

DESIGNATION, INSTRUCTION, AND STATION NUMBER CARDS
AND PBX POSITION REFERENCE EQUIPMENT
FOR SPECIAL SERVICES

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1. GENERAL				
1.01 This Section covers the use of designation, instruction, and station number cards, and PBX position reference equipment on special services.				
1.02 Special services are those private line services and channels which are not assigned telephone numbers.				
1.03 Toll terminals, teletypewriter (TWX and private line) service, mobile radio radio-telephone service, Civil Air Defense Warning (CADW), and tactical circuits (AAAOC) are covered in other practices and are excluded from this Section.				
1.04 If situations are encountered where this information does not apply, refer the problem to the general plant supervisor's office (plant service supervisor - installation and maintenance).				
3. DESCRIPTION				
3.01 These forms will show:				
(a) <u>How to Identify the Service</u> - By means of an identification number as individual and distinctive for special services as the telephone number is for exchange subscriber services.				
(b) <u>How to Report Trouble</u> - This will consist of brief but specific instructions on how and where the customer can call telephone repair forces that can rapidly test and instigate repair action. The trouble reporting number to be posted may be the regular exchange repair service Code or serving toll test center telephone number, depending upon whether the service is exchange or toll.				

SECTION 501-150-901PT

(c) Operating Procedures - Operating instructions shall be posted on or near the customer equipment when special operating features are provided and when customer personnel changes are frequent, i. e. service furnished to large locations. Instructions are also required when exact operation of equipment or interpretation of signals is vital to personnel or public safety.

4. PREPARATION

4.01 Generally, these forms are forwarded to the workman with the service order; however, there may be times when it is necessary to prepare them in the field for both maintenance purposes and service order activity.

5. DESIGNATION AND STATION NUMBER CARDS

5.01 Special service terminal equipment may vary from a simple connecting block or demarcation point where the customer owns

the station equipment, to complex trunk switching equipments provided by the telephone company for exclusive use by a customer at one or more locations. It is not practicable to provide specific designation exhibits covering all special service equipment arrangements that may be encountered, but with ingenuity the principles and methods presented in this Section can be applied to accomplish the requirements outlined in Part 3.

5.02 If a special service terminates on apparatus equipped with a dial apparatus blank, prepare form E-4099 to show the private line number and repair service or serving toll test center telephone number, (see Figures 1-A and 1-B).

Figure 1-A shows three circular forms for Exchange Private Line. Each form contains the following text:

- PRIVATE LINE TELEPHONE
- 19KP6
- IN CASE OF TROUBLE
- 114

Figure 1-A - Form E-4099
Typical Examples for Exchange Private Line

Figure 1-B shows three circular forms for Toll Private Line. Each form contains the following text:

- PRIVATE LINE TELEPHONE
- 7GP56
- IN CASE OF TROUBLE
- 621-0034

Figure 1-B - Form E-4099
Typical Examples for Toll Private Line

5.03 If a special service terminates on a station jack, 42A or 44A connecting block, demarcation terminal strip, etc., mount a L-4698 designation holder. Order on form P-505-1, standard, stocked, as Holder, Designation, Station Apparatus, L-4698. Use the same screws that fasten the apparatus to the backboard or other mounting surface to clamp the L-4698 holder firmly between the apparatus and the mounting surface. A large hole in the center of the mounting tab of the L-4698 holder can be used on old type nondial explosion-proof sets by unscrewing the mouthpiece and clamping the L-4698 holder between the mouthpiece and set housing, (see Figure 2).

