

CONTROL OPERATORS

SPECIAL INSTRUCTIONS - GRAHAM 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 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".

The alarm checking number is 7-7496. The first digit should be omitted when dialing over the dial trunk group.

b. Select another (idle) operator office trunk and dial the alarm checking code 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".

2. TRANSFERRING RINGING MACHINE.

a. Two ringing machines, associated with the numbers listed below, are equipped so that an automatic transfer from one machine to the other machine takes place in case of ringing machine failure.

MACHINE NO. 1 - - - - - 7-7497) Omit the first digit when
MACHINE NO. 2 - - - - - 7-7498) dialing over trunk group.

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When you desire to transfer from one machine to the other, select an idle operator office trunk and key up the transfer 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.

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. LOCAL AND ASSISTANCE CALLS.

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. Party line subscribers will be furnished with the reverting codes for each working station on his line. The dialing code is "119XX," the first "X" representing a station number associated with the calling number and the second "X" representing a station number associated with the called number.

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 associated with the number he wishes to reach and then hang up in order to 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, the calling party should remove his receiver from the hook and then replace it in order to trip the ringing and release the connection.

c. Coin-box Service. Coin stations will be of the dial post-payment 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 any money.

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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 any money. 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 money which will cause the tone to be removed and start conversation. The calling party should be cautioned to deposit the money 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.

- d. Code "0". The customer will dial "0" for information, repair service, Long Distance, time-of-day, and assistance on calls.
- e. Operator dialing to Graham. (Operation of start key required). The first digit (7) may be omitted when dialing over the dial trunk group. It is necessary to dial only the last four digits of the number.

*Dial all
digits
for sake
of
uniformity*

4. VERIFICATION

- a. Verification equipment is not provided. However, the operator may cut in on a busy line to an agency such as the Fire or Police Department by proceeding as in paragraph 7.

5. INTERCEPTING

- a. Intercepting equipment is provided. Calls dialed to non-working connector terminals will be routed to the Tacoma intercepting operator.

The "busy signal" will be received on customer dialed calls to vacant levels.

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

6. EXTENDED SERVICE.

- a. In handling extended service calls, proceed according to the instructions provided in the Extended Service Practices.

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7. 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>NON-LISTED NUMBER</u>
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.....
.....