

INSPECTIONS ON STATION VISITS INSTALLERS AND REPAIRMEN

1. GENERAL

1.01 This section covers the inspection of the station apparatus, inside wiring, drop and block wires, terminals, etc., made by installers and repairmen when visiting the subscriber's premises in connection with service order work or with clearing trouble reports.

1.02 This section is reissued to bring it up to date. Due to extensive changes, marginal arrows have been omitted.

1.03 This inspection may only be omitted upon the approval of local supervision when due to workload, it would tend to hinder the prompt restoration of service.

1.04 The extent of the inspection by class of service is provided below. Included in the inspection of the telephone equipment, shall be an inspection of associated inside wiring, outside service wires and the working terminal involved.

- Residence — All on-premises equipment
- Coin Telephone — All equipment associated with the particular station.
- Business — Station or stations and their associated apparatus reported or covered by the service order.

1.05 All defects which the craftsmen is equipped to clear, shall be corrected at the time of inspection. When the defect cannot be cleared at the time, due to workload or because of the lack of training or equipment, the craftsman shall report it on a Form 732.

1.06 A defect shall be considered as anything not in accord with the provisions of Bell

System Practices sections. Good judgement must be exercised to ensure that the appearance of the telephone equipment is in keeping with the surroundings; eg. a workshop telephone might need to look only moderately well, whereas one in an attractive office would normally be expected to present a well-kept appearance.

Note: It is not always feasible to produce an exact colour match between the components of a coloured telephone. A coloured telephone should not be replaced because of colour mismatch unless requested by the customer.

1.07 The service order work or trouble condition, necessitating the visit to the subscriber's premises, should be cleared or completed prior to the inspection being made. There may be some instances when the specialized test facilities of the Exchange or Toll Testboard are required.

1.08 Customer owned telephones connected to working services should be referred to local supervision. Customer owned attachments should be handled in accordance with District instructions.

2. INSPECTION OF STATION EQUIPMENT

2.01 The procedures to be followed when inspecting items of common types of apparatus are detailed in the appropriate Bell System Practices section.

Number Card

2.02 Check the general condition as to the legibility of the number card, the condition of the cellulose window, proper type card and the correct telephone number. Replace any parts found to be defective, incorrect or missing. "Easy Stick" number cards and those number cards

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where entries have been made in pencil or ink, are to be replaced.

Directories

2.03 Ensure that current directories are provided and are in good condition. At public telephone stations, ensure that the directories are properly located. At multiple installations of public telephones, where out-of-town directories have been placed, advise the tester of those directories requiring replacement.

3. TESTING

3.01 Operational tests are to include:

- (a) Dial speed and ringer test.
- (b) Verification of A.N.I. modification for tip parties where required.
- (c) Verification of hold and special features.
- (d) Testing of WATS lines and foreign exchange services with the appropriate test centre.
- (e) Transmission and noise measurement tests of Special Service line as per Bell System Practices sections.
- (f) A verification of the line on all new installations or where changes of Central Office facilities are involved. This verification shall be made by means of a call back to one station from the installation control centre. When the control centre is closed, the call back shall be requested from the test centre. On orders completed after the Test Centre is closed, the call back shall be made the following morning by the Control Centre.

3.02 Where the testing requirements are beyond the capability or scope of the craftsman, the assistance of the tester is to be obtained.

4. CLEARING AND REPORTING OF DEFECTIVE OUTSIDE PLANT CONDITIONS

4.01 The cable terminal from which the service is working shall be inspected, except in

those cases where the terminal is not in the close vicinity or where accessibility would pose a problem.

Cable Terminals and Poles

4.02 The inspection of cable terminals and poles shall include such items as:

- (a) The terminal is properly and securely mounted.
- (b) The cover or door of the terminal is secure and operates properly.
- (c) Foreign material in the interior of the terminal.
- (d) The binding posts and fuses of the line being worked on to ensure that the connections are tight.
- (e) Wiring within the terminal is properly routed and terminated.
- (f) An inspection of the pole steps to determine the steps that are missing or defective.

4.03 The provisions of Para. 1.05 shall also apply to the defects encountered by the craftsman on Outside Plant items.

Other Plant

4.04 Apart from the inspection of station equipment wiring, cable terminals and poles, all craftsmen should continually be on the alert to observe conditions which do not appear to be in accordance with standard practices. Conditions such as power hazards, tree interference with wires or cables, broken or leaning poles, loose or improperly supported wires or cables, missing cable rings, broken lashing wire, etc., which cannot be economically handled, should be reported by means of a Form 732 or in accordance with District instructions.