SWITCHED SERVICES NETWORKS
USING CENTRAL OFFICE SWITCHING MACHINES
GENERAL PROCEDURES AND RESPONSIBILITIES
PREPARATION AND USE OF SWITCHED SERVICES HISTORY CARDS
FORM E-5122 AND E-5123

1. GENERAL

1.01 This section describes the preparation and use of *Switched Services Network (SSN) PBX Location History Card Form E-5122 and SSN Access Line or Trunk History Card Form E-5123.* These cards enable the Switched Services Bureaus (SSBs) and Switched Services Report Centers (SSRCs) to record contact information and to keep a chronological record of reports for Access Lines, Network Trunks, Tie Trunks and PBX locations.

1.02 Trouble report information from the *Switched Service Report Form E-5120,* is the source of data for these history cards.

1.03 For easy identification, Form E-5122 is salmon colored and Form E-5123 is white.

1.04 The classifications and codes for use on the history cards are covered in Section 310-200-003.

1.05 This section should be used in conjunction with Section 310-200-005 covering trouble analysis.

2. APPLICATION

PBX Location History Card — Form E-5122

2.01 All SSBs or SSRCs as defined in Section 310-200-001 should maintain one PBX Location History Card Form E-5122 for each Served PBX. This card is used as a log record of all reports from a PBX that cannot be sectionalized to any particular part of the network. The log may enable the SSRCs and the SSBs to determine patterns that are not readily identifiable on an individual report basis.

Access Line or Trunk History Card — Form E-5123

2.02 All SSBs and SSRCs should maintain an Access Line or Trunk History Card Form E-5123 for each Access Line, Trunk or Tie Trunk served. This will enable them to maintain a record of all Found Troubles, Came Clear and Found OK's. Reports or troubles that do not definitely locate to an Access Line, Network Trunk or Tie Trunk should be entered on the PBX Location History Card.

3. DESCRIPTION OF FORMS E-5122 AND E-5123

3.01 Fig. 1 describes the entries on Form E-5122.

3.02 Fig. 2 describes the entries on Form E-5123.

BSP 310-200-004		SWITCHED SERVICES NETWORKS					FORM E-5122 (11-63)		
PBX LOCATION HISTORY CARD									
NETWORK NAME AND NUMBER (1)					PSC LOCATION (4)				
CUSTOMER LOCATION (2)					TEL. NO. OF PSC (5)				
EQUIPMENT ROOM TEL. NO. (3)					PBX DIRECTORY NUMBER (6)				
DATE	TIME REPT REC'D	TYPE REPT	CALLING NO.	DIGITS DIALED	TROUBLED REPORTED AND DISPOSITION			DISP	INITIAL
(7)	(8)	(9)	(10)	(11)	(12)			(13)	(14)

(1) Network name and two digit number.

(2) City and State.

(3) Number to be used to call Telephone Company personnel at PBX.

(4) Plant Service Center (PSC) responsible for PBX maintenance.

(5) Number of PSC referred to in (4) above.

(6) Telephone number of PBX location.

(7) Date of the report or entry.

(8) Time report was received from the customer or PBX attendant.

(9) Appropriate code for Type of Report as entered in blocks 12-14 of Form E-5120.

(10) Network calling number from blocks 15-28 of Form E-5120.

(11) Digits dialed from blocks 29-42 of E-5120.

(12) Trouble reported, location, cause and other pertinent analysis data.

(13) Disposition code from blocks 46-47 of E-5120.

(14) Enter initials of person who posted card.

Fig. 1 — Use of PBX Location History Card

BSP 310-200-004				SWITCHED SERVICES NETWORKS	FORM E-5123 (11-63)	
				ACCESS LINE OR TRUNK HISTORY CARD		
CIRCUIT NO. (1)				TRUNK LOCATION (4)		
NETWORK NAME AND NUMBER (2)				CUSTOMER NAME (5)		
LINE LOCATION (3)				CUSTOMER LOCATION (6)		
DATE	TIME REPORT REC'D	TIME REPORT CLEARED	TYPE REPT	TROUBLE REPORTED AND LOCATION AND CAUSE OF TROUBLE	DISP	INITIAL
(7)	(8)	(9)	(10)	(11)	(12)	(13)

(1) The Access Line, Trunk or Tie trunk number as shown on the circuit layout card.

(2) The two-digit number assigned to the network.

(3) Line Location using Line Link Frame Number, Vertical Group, Horizontal Group and Vertical File, if appropriate.

(4) Trunk location using Trunk Link Frame Number, Switch and Level, if appropriate.

(5) Customer's name or other identification.

(6) City and State.

(7) Date of the report on entry.

(8) Time report was received from customer, PBX attendant, telephone employee, etc.

(9) Time circuit was turned up to customer, attendant, etc.

(10) Appropriate code for Type of Report as entered in blocks 12-14 of Form E-5120.

(11) Trouble reported, location, cause and other pertinent analysis data.

(12) Disposition code from block 46-47 of E-5120.

(13) Enter initials of person who posted card.

Fig. 2 — Use of Access Line or Trunk History Card