

EXPLANATION OF TERMS

Numerous terms necessarily occur in the practice, some of which may not be familiar to all who encounter them. This section is provided as an aid to reading the practice, therefore, by giving broad explanations of some of these terms, but is not comprehensive in its scope. The definitions in particular instances are based on the general use of the terms in traffic operating, and should not be regarded as technical, comprehensive, nor universally applicable.

"A" Board Toll Call. A station-to-station call to a toll point which is completed, ticketed, and timed at an "A" board which does not normally handle person-to-person and other classes of toll calls. It generally applies to short haul toll calls where longer haul calls are handled at the toll board.

Abandoned Call. A call on which the calling party has disconnected without canceling the call before a definite report such as busy or don't answer has been received on his call.

Answering Jack. The jack located directly above the subscriber line or trunk signal into which the operator plugs to answer a call.

"A" Operator. An operator at a local manual or dial "A" position responsible for answering subscriber line or trunk signals and completing local and "A" board toll calls.

"A" Position. A switchboard position in a local central office at which terminate subscriber lines or special service trunks and used for answering line or trunk signals and completing calls originated by customers.

Attended Public Station. A public station at which there is an attendant whose duty it is to accept calls from customers, to assist them in using the service, and to make collections.

Automatic Signal Trunk. A trunk which is so arranged that plugging into it automatically operates the trunk signal at the distant end.

"B" Operator. An operator at a "B" position responsible for connecting incoming calls to lines in the offices she reaches.

"B" Position. A position at a local central office at which trunks from other offices terminate and used for completing calls incoming on these trunks to subscriber lines in the offices served, either by a multiple at the position or by mechanical equipment.

Back Cord. That cord of a pair which is farther from the operator.

Busy Signal. A distinctive signal, audible and frequently flashing, placed on a connection to indicate that the called line is busy. In manual offices the signal is wired to a jack called the **Busy Back Jack** to which cords are connected to give the signal.

Busy Test. A click heard by an operator in her telephone receiver when she touches the tip of a plug to the rim of a jack associated with a line or trunk which is busy.

Call. An effort by a customer to obtain a telephone connection or other service.

Call Announcer. A type of trunk with an attachment which translates dial or keyset impulses into a vocal order for the terminating office.

EXPLANATION OF TERMS—Continued

Call Circuit. A circuit which connects an operator's telephone set with the telephone set of another operator when an associated **Call Circuit Key** is operated. The term is also applied to the method of trunking which makes use of this device as an order wire. Trunks operated in this manner are referred to as **Call Circuit Trunks**.

Call Circuit Pilot Lamp. A lamp signal sometimes mounted in the piling rail at a specified mixed position, which lights to indicate that a call is waiting on the circuit.

Call Indicator. A type of trunk on which dial or keyset impulses are translated and communicated to an operator by a visual display. The trunk may be either direct or tandem. The term also applies to the device in the center of a position containing the displaying mechanism.

Called Number. The number of the station to which a call is directed. It will include any necessary central office name and numeral, the line number, and any necessary party station designation.

Called Office. The central office in which the called station is reached and at which the connection between the trunk or circuit and the called station is made.

Called Party. In the local operating practice, the person who is talking at the called station.

Called Place. The place to which a call is made.

Calling Number. The number of the station at which a call originates. It includes any necessary central office name and numeral, the line number, and any necessary station designation.

Calling Party. The person who originates a call or who is talking at the calling station on a connection.

Calling Place. The place at which a call originates.

Canceled Call. Broadly, a call on which the customer states that he wishes no further action on the uncompleted call in progress.

Specifically, as applied to "A" board toll calls, the term is used to mean a call on which no further action is to be taken, either at the calling party's request or in accordance with the operating practice. On calls not subject to voluntary completion attempts, cancellation of the ticket takes place when the busy or don't answer report is received, whereas on calls with delayed completion attempts, cancellation may occur then or at a later time.

