

REPORTING TROUBLE

As an operator you are in a position to be aware of the state of much of the extensive equipment necessary for giving service. It is your duty, therefore, to be constantly alert to recognize minor disorders as well as major interruptions in the functioning of the equipment and to report any troubles that come to your attention. This is important in order to maintain all equipment in a high state of repair so that service impairments from such causes as you observe may be kept at a minimum.

Various specific troubles are mentioned in other sections of the practice where they occur in connection with specific details. In some cases, as at trouble or sender monitor positions, detailed procedures for handling them are given, but generally reference is made to this section as the basic practice for reporting troubles. It applies not only when specific reference is made to it but in any other cases you may observe. The procedures described are necessarily broad because of the variety of local arrangements and may require supplementing to meet these arrangements properly, but the rules here given incorporate certain principles which have universal application.

1. **General.** Equipment troubles in so far as you are concerned with them fall into the following general classes.

Subscriber line trouble reported to you.

Line trouble which you discover.

Central office or trunk trouble requiring immediate attention because it blocks traffic, such as a trunk, "B" position keyset, call circuit, or ringing current failure.

Position trouble that you can guard against temporarily, such as cord failure at an "A" board or a marred designation strip.

Your report of trouble may reach the proper group in the Plant Department in various ways, depending on the nature of the trouble and local arrangements. Be guided by your local directions in reporting troubles in the following ways.

You call the designated desk or number.

You refer the customer to repair service.

You tell your supervisor, who may call or send a memorandum to the designated group.

You prepare a memorandum yourself and file it for collection or give it to your supervisor.

2. **Customer reports telephone equipment out of order or inoperative.**

a. If the report concerns trouble of an emergency nature, proceed according to the practice for emergency calls.

b. In case of other trouble of which the customer may advise you, refer him to repair service by a phrase such as "Just a moment please, I'll give you Repair Service," or if locally instructed to do so in a dial office you may say, "That is handled by Repair Service. You can reach it by dialing 611 (114)." If the customer objects or if he hangs up without waiting for connection to repair service, accept his statement and report it. If you are to connect him to repair service and he has given you his number, use split cord operation and announce it.

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2. Continued

- c. If the customer reports that he has been unable to call on the line he is then using and you have just received his signal, say, for example, "I have just received your signal. Do you wish a call now?" or in certain dial cases, "You reached me all right, so I think you can use it, now," adding if it seems appropriate "When you couldn't get your number, did you listen for dial tone before you dialed?" Proceed in accordance with his further request, or if he makes further comment regard it as a service criticism.

3. Trouble on a line or in associated equipment.

a. Line Signal at a Manual "A" Position Becomes Permanent.

- (1) Obtain the line number from the number plate or the multiple jack and report to the trouble operator or other employee designated to receive such reports, "1234 permanent" or "1234 permanent with cord signal" if the cord supervisory signal lighted when you plugged into the line. If you know that the line is one of an associated or P.B.X. group, include this information in the report, as for example, "P.B.X. 1234 permanent." Use any one of the numbers on a jack per station party line. Wait for the trouble operator to pick up the line after her acknowledgment and then release it, or if you reported to some other employee, hold the line until it becomes clear or you are told to release it. If the trouble operator does not take it up promptly, pass the report again.
- (2) If the trouble operator reports "No cord" proceed as follows.
 - (a) If the line is a party line with stations in more than one unit, report it to the trouble operator of the other unit, using a number from the line in that unit. If this trouble operator also reports "No cord," report to repair service.
 - (b) In all other cases, report to repair service and continue to hold the line on a front cord until it is picked up.

- b. Trunk Signal at a Dial "A" Position Becomes Permanent. Report the condition to the designated desk or bureau of the Plant Department, giving trunk number and other identifying details locally specified, as for example, "Special service trunk 15, panel 9, permanent" or ". . . permanent with cord signal" if the cord supervisory signal lighted when you plugged into the line. Listen for acknowledgment and hold the trunk until it has been picked up or clears, supervising at frequent intervals. If the trunk is not picked up or does not clear promptly, pass the report again.

