

American Telephone and Telegraph Company

BELL SYSTEM PRACTICES
Teletypewriter and Manual
Telegraph Station and PBX
Installation and Maintenance

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Long Lines Department
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FURNISHING TELETYPEWRITER SUPPLIES TO
PRIVATE LINE SERVICE CUSTOMERS

1. GENERAL

1.00 This issue supersedes Issue C. This section is reissued to show a change in the quantity of roll paper and tape provided as initial supplies. Revised paragraphs are marked by an asterisk ().

1.01 This section describes the procedures for furnishing teletypewriter supplies necessary to start Private Line Teletypewriter Service or furnishing emergency supplies in cases where the customer's stock becomes temporarily depleted.

1.02 It is customer's responsibility to furnish paper, ribbons and tape for use on all Private Line Service teletypewriter apparatus. Customers sometimes are not in a position to obtain an initial supply prior to the start of a new service, and therefore where the customers use certain common kinds of stationery it is the Telephone Company's practice to furnish them with an initial supply of stationery sufficient in amount to permit service to start and continue for a short period until their own supply has arrived. *Paragraph 3.01 prescribes the types and quantities of initial supplies that are to be furnished. It will be satisfactory to furnish these supplies automatically without first checking with the customer to determine if he requires them. In addition, the Telephone Company endeavors to furnish customers with certain emergency supplies in the event that their regular supply is exhausted and the replacing supply has not been received. Part 4 contains the details regarding the furnishing of emergency supplies.

2. KIND OF SUPPLIES FURNISHED

2.01 Scissors, hand gummers, sanitary moisteners, cutting thimbles and tape winders are to be furnished only when authorized by a Private Line Service Order or by an informal order from a Commercial Department representative, except when such articles are required to replace existing ones for maintenance purposes.

2.02 Gauze and blotters for sanitary moisteners and wicks and screens for hand gummers may be furnished as required as part of the normal maintenance work at Telephone Company maintained stations.

2.03 Unless otherwise specified in the Service Order, paper, tape and ribbons should not be furnished to customers except in cases of emergency and except for the initial supply. For details see Parts 3 and 4.

3. INITIAL SUPPLY

3.01 Initial supplies are to be furnished as follows in connection with the installation of Telephone Company owned and maintained teletype-writer equipment. No initial supplies are to be furnished customer owned stations regardless of who maintains them.

*(A) All Locations

*(a) Ribbons. One new ribbon for each machine, both service and spare. Two-color ribbon should be provided if specified in the Private Line Service Order or if required for #20-type equipment.

(b) Paper. For page type machines.

*(1) Friction feed equipment using 8-1/2" paper. One roll of yellow paper in each machine, both service and spare.

*(2) Friction feed equipment using 6-3/16" paper. One roll of white paper in each machine, both service and spare.

*(3) Friction feed teletypesetter equipment using 6" paper. One roll of white paper in each machine, both service and spare.

*(4) Friction feed equipment using other than 8-1/2", 6-3/16", or 6" (teletypesetter) roll paper. No paper to be furnished.

(5) Sprocket feed equipment.

No paper to be furnished unless otherwise specified in the Private Line Service Order. Arrangements for obtaining this will be covered in the same order.

(c) Tape. For tape type machines.

*(1) Machines using 3/8" tape. One roll of white tape in each machine, both service and spare.

Note: Unless otherwise specified in the Private Line Service Order, all tape furnished is to be gummed.

(2) Machines using other than 3/8" tape. No tape to be furnished.

*(d) Perforator tape for perforators and re-perforators. One roll in each perforator or re-perforator, both service and spare.

Note: Perforator tape KS8483 List 2 (7/8") is required for #20-type equipment.

4. EMERGENCY SUPPLIES

4.01 Emergency supplies, as qualified in the following paragraph, may be furnished upon request to any Private Line Service customer regardless of ownership of station equipment.

4.02 Supply points should not be established to meet emergency requests; neither should kinds of supplies not required for establishing new services or for official use be stocked to meet these requests. It is intended that only the kinds of supplies stocked for starting new services, located where required for such purposes, be available for emergency use. Supplies maintained for official message service use may be used in emergencies, provided the stationery contains no printed matter.

4.03 Delivery of Supplies. If a customer requests emergency supplies, the person who receives the request should ascertain if the customer's existing supply is exhausted, and if not, how long the existing supply will last. In the case of a customer maintained station, the customer should be requested to send for the supplies or to arrange for their shipment. In extreme cases, this may not be practicable and the Telephone Company should cooperate fully with the customer in the delivery of the supplies. If the station is maintained by the Telephone Company and the customer requires immediate delivery or delivery at a date earlier than the time scheduled for the next regular maintenance trip, the supplies should be delivered by the Telephone Company as near to the time desired by the customer as is feasible. If the Telephone Company is not in a position to make the delivery at the time specified, the customer should be so informed and requested to send for the supplies.

4.04 Return of Emergency Supplies Loaned to Customers. The customer should voluntarily return emergency supplies to the Telephone Company. If he fails to do this, the Telephone Company man on his next visit to the customer and knowing of such a condition, should, if practicable, offer to return the supplies for the customer. At no time, however, should a demand be made on the customer to return supplies. If it is found that a customer frequently requests emergency supplies and it appears that the practice is due to neglect on the part of the customer in ordering supplies, such cases should be reported by the Division Plant Organization to the local Long Lines Commercial Office.

4.05 Shipment of Supplies. If the desired supplies are not normally stocked at a point where a request originates, the customer should be informed that it will be necessary to have them shipped from some other point where such supplies are stocked and that it will be a given number of hours or days before delivery can be made. If, under these circumstances, the customer still desires the supplies, they should be so obtained.

4.06 If a customer using paper with a special heading or marking requests an emergency supply, Telephone Company regular stock paper should be offered and an explanation should be made to the customer that this is the only kind of paper we stock. If a customer returns paper on which there is printed matter, it should be junked or, if it is considered practicable, it may be retained for return to the same customer should he subsequently request an emergency supply of paper.

5. TREATMENT IN CASE SUPPLIES FURNISHED BY CUSTOMER ARE NOT SATISFACTORY

5.01 If it is found that the supplies furnished by the customer are not suitable for use on station machines owned by the Telephone Company, the customer shall be so informed. If no apparent effort is made to correct this condition, the facts of the case shall be referred, via regular organizational channels, to the local Long Lines Commercial Office.

5.02 If service interruptions become frequent because of worn ribbons, this fact should be called to the attention of the customer's local personnel. If no apparent effort is made to correct the practice, such cases should be referred, via regular organizational channels, to the local Long Lines Commercial Office.

6. SPECIAL SUPPLIES

6.01 When supplies different from those specified in this section are desired at a particular location, all the details will be included in the

Page 6
6 Pages

Private Line Service Order covering the establishment of service at such locations.