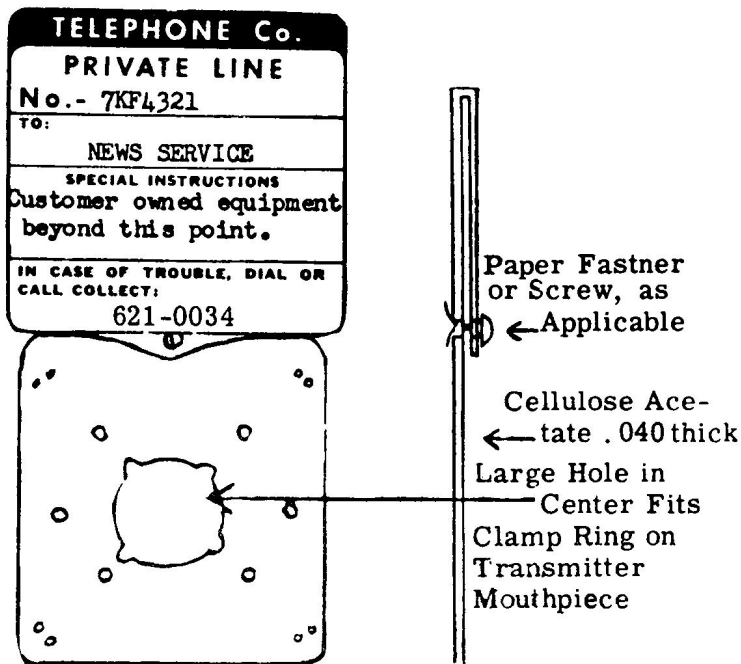


Figure 2 - L-4698 Designation Holder
Drilled for 42A and 44A
Connecting Blocks and Station Jacks

Form P-2241 is an adhesive backed label in strips of four. When used with the L-4698 holder do not remove the backing paper protecting the adhesive coating. Figures 3-A, 3-B, and 3-C show typical mounting arrangements of the L-4698 holder and form P-2241.

