

PRIVATE LINE SERVICE

RESPONSIBILITY OF CUSTOMER SERVICE ENGINEER  
 (TELEGRAPH STATION EQUIPMENT GROUP)

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1. GENERAL

1.01 This Engineering Practice outlines the responsibility of the CSE (Telegraph Station Equipment Group) in the processing of Private Line Service Orders and is intended as a guide in establishing uniform procedures among the Areas.

1.02 The Telegraph Station Equipment Group was established in the Service Branch of the Area Engineering Department to perform an assist function to the Sales and Plant Departments in providing Private Line Telegraph Service. The primary function of this group is to review Private Line Service Orders and to issue supplementary information where standard instructions are not sufficient to cover the assembly and installation of telegraph station equipment. The Group also acts in an advisory capacity to the Sales, Western Electric and responsible local forces on problems involving telegraph station equipment.

1.03 The Area Telegraph Station Equipment Group issues engineering supplements for PLSO's originated by their Area Sales Offices. Appendix I summarizes the Sales Offices by Area and indicates the responsible engineering group. Engineering information is generally furnished only for telegraph station equipment directly associated with Long Lines service.

2. TELEGRAPH STATION EQUIPMENT

2.01 Telegraph station equipment is generally defined as that portion of the teletypewriter or telegraph equipment located on the customer's premise. For the purpose of this engineering practice, it does not include wave shapers, subsets, etc. which are normally considered as part of the telegraph circuit.

2.02 Telegraph station equipment installations fall into the following broad categories depending upon their size and complexity:

(a) Normal Installation - This type of installation is characterized by minimal installation effort. It is generally considered standard or semi-standard and is ordered and installed by the responsible local forces.

(b) "Engineered Customer's Installation" - The size and complexity of this type of installation are such that specific installation engineering is required. The "Engineered Customer's Installation" is generally installed by the Western Electric Company under a formal equipment specification written by the Long Lines Plant Design Engineer or by the Associated Company.

2.03 The method of designating "Engineered Customer's Installations" and the instructions for handling them are covered by local engineering practices.

3. ENGINEERING SUPPLEMENTS TO PLSO - NORMAL INSTALLATION

3.01 The Telegraph Station Equipment Group will issue an engineering supplement as soon as feasible, generally no later than one working day after receipt of the PLSO on 2 week orders and no later than three working days on more than 2 week orders except those items listed in Par. 3.02 and 3.03. If excessive delay is expected in furnishing complete engineering information, the engineering supplement should so state and estimate when the information will be available.

3.02 Engineering supplements will not be issued for fully coded station arrangements that are covered by TP 581.000 Bell System Coding Plan. (Except for Canadian locations).

3.03 Engineering supplements generally will not be issued for the following items unless specifically requested:

(a) Inside and outside moves of station equipment (unless duplicate equipment is required and listed in PISO).

(b) Replacement of existing equipment for maintenance purposes.

(c) Speed changes of teletypewriter equipment that involve only a simple gear change.

(d) Substitutions due to color, type arrangements, etc.

(e) Change from sprocket to friction feed and vice versa.

(f) Change hours of service or resetting time switches.

(g) Changes of tabulator and form feed parts.

(h) Addition of form accumulating shelf and paper boxes unless covered by area drawings.

3.04 Engineering information should be presented to the field in a logical and concise manner. In the interest of standardization, the following general format should be used for engineering supplements wherever possible:

1.0 At (1st location), provide the following:

(a) Material Requirements

(1)

(2) (Sub-paragraphs as required)

(3)

(4)

(b) Assembly Information

(1)

(2) (Sub-paragraphs as required)

(3)

(c) Wiring Information

(1)

(2) (Sub-paragraphs as required)

(3)

(d) References

(1)

(2) (List drawings, BSP's, etc.)

(3)

(e) Testing Procedure on non-standard arrangement (if applicable) or general notes.

2.0 At (2nd location), provide the following: etc.

3.05 Appendix II is an example of an engineering supplement using the prescribed format.

3.06 When the engineering supplement makes reference to a Long Lines Area drawing, the Telegraph Station Equipment Group will order six copies of the drawing for the appropriate Ordering Center. The engineering supplement should indicate for whom drawings have been ordered.

4. ENGINEERING SUPPLEMENT TO PISO - ECI LOCATIONS

4.01 "Engineered Customer's Installations" are handled by engineering personnel in the Long Lines Plant Design Engineer's Group or in the Associated Company. Generally, engineering assistance for the ECI locations is not furnished by the Telegraph Station Equipment Group unless specifically requested.

4.02 The Telegraph Station Equipment Group is responsible for screening PISO's issued by Sales Offices in its Area and for advising the appropriate Equipment Engineer or Associated Company Engineer of any PISO affecting an ECI location in their territory.

4.03 If an ECI location is involved, the Telegraph Station Equipment Group will:

(a) Request that the originating Sales Office resend the PISO and all subsequent sales supplements to the appropriate Equipment Engineer or Associated Company Engineer. (If the appropriate Equipment Engineer is in your city, obtain copies locally instead of asking for a resend.)

(b) Issue a coordinating engineering supplement with the following information: "Location is an Engineered Customer's Installation and is the responsibility of the (location) Equipment Engineer or Associated Company Engineer. Will the (originating) Sales Offices please send a copy of the PISO and all Sales supplements to the PISO to (code). No engineering assistance will be furnished from this office unless specifically requested."

(c) Address the engineering supplement to the appropriate Equipment Engineer or Associated Company Engineer.

## 5. ENGINEERING SERVICE ORDERS

5.01 An Engineering Service Order (abbreviated ESO) may be issued to make minor modifications or corrections to an existing telegraph installation under the following circumstances:

- (a) Billing to the customer is not involved.
- (b) A service order is not required.
- (c) An engineering supplement cannot be issued.

5.02 Engineering Service Orders are to be prepared in accordance with CIE 5.51.5 (BSP E25.902.5).