T.P.T.& T.Co.   LOCAL OPERATING PRACTICE - MANUAL OFFICES   Div.XII, Sec.3
Wash.,Ore.,& Idaho   TROUBLE OPERATORS   Page 1
Traffic Dept.

VERIFYING BUSY AND DON'T ANSWER REPORTS

1. ACKNOWLEDGING A REQUEST

   a. Acknowledge a request from a supervisor or operator to test a line or station on which a busy or don't answer report has been given by repeating the number and the nature of the request.

   b. Make a memorandum note of the number of the desired station in all cases where the line does not appear in the multiple at your position and in other cases where it appears that such a memorandum will be of assistance in handling the request.

2. VERIFYING BUSY CONDITIONS

   a. If you are requested to verify a busy condition, test the line called in the regular manner for individual lines or underlined groups. If the line called, or if one of the lines in an underlined group, tests clear, report it as such to the calling operator, saying, "ADAMS 1234, O.K."

   b. If the line or group is busy, give a busy report.

   c. If a long distance operator asks to be called, make a record of the call and proceed as follows:

      (1) If the line does not become clear within 10 minutes, call Long Distance and say, for example, "BEACON 5678 STILL BUSY FOR LONG DISTANCE, POSITION 2-5", giving the position number as given you by the long distance operator.
      If the line is still busy at the end of an additional 10 minutes, call Long Distance again and repeat the report.

      (2) When the called line becomes clear, call Long Distance and say, for example, "BEACON 5678 O.K. FOR LONG DISTANCE, POSITION 2-5."

3. VERIFYING A DON'T ANSWER CONDITION ON A LINE WHICH APPEARS IN THE MULTIPLE AT THE TROUBLE POSITION, BUT WHICH IS NOT ONE OF AN UNDERLINED GROUP

   a. Operate the "RCCI" and "T" keys and test the jack of the called line with the voltmeter test cord.

      (1) If the called line tests clear, plug in and make a voltmeter test as follows:

         (a) Restore the "RCCI" and "T" keys and operate the "G" key. Then while you are carefully observing the voltmeter operate the "REV" key and after a few seconds restore it to normal.

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If after either or both operations of the "REV" key, i.e.,
throwing it to the "REV" position and restoring it to
normal, there is a noticeable movement of the needle under-
stand that the line is probably O.K. Restore the "G" key
and again operate the "RCCT" and "T" keys. Then ring the
desired station for about one minute.

1. If an answer is received, say to the party answering, "IS
    THIS BEACON 5678?" If it is the desired number, say,
    WE ARE TESTING THIS LINE", and if necessary add, "WILL
    YOU HANG UP PLEASE?" Report to the calling operator that
    the number is available. If she asks to be connected
    with the line, request her to call the number in the
    regular way.

2. If no answer is received, report, "THEY DO NOT ANSWER."
    If requested to do so, report the case to the repair
    service.

3. If the call is from a long distance operator, say to the
    party answering, "LONG DISTANCE IS CALLING, WE WILL
    CALL YOU AGAIN IN A FEW MINUTES," and proceed as in "1"
    and "2" preceding.

(b) If the voltmeter test indicates such trouble that it would
    be useless to ring; i.e., no deflection of the needle, re-
    port "BEACON 5678, THE LINE IS OUT OF ORDER." Give any
    additional information requested regarding the nature of
    the trouble and then connect a plugging-up cord to the line
    involved. Enter the necessary details on Form FM-543 as
    outlined under "Permanent Signals", and in the "Remarks"
    column enter the code "Open". Report the trouble to the
    repair service at once.

(c) If the voltmeter test leaves you in doubt as to whether
    there is trouble, or whether the trouble found would
    interfere with ringing the desired station, ring on
    the line for about one minute. If no answer is re-
    ceived, report to the calling operator that the
    desired station does not answer but apparently there
    is trouble on the line, which you will report to the
    repair service.
    Connect a plugging-up cord to the line involved. Record
    the condition as in "(b)" above and report the trouble to
    the repair service.

(2) If the called line tests busy, report, "THE LINE IS BUSY."

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      (3) If the called line is up on a plugging-up cord, or if the jack of the called line tests out-of-order, report "BEACON 5678, THE LINE IS OUT OF ORDER."

      (4) If the called station is affected by a multiple marking, refer the calling operator to the intercepting position.

4. VERIFYING A DON'T ANSWER CONDITION ON THE LINES OF AN UNDERLINED GROUP WHICH APPEAR IN THE MULTIPLE AT THE TROUBLE POSITION

    a. Operate the "RCCI" and "T" keys and test the jack of the called line with the voltmeter test cord. If this line tests busy or out of order, test the remaining lines, beginning at the lowest numbered line.