Central Office Numeral. A number added to a central office name in some cities or used instead of a central office name in others, to indicate the particular central office desired.

Charge Key. A key associated with the terminating end of a trunk that does not give called station supervision automatically, enabling the called office operator to indicate by a signal to the originating operator that the called station has answered. It may also be used in some cases to recall the originating operator.

Charge Lamp. A lamp sometimes provided with a charge key, which remains lighted until the key is operated.

Checking Multiple. A special multiple of subscriber lines provided at certain DSA boards in which the "A" operator may check the correctness of the number given by the calling party by means of a cord test producing a tone.

Code Number. A digit or combination of digits used to reach certain dial office positions or desks, to reach certain magneto rural lines, or to accomplish some other special purpose.

May 1, 1940.

EXPLANATION OF TERMS—Continued

Code Ringing. A system of signaling by ringing wherein the number and length of rings convey various meanings. It is generally applied to the ringing on a party line to indicate which station is being called.

Coin Pilot. A lamp signal mounted in the piling block on each position equipped with coin keys, which should light when a collect or a return key is operated on the position.

Coin Station. A station equipped with apparatus for receiving coins in payment for telephone calls.

Coin Timing Circuit. Equipment provided in certain dial offices to time automatically calls dialed directly from coin stations and to originate a signal at the "A" board when the prescribed period has expired.

Collect. On prepayment service, the operator's act of transferring a deposit from the tray where it is held for disposition to the cash box.

Collect Call. A call to be charged to the called station or party.

Collect Key. The key by which the operator applies current to collect the deposit at a prepayment coin station. This key may be installed on a positional basis or on a key per cord pair basis.

Common Battery. A type of telephone equipment in which the speech is conveyed by electric current supplied from a common source at the central office. The term is frequently applied to the switchboards serving lines of this type as well as to the type of service generally.

Community Dial Office. A dial office of comparatively small size which serves a separate exchange area having its own numbering plan and which has no operating or maintenance force located in its own building. The operating is handled and the maintenance is directed from conveniently located points.

Completed Call. A call on which the service desired has been furnished. In general a call on which conversation between calling and called parties has started.

Crossbar Equipment. A type of dial switching system, deriving its name from the switch employed, and establishing connection to the desired point through a succession of crossbar switches under the control of a mechanism which received the dial pulses. Another distinctive feature of the system is the arrangement of going ahead through an auxiliary channel and testing the called line, then holding it while the connection is built through.

Cut In. Manipulation of the equipment by the operator so that she can listen or talk on a line or trunk.

Cut-off. The premature severing of a connection.

Cut Out. Manipulation of equipment by the operator to disconnect her position telephone set from the line or trunk involved.

Deposit. The customer's act of putting money into a coin station. The term is also used to designate the money which has been deposited.

Dial. A revolving device provided as part of the equipment of a station and of certain switchboard positions, which permits the customer or the operator to set in operation the dial system apparatus required to establish a connection. The term is also used to indicate the act of securing a connection by operating a dial or to designate a connection so secured. It is also applied to central offices of the panel, step-by-step, or crossbar type of equipment.

Dial Cord. A cord provided on some positions to associate the dial with the outgoing trunk on a call that requires dialing, as an alternative to associating the dial with the cord pair used.

Dial Key. A key, either positional or key per cord, provided on some positions to associate the dial with the cord pair on a call that requires dialing.

EXPLANATION OF TERMS—Continued

Dial Pilot Lamp. A green lamp signal mounted in the piling block back of the dial on boards with listening key dialing. This lamp lights as soon as the dial is moved and remains lighted until the dial release key is operated.

Dial Release Key. A nonlocking key mounted in front of the dial on certain boards. By means of this key the dial is released from the cord as soon as dialing is completed.

Dial Tone. A steady humming sound indicating that the equipment is ready to receive the dial pulses.

Direct Dialing Area. The area surrounding a central office within which a customer may make calls by dialing. This area will vary for different offices in a large exchange and may vary for different classes of service within an office. It is frequently used broadly to indicate the area for the class of service having the greatest scope. It may include points that would otherwise be beyond the single local message radius.