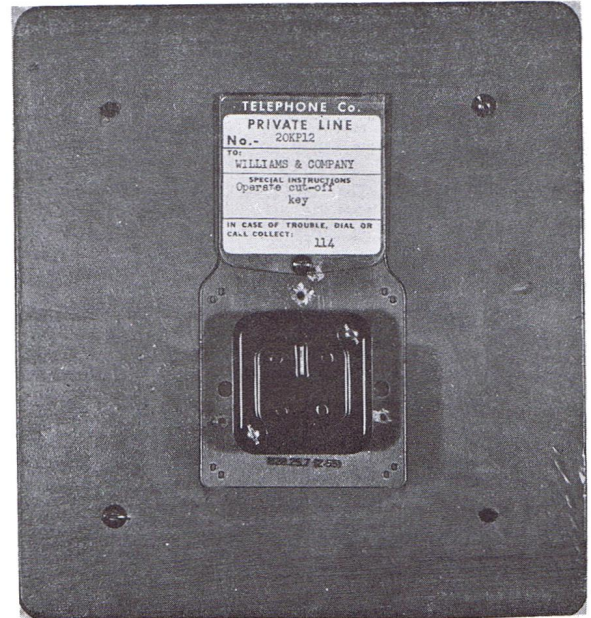


Figure 3-A - L-4698 Holder
Used with Station Jack

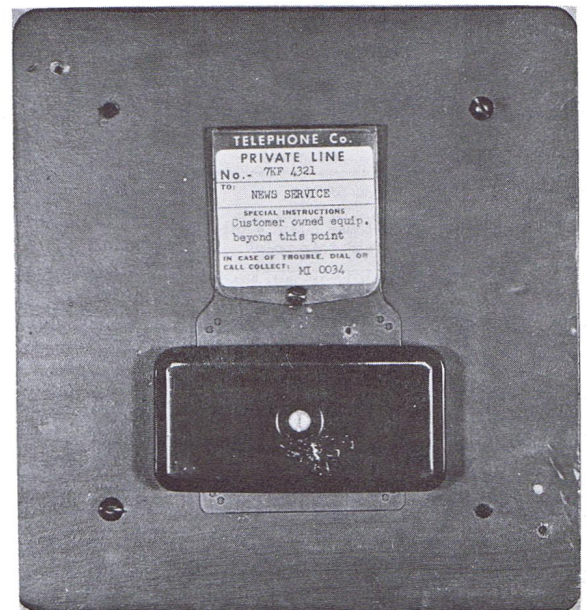


Figure 3-B - L-4698 Holder
Used with 44-Type Connecting Block

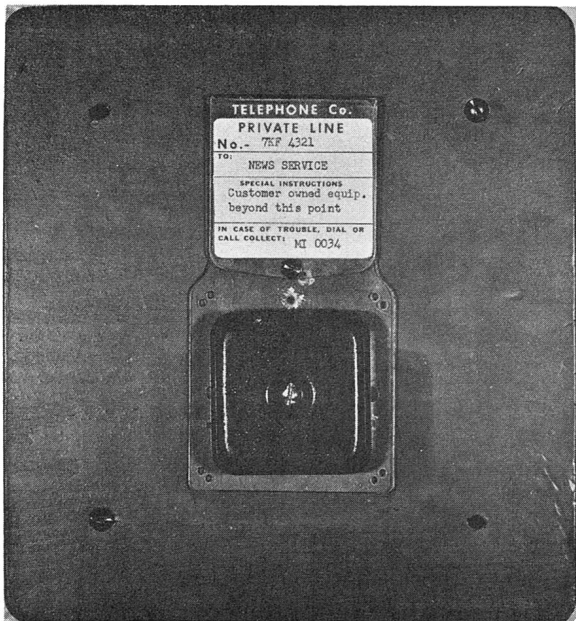


Figure 3-C - L-4698 Holder
Used with 42-Type Connecting Block

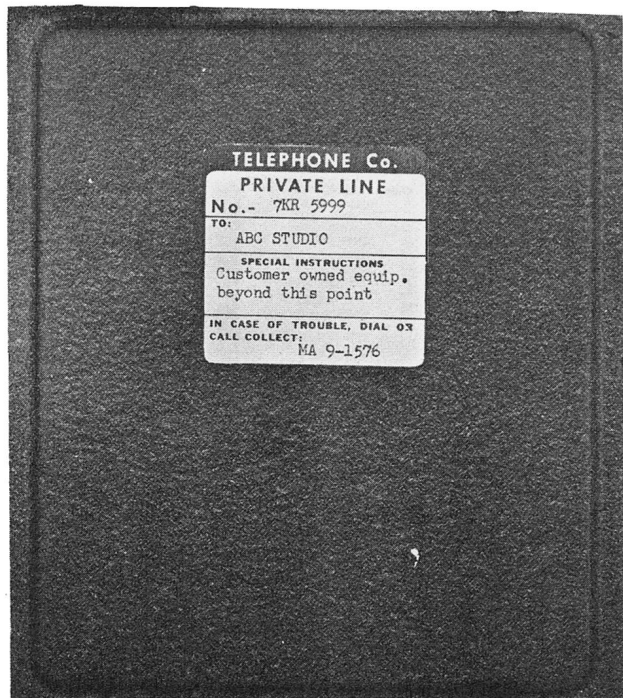


Figure 4 - Form P-2241
Applied to 105-Type Apparatus Box

5.04 If a special service terminates in an apparatus cabinet, such as a 105-type, prepare form P-2241, remove the backing paper and apply to the front of the apparatus cabinet, (see Figure 4).

5.05 If a special service terminates on a (4-6) button key telephone set, prepare form P-2422, (see Figure 5-A), roll backing from top of label and apply to the telephone set as in Figure 5-B.