      (1) If the called line or any line in the group tests clear plug in and make a voltmeter test as outlined for lines not of an underlined group,

        (a) If the voltmeter test shows no trouble that should interfere with ringing, ring on the line for about one minute.

          1. If an answer is received say to the party answering, "IS THIS BEACON 5678?"
If it is the desired number, say, "WE ARE TESTING THIS LINE," and if necessary add, "WILL YOU HANG UP PLEASE?" Report to the calling operator that the number is available. If she asks to be connected with the line request her to call the number in the regular way.

          2. If no answer is received, ring on several other available lines. If no answer is received on any of the lines, report, "BEACON 5678 DOES NOT ANSWER," and if it is during business hours or at a time when an answer might reasonably be expected, report the case to the repair service.

          3. If the call is from a long distance operator say, to the party answering, "LONG DISTANCE IS CALLING, WE WILL CALL YOU AGAIN IN A FEW MINUTES," and proceed as in "1" and "2" preceding.

        (b) If the voltmeter test indicates such trouble that it would be useless to ring, i.e., no deflection of the needle, proceed to make a voltmeter test on another available line of the group. If this line also tests out of order, test the remaining lines in turn, until a clear line is obtained or until all lines are found to be either busy or out of order.

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> If a line is found on which the voltmeter test shows no
> trouble which would interfere with ringing, ring on the
> line for about one minute and advise the calling operator
> that you have the number if an answer is obtained or that
> the number does not answer, etc., in accordance with the
> circumstances. If the line found clear is not the parti-
> cular line reported by the calling operator, advise the
> calling operator to that effect and give her the number of
> the line found clear.
>
> Connect plugging-up cords to any lines you find in trouble.
> Record the necessary details on Form FM-543 and report
> the condition to the repair service.

(c) If the voltmeter test leaves you in doubt as to whether
there is trouble, or whether the trouble found would
interfere with ringing, ring on the line for about one
minute. If no answer is received, test the remaining
lines in the group and give a report in accordance with
the circumstances.

(2) If all lines of the group test busy, report, "THE LINE IS BUSY."

(3) If all lines of the group are up on plugging-up cords, report
"BEACON 5678, THE LINE IS OUT OF ORDER."

5. TESTING AND RINGING ON LINES WHICH DO NOT APPEAR IN THE MULTIPLE AT THE
TROUBLE POSITION

a. Pass an order to the "B" operator at the position in which the exten-
sion test cord terminates, saying, "TEST CORD ON BEACON 5678." Wait
for the "B" operator to test the line and accept the order, or to
inform you regarding the line.

Understand that if the desired line is not one of an underlined group,
the "B" operator will connect the extension test cord, unless she
finds a trunk cord, a plugging-up cord, or a signal plug in the jack.
If the called line is one of an underlined group, she will test with
an idle trunk cord and will connect the extension test cord with the
particular line called or with another line of the group, if one is
available.

(1) If the "B" operator, after repeating your order, adds, "O.K.,"
understand that she has connected the extension test cord with
the line and that it is not one of an underlined group.

Test the jack of the extension test cord with the plug of the
voltmeter test cord and if clear plug in and begin testing.

(a) If, busy, report, "THE LINE IS BUSY."

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   (b) If the out-of-order test is found, report, "BEACON 5678,
        THE LINE IS OUT OF ORDER."

(2) If the "B" operator, after repeating the number, reports,
     "UNDERLINED GROUP O.K.", understand that she has connected
     the extension test cord with a line that is one of an under-
     lined group and that it tests clear.

   Add the word "group" to your memorandum, plug into the jack of
      the extension test cord with the plug of the voltmeter test
      cord, and make a voltmeter test. Under usual conditions only
      two or three lines of the group need be tried before making a
      don't answer or an out-of-order report.
   In securing a change of the extension test cord from one line to
      another of the underlined group, pass an order to the "B"
      operator, saying "CHANGE TEST CORD ON BEACON 5678." Wait for
      her reply, giving both the old and new numbers connected to the
      extension test cord, make a note of these numbers and then pro-
      ceed to make the same voltmeter test on the new line connected.
   If the "B" operator says, "NO OTHER LINE", report the condition
      of the line tested to the calling operator and add that there
      is no other line of the group available.

(3) If the "B" operator, after repeating the number, reports, "Busy",
     "Out of Order", or "Signal Plug", understand that she has found
     a trunk cord, a plugging-up cord or a signal plug in the jack
     on the line and that the line is not one of an underlined group.
     Report the condition to the calling operator.

(4) If the "B" operator, after repeating the number, reports, "Under-
     lined group busy", or "Underlined group out of order", under-
     stand that the called line is one of an underlined group and
     that all lines are busy, or that all lines are out of order.
     Report the condition to the calling operator.