DSA Operator. The "A" operator in a dial office. She is responsible for completing "A" board toll calls, for establishing connections for customers requesting assistance in reaching numbers they can dial directly, and for other forms of assistance.

DSA Position. An "A" position in a dial office which is equipped for handling assistance and "A" board toll calls, etc.

Duplicate Ticket. A ticket covering (a) a call which the customer placed a second time before the original call was disposed of, (b) a second record of the details of a call made because the original ticket was not available, or (c) a call which becomes inactive because the calling party is talking or has talked on another call to or from the called station.

Emergency Route. Any route not specified in the routing directions which may be set up for use in connection with circuit congestion or equipment failure.

Established Connection. A connection on which all necessary operating steps have been taken so far as the operator involved is concerned to connect the calling and called lines, assuming that other necessary steps beyond her control will be taken properly. Generally speaking, it applies only to the position under discussion, and is somewhat broader than the term "completed call" in that an established connection is not necessarily a completed call.

Exchange. A unit of a communication company for the administration of service in a specified area which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with the associated plant used in furnishing communication service within that area.

Filing Time. The time at which the operator accepts the call or order from the customer.

Flashing Jack. A jack provided in connection with a certain type of trunk circuit to enable the operator to flash on the trunk by plugging into and out of this jack.

Front Cord. That cord of a pair which is nearer the operator.

Holding Jack. A jack provided in certain offices to which an operator connects the front cord of a pair on which she wishes to hold a line so that she can cut out from that cord pair.

Idle Trunk Indicating. A system of showing, by a small lighted signal associated with a jack, the trunk which the operator should select on the next call over that trunk group and into which she may plug without testing.

Information Operator. An operator responsible for furnishing telephone numbers to customers and operators upon request. This term is usually abbreviated to "Information."

May 1, 1940.

EXPLANATION OF TERMS—Continued

Information Position. A desk or switchboard position at which incoming Information trunks terminate, and at which records for furnishing the numbers of subscribers in the local exchange and other selected points are provided.

Initial Period. The interval of time from the beginning of a message for which conversation may progress before overtime starts.

Intercepting Operator. An operator responsible for giving information to customers and operators regarding changed numbers, disconnected numbers, no such numbers, etc.

Intercepting Position. A desk or position to which calls for numbers which have been changed, disconnected, temporarily disconnected, etc., since the last directory issue are connected and at which suitable records of such information are maintained.

Intermediate Office or Operator. Any office or operator that takes part in establishing connection between the calling office and the called office on a built-up circuit connection.

Interzone Call. Generally applied to a call between two of the zones into which a large metropolitan exchange area is divided which is handled by an "A" operator. The handling of such calls is similar to that of "A" board toll calls.

Key Pulsing. A switchboard arrangement using a keyset instead of a dial to set in operation the dial system apparatus required to establish connection. The operator makes her own selection of the trunk in contrast to key indicator, where the trunk is selected by the equipment and indicated to the operator when she operates an office key.

Key Pulsing Key. A nonlocking plunger type key mounted at the right of the keyset on a key pulsing board. The operation of this key associates the keyset with the front cord of any cord pair on which the operator is cut in.

Key Pulsing Signal. A green lamp signal associated with the key pulsing key. This lamp lights as soon as the key pulsing key is operated and goes out when the keyset and associated equipment are released.

Key Pulsing Start Key. A nonlocking plunger type key by means of which the keyset and associated apparatus are released from a connection after the number has been set up.

Keyset. A set of ten or more keys for setting up numbers.

Line Signal. A lamp signal associated with a subscriber line located in the face of the switchboard directly below a corresponding answering jack. When lighted, it indicates to the operator that some one is calling. At a DSA board, the term may be loosely used to apply to the special service trunk signals also.

Link Lamp. A lamp provided on certain "B" and tandem boards in a dial system which lights to indicate that the position has been seized for connection with an incoming call.