TELEPHONE CO	
REPORT TROUBLE ON	
PRIVATE LINE _____	TO _____
PRIVATE LINE _____	TO _____

Figure 5-A - Form P-2422



Figure 5-B - Form P-2422
Used with 400-Type Telephone Set

6. INSTRUCTION CARDS AND PBX POSITION REFERENCE EQUIPMENT

6.01 A customer may have several special services terminating in a switchboard, console, relay rack, apparatus cabinet, or other variations of centralized traffic control centers. Large merchandising or manufacturing plants, Civil Aeronautics Administration, air line companies, railroad companies, power companies, and oil companies are typical locations where a group of special services of various types may terminate in one or more locations on the customer's premises. In these cases, the customer may have many employees who use the communication facilities but usually have a communication center where traffic and use of facilities is controlled and personnel in the one location are the only ones authorized to report and otherwise supervise communication facilities.

6.02 In the communication center the plant service forces shall prepare and post instructions for using communication facilities and reporting trouble.

6.03 PBX position reference equipment (key shelf directory unit and plastic key shelf bulletin holder) appears desirable wherever quick access to a volume of information is required and the provision of reference equipment will result in improved PBX service, (see Figures 6-A, 6-B, and 6-C).

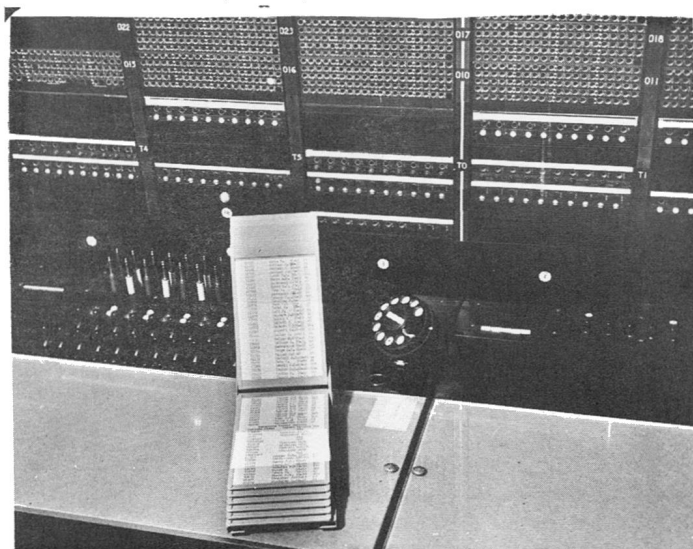


Figure 6-A - Key Shelf Directory Unit

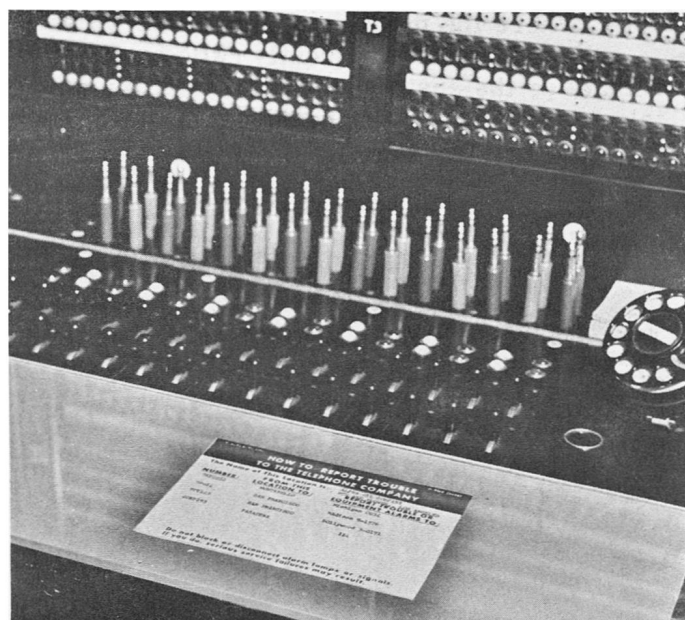


Figure 6-B - Plastic Key Shelf Bulletin Holder with Form P-2242

