

**METHOD OF HANDLING COMPLAINTS AND REQUESTS
FOR ALL OFFICES INVOLVING
CHARGE IRREGULARITIES ON CROSSBAR TANDEM CAMA CALLS
STEP-BY-STEP SYSTEMS**

1. GENERAL

1.01 This section covers the procedure to be followed in handling complaints and requests involving charge irregularities on crossbar tandem CAMA calls.

1.02 This section is reissued to bring it in conformity with other material in the Plant Series. In this process marginal arrows have been omitted.

1.03 The procedures covered in Part 2 may be applied in any order and only as required. A line shall be connected for complaint observing only when requested through normally established channels. After a line has been connected for investigation, no change in cross-connections affecting the line and no testing which will affect observing shall be made.

1.04 Arrangements provided for complaint observing are (1) No. 10 service observing desk which is equipped with a pen register (associated circuits and equipment located in the local central office), and (2) Line Observing Number Matching circuit (located and associated with crossbar tandem CAMA office). A line is connected for service observing by associating the line equipment with a service observing jack (local central office). A customer's telephone number is manually registered on the dial type switches of the line observing number matching circuit (crossbar tandem office).

1.05 A line patched for complaint observing with arrangements 1, Paragraph 1.04 will be recorded by a pen register and may be observed by the observing operator. This will have no effect on the AMA tape in the crossbar tandem office. A calling customer's telephone number, registered on the switches, with arrangement 2, Paragraph 1.04, is indicated in the initial

entry on the crossbar tandem AMA tape for each CAMA call through the tandem office. The line observing number matching circuit signals the transverter that the call is to have an observing entry. All bulk record calls (M.U.) associated with this customer's number are recorded as detail record calls (M.U.D.).

1.06 There may be one or more No. 10 service observing circuits, or its equivalent, associated with the local central offices. Each circuit can be used on only one line at a time. In the crossbar tandem office there are 30 sets of dial switches associated with the line observing number matching circuit. This limits the number of customers' telephone numbers to 30 that can have complaint observing at the same time.

1.07 The length of time that a line or customer's telephone number is connected for complaint observing should be in accordance with local instructions. It may vary depending on calling rate of the observed line or the demand on the service observing circuits.

2. METHOD

Line Verification Test of Customer's Line

Local Central Office

2.01 Determine from office records, the line location, class of service and party of the customer's line involved.

2.02 Make a line verification check of the line in accordance with the procedures covering verification test of customers' lines.

2.03 Request the test deskman to check the line or lines involved. On two-party message rate lines, have an ammeter test made of customer's bridge to check for accuracy of tip station ground.

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2.04 Check recent trouble records and tests of class of service indication. These may indicate a trouble which may have routed a call or calls through crossbar tandem CAMA falsely.

Note: As this complaint may be due to either or both the customer's message register (message rate lines) or the billing from the AMA tapes from the crossbar tandem office, every effort should be made to be sure the register checks satisfactorily and that the customer's line has the correct class of service.

Complaint Observing

Local Central Office

2.05 If procedures specified in Paragraphs 2.01 to 2.04, fail to produce a satisfactory reason for the charge irregularities and the notification for complaint observing has been received the No. 10 service observing circuit, or its equivalent, shall be connected to the customer's

line in accordance with the practice for the local office involved.

2.06 The Plant Department, in the local office in addition to Paragraph 2.05, shall notify Plant Department in the tandem office to set the switches of the line observing number matching circuit to the telephone number of the complaining customer. This shall be done for all cases of complaint observing when the customer is permitted to place CAMA calls through the crossbar tandem office.

2.07 At the termination of the observing period remove the connections for the observation.

3. REPORTS

3.01 The required record of these tests and procedures should be entered on the proper forms and forwarded in accordance with local instructions.