Listening Key. A key which, when properly operated, cuts the operator in on a particular connection so that she can talk or listen. On certain positions it also associates the dial with the cord pair involved.

Local Multiple Connection. A connection established by an "A" operator in the subscriber multiple appearing before her.

Long Distance Call. A toll call other than one handled as an "A" board toll call.

Long Distance Operator. An operator responsible for the completion of toll calls other than those handled as "A" board toll calls. This term is usually abbreviated to "Long Distance."

EXPLANATION OF TERMS—Continued

Machine Ringing. Ringing which automatically continues at regular intervals until the called station answers or the connection is taken down.

Magneto. Generally used to refer to a type of telephone service using equipment in which talking current is supplied by batteries at the station and signaling is done by means of a hand generator called the magneto. From an operating viewpoint the principle feature of magneto service is the absence of automatic station supervision on the supervisory signals.

Master Busy Jack. A jack which in addition to functioning normally as a line or trunk jack is also provided with a busy indication for a test group usually of five jacks. This busy indication may be a **Master Busy Tone**, which is a distinctive tone on the sleeve that is heard by the operator in making a regular busy test, or it may be a **Master Busy Signal**, which is a lamp signal associated with the jack. The tone or signal is encountered only when all trunks in the test group are busy. The master busy jack is the first jack in the **Test Group** which consists of five consecutive lines or trunks belonging to a common group.

Message. A completed call.

Multiple. An arrangement of all lines and trunks in a central office so as to make them accessible for sending and receiving calls. On switchboards, multiple terminates in jacks; in dial switching equipment, in terminals. Operators are concerned with various multiples such as subscriber multiple, answering jack multiple, out trunk multiple, etc. In most switchboard multiples, each line or trunk terminates in a jack at frequent intervals along the board, and each such termination is called a multiple appearance.

Multiple Marking. A distinctive marking associated with a subscriber multiple jack indicating a condition affecting the line or a station or stations on the line. This marking may be a painted quadrant, a painted underline, a painted circle, a signal plug, etc.

No Test Trunk. A trunk in a dial office by means of which an operator can secure connection to a busy line for purposes of verification.

Official P.B.X. Operator. An operator responsible for handling calls to and from official lines at a Telephone Company P.B.X.

Operator Recording-Completing Trunk. A trunk from the DSA board over which calls are routed to the toll board and which may be used for the completion of such calls.

Order Tone. Short spurts of tone which an operator hears on a trunk indicating that the distant operator is ready to receive an order. It is generally heard by the terminating operator also and is an indication to her that a call is being connected to her position.

Out of Order Tone. A distinctive tone heard by an operator in her telephone receiver when she touches the tip of a plug to the rim of a jack which is held on a plugging-up circuit.

Overtime. That portion of the conversation time on a message that is in excess of the initial period. It may be expressed in minutes or periods depending on the call.

Overtime Period. The unit of time for measuring and charging for time in excess of the initial period. It may be the same as or shorter than the initial period, depending on the initial rate.

Paid Call. A call to be paid for or billed at or near the calling place. It includes transfers to a third station within the transfer limits from the calling office.

Panel. The space in the face of a manual switchboard between two adjacent vertical separating strips, referred to as stile strips. It may be occupied by answering lamps and jacks and associated designation strips, outgoing trunk jacks and designation strips, subscriber multiple, etc.

May 1, 1940.

EXPLANATION OF TERMS—Continued

Panel Equipment. A type of dial switching system, deriving its name from the large vertical frames through which access is obtained to the line or trunk required to establish the connection. A **Sender** receives the dial or keyset pulses corresponding to the called number and controls the establishing of the connection.

Party Line. A line on which more than one subscriber receives service. On a jack or terminal per station party line, a separate multiple jack or terminal is assigned for each station on the line. On a jack or terminal per line party line, only one multiple jack or terminal is assigned for all stations on the line.