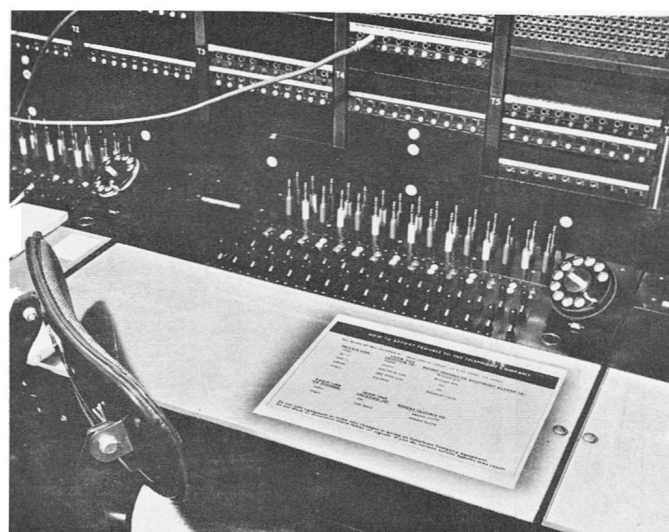


Figure 6-C - Plastic Key Shelf Bulletin Holder with Form P-2243

6.04 Where the number of special services is small, the frequently called number booklet or the customer's interdepartmental telephone directory may be adequate (see Figure 7).

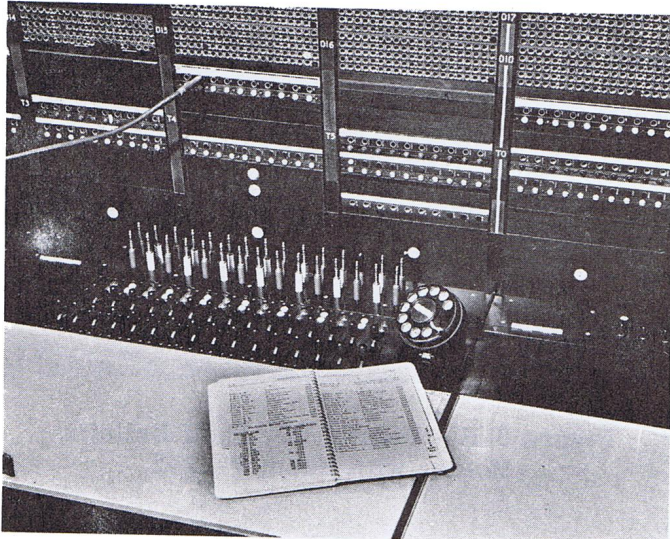


Figure 7 - Customer's Interdepartmental Directory

6.05 The plant forces shall notify the district traffic service adviser if there is a need for reference equipment, but shall not discuss the requirement with the customer.

6.06 The district traffic service adviser will be in a position to observe the need for reference equipment and to recommend the type best suited to the customer's needs.

6.07 Form P-2243 (see Figure 8-A) has spaces for listing large groups of private lines, radio links or channels. It can be placed under the plastic key shelf bulletin holder (see Figure 6-C) or in the booth card frame, KS-14123, and the frame mounted on an equipment cabinet (see Figure 8-B) or a wall adjacent to the PBX switchboard, etc.

HOW TO REPORT TROUBLE TO THE TELEPHONE COMPANY

The Name of This Location Is: OMEGA CHEMICAL COMPANY, 463 W. 9TH STREET, LOS ANGELES

<u>PRIVATE LINE:</u>	<u>FROM THIS LOCATION TO:</u>	<u>REPORT TROUBLE OR EQUIPMENT ALARMS TO:</u>
7GP19	POMONA	621-0034
7KM146	POMONA	621-0034
7KP269	ONTARIO	621-0034
11KP481	1900 SOUTH HILL	114
11KS134	HUNTINGTON PARK	114
11KS137	MONTEBELLO	114

<u>RADIO LINK OR CHANNEL:</u>	<u>FROM THIS LOCATION TO:</u>	<u>REPORT TROUBLE TO:</u>
11B12	XYZ	629-1576
7GB461	LONG BEACH	629-1576
30V15	HOLLYWOOD	46-0171

