor business office. Also obtain and enter the initials of the person to whom the trouble reports were passed.

12. TIME LIMITING EQUIPMENT.

- a. PURDY ONLY. 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 six digits. Gig Harbor numbers will be in the 44-XXXX series and Purdy numbers in the 77-XXXX series.

14. CALLS TO THE COMMUNITY DIAL OFFICE.

- a. Key up the 6 digits of the number over community dial office trunks to both Gig Harbor and Purdy.

15. LINE BUSY, PATHS BUSY AND VACANT LEVEL.

- a. The following signals will be received by the Tacoma operator.

	<u>Gig Harbor</u>	<u>Purdy</u>
(1) Line busy - - -	60 IPM, flash and tone	60 IPM (approximate)
(2) Trunks busy - -	120 IPM, flash only	-
(3) Vacant level -	120 IPM, flash only	-

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

- a. The following lists were 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.

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 Gig Harbor 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 entry or entries previously made. If there are any questions regarding the information forwarded on these forms, the business manager at Gig Harbor should be contacted. (Attached is a copy of the mimeographed form that will be used.)

18. EXTENDED SERVICE.

- a. The following non-optional extended service will be in effect:

Gig Harbor to Purdy	Purdy to Gig Harbor
Gig Harbor to Olalla	Purdy to Olalla

(Also Olalla will have extended service to Gig Harbor and Purdy)

- b. To reach a number at an extended service point, the calling party should dial the six digit listed number.
- c. Should a customer place a call to an extended service point and does not offer any reason for seeking your assistance, inform him that he can dial the number direct. If the calling party insists that the operator complete the call and indicates that an emergency exists, complete the call as quickly as possible. Assistance calls completed from Gig Harbor and Purdy to Olalla require ticketing, timing and charging on the same basis as on a call from Tacoma to Olalla. If the calling party does not indicate that an emergency exists, explain that you do not complete calls to numbers which he can dial direct. If it appears desirable, tell the calling party how to dial the number.

19. ALARM CHECKING.

- a. It is of primary importance that frequent tests be made to determine the condition of the office and to insure that the equipment is working satisfactorily. Checks should be made at intervals as prescribed below in order that equipment difficulties may be determined as soon as possible.

NOTE: Although the alarm equipment is located in the manager's home, the manager has requested that we dial the alarm checking numbers to aid in detecting trouble.

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- b. Tests should be made every four hours, beginning at 12:01 A.M. In making these tests, proceed as in "c" and "d" following.
- c. The alarm checking numbers are as follows:

Gig Harbor - - 44-2691 Purdy - - 77-2691

Select an idle community dial office trunk and key up the six digit number which will return one of the following indications:

NO TONE - - - - - Major alarm.
BUSY TONE - - - - - Minor alarm.
2 RING CODE - - - - - No trouble.

- d. A record of tests made should be maintained in a log record provided for this purpose and any alarm condition encountered during business office hours should be reported to the Gig Harbor business office at once. Major alarms encountered during other than business office hours should be reported immediately to the Gig Harbor Plant man. Also, major alarms received at any time should be reported to the Tacoma Repair Service. Minor alarms encountered during other than business office hours should be reported to the Gig Harbor business office after 8:00 A.M. the following business day.
- e. 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 "c" and "d" above.
- f. If a "No tone" indication is received after dialing the Purdy alarm checking number, transfer the ringing to the other ringing machine, proceeding as in paragraph 20. Then again key up the alarm checking number to see if the trouble has cleared.

20. TRANSFERRING RINGING MACHINE.

- a. PURDY. Two ringing machines, associated with the numbers listed below, are in use at Purdy.

Machine No. 1 - - - 77-2981 Machine No. 2 - - - 77-2991

Whenever it is apparent that there may be a ringing machine failure, proceed to transfer the ringing in the following manner.

- (1) Select an idle operator office trunk and key up the number of the machine to which the ringing is to be transferred. If you wish to transfer from Machine No. 1 to Machine No. 2, key up the transfer number associated with Machine No. 2. If you wish to transfer from Machine No. 2 to Machine No. 1, key up the transfer number associated with Machine No. 1. If the transfer number of the machine in use is keyed, the busy signal will be received. If a busy signal is received when a ringing machine number is keyed, disconnect, then select an idle trunk and key up the other ringing machine number.

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- b. Record ringing machine transfers in your log record and report any trouble encountered to the Gig Harbor business office during business office hours and to the Gig Harbor plant man during other than business office hours.
- c. GIG HARBOR. The two ringing machines at Gig Harbor are equipped so that an automatic transfer from one machine to the other machine takes place in case of ringing machine failure.

CHANGES AFFECTING INFORMATION SERVICE AT CONTROL OFFICE

From _____
 (Name of Company) (Name of Exchange)

To _____ Date _____
 (Name of Operator Office)

<u>Name and Address</u>	<u>New Tel. No.</u>	<u>Old Tel. No.</u>	<u>Disc. Tel. No.</u>	<u>Remarks</u>

Prepared by _____
 (Name and Tel.No. of Empl.making out Form)

Note: All New Connects, Disconnects, Number Changes and Changes in Listings
 Must be Shown on This Form.