

TALLY RECORD OF SENDER TROUBLE

GENERAL

1. These instructions outline the procedure to be observed in panel offices by sender monitor operators in maintaining a daily record of sender trouble as indicated by the sender supervisory signals. This tally record shall be maintained on a special form provided for this purpose, hereafter referred to as "sender signal tally form."

2. The tally record of sender trouble is required primarily for use by the Plant Department switchmen in locating and correcting sender trouble. However, it also serves as a convenient reference for local Traffic Department supervisory employees.

MAINTENANCE OF TALLY FORMS

3. Only one copy of the sender signal tally form shall be maintained at each panel office for recording sender trouble, and a new form shall be started at each office at 7:00 A.M. daily. Thus each form that is prepared will contain a tally record of sender trouble in a particular panel office, as indicated by the sender supervisory signals, during a twenty-four hour period.

4. Sender signal tally forms being used in recording sender trouble shall be kept in the book compartment in the upper face of the switchboard position in instances where such a compartment is provided. If a switchboard book compartment is not located within convenient reach of the sender monitor operator, the tally record shall be kept in a suitable location at the switchboard as specified locally.

ENTRIES ON TALLY FORMS

5. Entries shall be made on the sender signal tally form in accordance with the following:

- a. Top of Form - The employee starting a new form shall enter in the spaces provided, the date and the name of the office in which the record is being kept.
- b. Column Headed "No Resp." - If no response is received when a sender signal is answered, a tally should be entered in this column opposite the number of the sender affected.
- c. Column Headed "Tone" - If a low pitched tone is heard when a sender signal is answered (indicating that the sender is under test), a tally should be entered in this column opposite the number of the sender affected.

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- d. Columns Headed "Dialed" - When a response from the calling party is received by the sender monitor operator and this response indicates a possible stuck sender condition, as where there is no irregularity on the subscribers part, the office code letters or the code number dialed by the subscriber should be entered opposite the number of the sender affected in a column under the heading "Dialed". (Cases of incorrectly or partially dialed calls, if identified as such, should not be recorded.) On subsequent cases of sender trouble involving the same sender and the same office or code number, a tally mark should be entered in the space containing the first entry for the office code letters or code number concerned. When entering code numbers other than office codes on the form, the following abbreviations should be used:

21 for the 211 code
41 for the 411 code
61 for the 611 code
0 for the Zero ("Operator") code
M for miscellaneous unidentified codes

REPORTING UNUSUAL CASES OF TROUBLE

6. In the event that five stuck sender conditions affecting a particular sender or calls to a particular central office are recorded on a sender signal tally form, the condition should be reported promptly to the local Plant Department switchman.

DISPOSITION OF COMPLETED TALLY FORMS

7. Each morning at the time when a new tally form is started, the form used in recording sender trouble in the office during the preceding twenty-four hours shall be forwarded to the local Plant Department.
