

CONTROL OPERATORS

SPECIAL INSTRUCTIONS - ROY EXCHANGE
(CDO EQUIPMENT - 32-A-32)

1. TESTING ALARM CIRCUITS.

- a. It is of primary importance that frequent tests be made to determine the condition of the community dial office in order to insure that the equipment is working satisfactorily. Checks should be made at intervals as prescribed in order to detect equipment trouble.
- b. Beginning at 12:01 A.M., tests should be made every four hours and recorded in a log record provided for this purpose. Equipment trouble encountered should be reported immediately to the Plant Department by telephone and followed up with a trouble ticket.
- c. Tests should be made by plugging into an idle operator-office trunk jack and dialing the number 716 which will return audible signals according to conditions encountered as follows:

NO TONE - - - - - Major alarm
BUSY TONE - - - - - Minor alarm
DIAL TONE - - - - - Permanent signals
2 RINGS - - - - - No trouble

- d. In making a test if "no tone" is received, it is possible that there is a ringing machine failure. Immediately dial the code for the ringing machine not in use. Then dial the Code 716 to learn if the trouble has cleared. The condition should be immediately reported to the Plant Department, explaining the action taken.
- e. In addition to the regular routine tests which have been authorized, the operator should be alert to detect trouble conditions. For example, if a customer reports a "no ringing signal" and the call is not to a vacant connector terminal, it might be well to test the ringing machine. Also, if you have not received calls from the community dial office for a reasonable period, dial the code 716 to learn if there is any difficulty. If, after dialing the Code 716, no tone is received, dial the code over another trunk in order to determine whether or not the first trunk is out of order.

2. TRANSFERRING RINGING GENERATORS

- a. In case of ringing failure, the operator may transfer from one to the other of two ringing generators by dialing a code. When generator No. 1 is in use and the code "736" is dialed, the busy tone will be received indicating that this generator is in use. If you wish to transfer to generator No. 2, dial the code "746" which is associated with generator No. 2. Subsequent dialing of the code "746" will then return the busy signal. Return to generator No. 1 will be accomplished by dialing the code "736."

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- b. Local arrangements should be made with the Plant Department regarding frequency of ringing machine changes. Whenever transfer from one ringing generator to another is made, an entry should be made in the log book provided for this purpose in order that you will always know which machine is operative.

3. CALLS FROM THE COMMUNITY DIAL OFFICE

- a. To Reach the Operator. Customers will dial "operator" for assistance, long distance, information, repair service, business office and time.
- b. 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 "c" or "d", as the case may be.
- c. Reverting Calls. 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. 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.

The digits of the telephone numbers of all parties on a particular line are the same except for the last digit.

- d. Calls from Coin Box Stations. Coin stations will be of the dial post-pay type. If a customer requests instructions on how to use a coin telephone, inform him that when he hears the dial tone he should dial the desired (listed) number without depositing any money. If the called line is not busy, the calling party will hear the ringing signal and when the called party answers the ringing will cease and dial tone will be heard. The calling party should then deposit the money (one dime or two nickels) which will cause the dial tone to be removed so that the parties can talk. The calling party should be cautioned to deposit the money as soon as the called party answers (ringing ceases and dial tone is heard) because otherwise the called party may answer and upon receiving no response may hang up.

Calls from coin 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 order to reach the operator-office, customers should be instructed to dial the code "0" without depositing any money.

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4. INTERCEPTING CALLS.

- 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 difficulty is encountered in attempting to complete a local or Long Distance call.

A "no ringing signal" will result on a call to a vacant number that is not equipped with a line circuit while a ringing signal will be received on a call to a vacant station on a party line or to a terminal equipped with a line circuit.

5. VERIFICATION.

- a. Verification equipment is not provided.

6. NUMBERING AND RINGING FOR SUBSCRIBER LINES.

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

<u>Last Digit</u>	<u>Ringing Code</u>	<u>Side of Line</u>
1	1 Long	Tip
2	2 Short	Ring
3	3 Short	Tip
4	4 Short	Ring
5	1 Long, 1 Short	Tip
6	1 Long	Ring
7	2 Short	Tip
8	3 Short	Ring
9	4 Short	Tip
0	1 Long, 1 Short	Ring