**Do not add equipment or make any changes in wiring on Telephone Company Equipment.
Do not block or disconnect alarm lamps or signals. If you do, serious service failures may result.**

Figure 8-A - Form P-2243 With Typical Entries

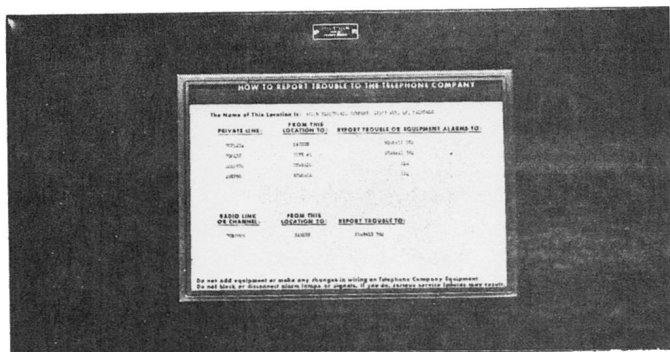


Figure 8-B - Form P-2243
Mounted in KS-14123 Card Frame
on an Equipment Cabinet

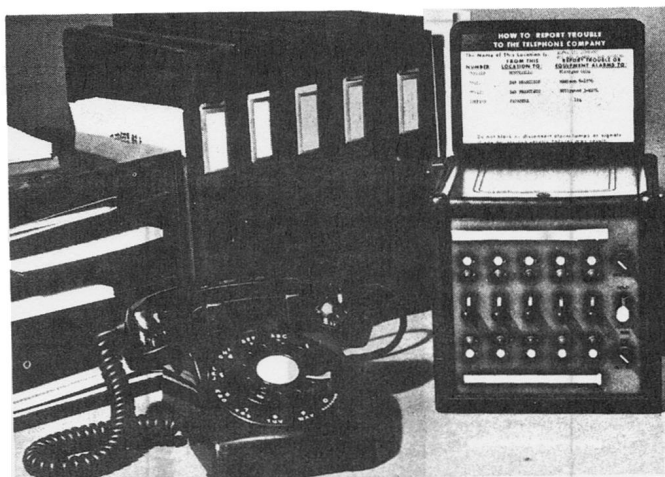


Figure 9-B - Form P-2242
Mounted in 8B-3 Card Holder
on Back of 101A Key Equipment Box

6.08 Form P-2242, (see Figure 9-A) is similar to form P-2243 but smaller and will mount in the 8B-3 card holder. The 8B-3 card holder normally fastens on top of a horizontal surface, but the mounting foot can be bent to the desired angle and mounted to a key equipment box (see Figure 9-B) or the card frame removed from the mounting and fastened to a wall or equipment panel. The form can also be placed under the plastic key shelf bulletin holder as shown in Figure 6-B.

7. INSTRUCTIONS TO THE CUSTOMER

7.01 The field forces contacting a customer in connection with new or changed special services shall acquaint the customer with the identification and trouble reporting numbers associated with the services and their importance in rendering them good service. The advantages to the customer in using these identification and trouble reporting numbers should be emphasized.

T. P. T. E. T. CO. B. I. T. CO. OF N.		P 2242 (1-56)	
HOW TO REPORT TROUBLE TO THE TELEPHONE COMPANY			
The Name of This Location Is:		NATURAL GAS COMPANY 1554 PACIFIC AVENUE, BURBANK	
FROM THIS NUMBER:	LOCATION TO:	REPORT TROUBLE OR EQUIPMENT ALARMS TO:	
7KF567	GAS CO., MONTEBELLO	621-0034	
14KP1	GAS CO., GLENDALE	114	
20KS901	GAS CO., PASADENA	114	
Do not block or disconnect alarm lamps or signals. If you do, serious service failures may result.			

Figure 9-A - Form P-2242 With Typical Entries