Person-to-Person. A term designating a call on which connection with a particular person, extension, department, etc., at the called station is to be made.

Personal Number. The number assigned to an employee to be used in place of the employee's name.

Postpayment Coin Station. A coin station in which no deposit is made until the operator requests it. Coins can not be returned to the customer from this type of instrument.

Preferential Jack. A jack in a P.B.X. or trunk group marked to indicate that the operator should begin with this jack when testing for an idle line or trunk.

Prepayment Coin Station. A coin station in which a coin must be deposited to make a call. Coins can be collected or returned to the customer by the operator. In some dial offices it is, however, possible to reach the operator without first depositing a coin.

Pre-postpayment Coin Station. A coin station which operates as prepay on calls dialed direct to local numbers but which operates as postpay when "Operator" is dialed.

Private Branch Exchange. (P.B.X.) A type of switchboard provided as a part of the telephone facilities of a subscriber from which various extension stations of his establishment are served, and which is connected to a central office by a line or lines for outgoing and incoming calls.

P.B.X. Extension. A station served by a private branch exchange.

Recording-Completing Switching Trunk. A trunk for use between a tributary office and its toll center suitable for use both as a recording and a toll switching trunk and arranged to give regular common battery supervision to the toll center.

Recording-Completing Trunk. As used in the practice, the same as "Operator Recording-Completing Trunk."

Register Key. The key by which the operator applies current to count a call on the calling station's register. Where coin keys are provided the collect key functions as the register key.

Reorder Signal. A distinctive, flashing signal connected to a trunk to indicate to the originating operator that the order should be passed again. This signal has the same rate of flash as the trunks busy signal. In manual offices a **Reorder Jack** to which trunks may be connected provides this signal.

Return. The operator's act of returning a deposit to the customer on prepayment coin service.

Return Key. The key by which the operator returns the deposit at a prepayment coin station. It may be provided on a positional basis or each cord pair or trunk cord may be equipped. A collect key is always provided as a companion to the return key.

Reverting Call. A call for another station or an extension on the same line with the calling party.

Ringdown Operator. An operator responsible for completing connections between incoming ringdown trunks and subscriber lines, or between incoming ringdown trunks and trunks to another office.

May 1, 1940.

EXPLANATION OF TERMS—Continued

Ringdown Trunk. A trunk which is so arranged that ringing on it operates the line signal at the distant end, as contrasted with trunks which signal the terminating end automatically when the trunk is taken up. Ringdown trunks do not return station supervision directly but may be provided with charge keys to simulate it.

Ringdown Trunk Connection. A connection established over a direct ringdown trunk or over a combination of ringdown and other trunks.

Ringing Key. A key which when operated rings or starts the ringing on the line or trunk to which the ringing equipment has been connected.

Ringing Signal. A distinctive, intermittent sound indicating that the station is being rung which is audible to the calling party and to the operator if they are in on the connection. It is often referred to as the audible ringing signal.

Rural Line. A multiparty line serving subscribers in a rural district. The number of parties on the line requires distinctive code ringing, and the fact that the lines are frequently magneto requires special attention to supervision. In some cases rural lines are segregated on a **Rural Position** where a **Rural Operator** handles calls to and from them. In such cases, calls from customers made at other positions may be connected to this operator over a **Rural Trunk**.

Scratched Ticket. Defined in Div. A, Sec. 6, 12

Sender Signal. A lamp signal appearing on certain positions and operating in connection with calls to dial stations. This signal indicates that the apparatus has selected a sender and is ready to receive the number. Its operation varies somewhat on certain boards.

Special Reversed Charge Toll Call. A call to a special number of a subscriber at a toll point who has made previous arrangements to accept the charge on all calls to that number.

Special Service Operator. See "DSA Operator."

Special Service Position. See "DSA Position."

Special Service Trunk. A trunk terminating on a special service position and provided to give subscribers in a dial office access to the "A" operator.

