

CENTREX SERVICE

SERVICE OBSERVING FACILITIES

GENERAL

Basically, observing requirements for calls originating or terminating at CTX stations do not differ from those in existence for traffic to and from other stations and PBX's. However, the newness of this service offering and of the equipment arrangements necessary to provide it, appears to warrant an expansion of observing objectives for administrative purposes to be continued as determined by the PBX servicing people. This Section, therefore, describes means for implementing these expanded objectives.

OBSERVING ON ORIGINATING TRAFFIC

From No. 5 Crossbar Centrex

Local dial observations will be obtained using standard local dial observing circuits for No. 5 crossbar. In addition to the usual inter or intra central office traffic normally observed, observations of intra CTX customer calls will be obtained. These cannot be mechanically excluded and will have to be treated appropriately by the Service Observing people.

Observations of DDD traffic will be obtained in the normal manner using standard AMA service observing circuits applicable to No. 5 crossbar.

From SxS Centrex to a Local Office

These calls will reach the local office over 9th level trunks as is customary with normal PBX operation. Standard local dial observing circuits applicable to the serving central office will be used for observing this traffic. In this case, intra customer traffic will not be included.

DDD traffic will be observed as today at the AMA recording center.

From SxS Centrex to a Crossbar Tandem

The facilities for observing on these calls is under development and is expected to be available late 1962.

The local dial observing circuit for crossbar tandem will permit observing on calls incoming over the 9th level trunks from the SxS CTX in the normal manner.

The CAMA service observing circuit may be used either with the 9th level trunks or with a separate DDD group from the CTX when provided. When used with 9th level trunks, it will screen out all non-CAMA calls thus offering only DDD calls for observation.

OBSERVING ON TERMINATING TRAFFIC

A portion of the calls originated from various central offices terminate at PBX's and these are now observed in their true proportion with regular local dial observing done at these originating offices. Similarly, a portion of originating calls from any office will terminate at CTX stations, and it is proposed that local dial observing will adequately fill this need in a like manner. Hence, no special arrangements are needed to fulfill normal observing requirements.

However, since this is a new service offering implemented by new circuitry and experience is to date very limited, it seems prudent to arrange to obtain fairly large volumes of observations on calls into CTX stations for administrative purposes. These data would continue to be obtained so long as they appeared to serve a useful purpose as determined by the PBX administrative people. The following methods may be used depending on the CTX equipment involved.

No. 5 Crossbar CTX Using Consoles or 608A Switchboard with Single and Normal Cord Operation

Connect a No. 6 service observing set to the attendant trunk at its trunk link frame appearance. Calls which will be offered for observation include listed number, dial "O" (by CTX station), and requests for transfer of DID calls. Because of the release loop feature on listed number and transfer calls, these calls cannot be followed

beyond CTX station answer. However, if a wrong CTX station were reached, the subsequent transfer request could be observed.

No. 5 Crossbar CTX Using 608A Switchboard with Normal Cord Operation

Connect a No. 6 service observing set at the line link appearance of the listed number central office trunk. Listed number calls only are available for observation but the entire call can be observed.

Transfer of DID calls could be observed, if desired, by connecting a No. 4 set to the Transfer Trunk at the trunk link appearance.

SxS CTX with Trunks from Crossbar Tandem

A PBX service observing circuit now under development will permit observing on trunks from crossbar tandem either listed number only or combined listed number and DID—availability, late 1962. Entire call may be observed.

SxS CTX with Trunks from No. 5 Crossbar with Tandem Features

Combined listed number and DID groups can be observed using No. 4 service observing set. Con-

nect at the line link frame appearance of the trunks.

SxS CTX with Trunks from Selector Level Trunks of a SxS Office

Combined listed number and DID trunk group can be observed using a No. 4 service observing set. Connect at the M.D.F. or I.D.F.

SxS CTX with Final Terminal Trunks from Any Local Office

Use same facilities and methods as today for observing on PBX incoming traffic; i.e., a No. 6 observing set connected at the central office.

RECOMMENDATIONS

In view of the newness and importance of Centrex service it is urged that at least in the early installations, maximum use be made of any observing facilities that can be provided. Experience with this service should later permit a better judgment of permanent observing requirements.