- c. Other Line Trouble. Report trouble affecting a subscriber line as promptly as possible to the designated desk or bureau of the Plant Department, giving the line number, nature of trouble, and other identifying details locally specified, such as "1234 noisy, can't hear." If reporting such troubles will interfere with your answering of waiting signals, notify your supervisor. Troubles in this group include noisy lines, crosstalk, cutting out, party line ringing reversed, and line signal failing to go out when you answer.

- ### 4. Central office or trunk trouble requiring immediate attention.
- When you notice failure of any equipment which is general in its use or may be used by others who are not aware of its failure, or any other condition requiring prompt attention, report it immediately so that it can be taken out of service or temporary relief arrangements provided. This report should be made either to your supervisor or the designated desk or bureau, in accordance with local directions, on troubles such as the following.

Stuck sender signal recurring frequently on a particular sender.
Lamps which do not operate properly.
Coin control circuit not functioning properly.
Inability to hear or be understood over your telephone set.

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4. CENTRAL OFFICE OR TRUNK TROUBLE REQUIRING IMMEDIATE ATTENTION.
(Supplementing Paragraph 4, opposite).

Seattle Time Announcement Reception. All complaints received in the Seattle central offices or outlying exchanges served by the Seattle Time Bureau in connection with poor reception (fuzziness, poor transmission, etc.) should be reported immediately to the Information Chief Operator in Seattle. The Seattle Information Chief Operator will maintain a log record of the trouble reported and will report these conditions to the Plant Department as they are received.

Routine checks on the time reception should be made in all Seattle offices and outlying exchanges served by the Seattle Time Bureau at 8 A.M. and 8 P.M. daily. A log record of these tests should be maintained and any trouble encountered should be reported at once to the Seattle Information Chief Operator.

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4. Continued

- Timing device stopped or incorrect.
- Inability to obtain an answer from a distant operator on a trunk or inability to hear over a trunk.
- Busy or reorder signal does not work properly.
- No busy test or false busy test.
- Ringing power weak or absent or audible ringing signal not properly in evidence.
- Inability to register calls or to dispose of coins properly.
- Keypad fails to operate properly.
- Dial stuck or no dial tone.
- Call indicator does not display properly on several calls.
- You notice a cord becoming heated.
- You hear conversation on your position circuit when you are not cut in on a connection.

On positions where you maintain records of equipment conditions, such as sender monitor or trouble positions, this rule does not apply as regular practices are given for such work.

5. Troubles not requiring immediate attention. When you notice any irregularity of equipment that should be corrected, report it either by calling the supervisor's attention to it or by writing a trouble report and giving it to the supervisor, as locally directed. Do this for such conditions as the following.

- Broken lamp caps.
- Ragged cords.
- Switchboard markings, designation strips, or number plates missing, defective, incorrect, or indistinct.
- Any part of the equipment loose or missing.
- Switchboard marred or defaced in any way.

6. Trouble tickets. When you prepare a trouble ticket, include all the information necessary to describe the appearance of the trouble and to enable the repairmen to locate it, together with time of day, date, and your personal number or initials, as for example, "1234—Panel 17—jack 9—lamp cap broken—11:05 A.M.—9/19/39—L.B."

7. Supervisor's note. Be alert to detect any equipment troubles and be prompt in reporting any troubles you find or which the operators may report to you, giving the bureau receiving the report the details as completely and precisely as possible.

When an operator gives you a report of trouble obtained from a customer or you receive such a report in a conversation with him, pass the report to the plant group designated to receive such subscriber reports. When an operator calls your attention to subscriber line trouble she has found, verify the condition, listening in if necessary and testing the apparatus used if possible, to determine whether the trouble is on the line or central office equipment, and report the trouble at once to the proper plant forces.

In case position trouble is reported to you, be guided by the need for keeping the position in service in reporting it to the proper group or in calling for immediate attention. If the prescribed procedures in the appropriate sections do not clear the trouble, vacate the position until the trouble is corrected.

Trunks in trouble are generally made busy at the originating end and reported in a routine manner for later work, but if you believe that you detect any widespread or unusual trouble that is not known and is causing delays, make a special report at once and try to get immediate action.

Troubles not requiring immediate attention are reported in a routine manner by tickets or a running record, as locally specified. If, however, you find that such troubles have not been cleared with reasonable promptness, make a special report as locally directed.