Start Dialing Signal. A keyshelf signal in connection with a dial in some offices to provide a definite indication to the operator during dialing that she has not encountered an all paths busy condition. Once the signal lights, the operator may dial on the connection as long as it remains lighted.

Station. A telephone installed by the Telephone Company for telephone communication. When P.B.X. systems are involved, the terms "station," "calling station," and "called station" are used in referring to the P.B.X. switchboard and not to the P.B.X. extensions unless they are specifically called "extension stations."

Station Designation. The suffix to the line number used to distinguish the different stations on a jack per line party line. It may be a letter or a ring number or a combination designation consisting of a letter and a ring number.

Station-to-Station. A term designating a call on which the calling party does not specify that he wishes to talk to a particular person, department, or extension at the called station.

Step-by-Step Equipment. A type of dial switching system deriving its name from the fact that the switches through which the connection is established usually are operated directly by the pulses of the dial.

May 1, 1940.

EXPLANATION OF TERMS—Continued

Straightforward Trunk. A trunk between two switchboards the principal characteristics of which are that taking it up at the originating end signals the terminating end and that the order is passed orally. Straightforward trunks are generally provided with order tone to replace oral answer by the terminating operator and to direct the passing of the order, but the answer may be oral. Straightforward trunks return called station supervision if available unless a ringdown trunk is also involved on the connection.

Supervisory Signal. A signal associated with a cord which indicates to the operator the status of a call.

Tandem. A switching arrangement in which the trunk from the calling office is connected to a trunk to the called office through an intermediate point known as the tandem center or switchboard. The calling office trunk may be straightforward, dial, or some other form of automatic circuit. The called office trunk may be dial system, straightforward, or ringdown. The tandem may be either full mechanical or operator tandem.

Tandem Operator. The operator who establishes connections at manually operated tandem switchboards.

Telephone Number. The number assigned to a subscriber station, including the central office name and numeral where required. In the case of a jack per line party line station, it also includes the station designation.

Test Group. See "Master Busy Jack."

Toll Call. A general term applied to a call to a point outside the local service area or outside the direct dialing area, the revenue from which is credited to toll revenue in contrast to that on local and interzone calls which is considered as exchange revenue.

Toll Switching Operator. A "B" operator responsible for completing connections between incoming toll switching trunks and subscriber lines.

Toll Switching Position. A "B" position in a local central office at which incoming toll switching trunks terminate and at which connections from the toll office to called lines are established.

Toll Switching Trunk. A trunk, other than a ringdown trunk, from a toll switchboard to a local central office, used by toll operators for reaching lines in the local office. There are several general types such as straightforward, call circuit, dial, and key pulsing.

Tone Jacks. A group of jacks in the trunk multiple to which are wired individually the dial tone, audible busy signal, audible ringing signal, etc., making them available for demonstration purposes.

Trouble Intercepting Trunk. A trunk in certain dial offices which is connected to the terminating equipment of a line which is out of order so that calls for such a line are connected to an intercepting position.

Trouble Observation and Test Trunk. A trunk in certain dial offices which is connected to the originating equipment of a line which is out of order so that a call from such a line is connected to an intercepting position. Trouble intercepting and observation and test trunks are always paired.

Trouble Operator. An operator who answers calls to and from lines which have been found to be out of order. In a manual office, this operator also plugs up and holds lines which operators report to her as out of order, and assists the Plant forces in working on such lines.

Trunks Busy Signal. A distinctive, flashing signal connected to a trunk at a tandem or dial office, indicating that the apparatus required to complete the connection is busy.

EXPLANATION OF TERMS—Continued

Trunk Signal. A lamp signal on the terminating appearance of a trunk which lights to indicate that a call is waiting. Sometimes the same lamp also serves to give supervision on a connection.

Underlined Group. Two or more consecutive jacks in the subscriber multiple at a local manual office which are underlined with a stripe of paint to indicate that calls may be completed over any one of the lines.

Verifying Operator. An operator responsible for verifying busy and other reports for other operators and for assisting in reestablishing interrupted connections.