

SWITCHING SYSTEMS MANAGEMENT

GENERAL ADMINISTRATION

TONES AND ANNOUNCEMENTS

1. GENERAL

1.01 Tones and announcements are used to inform customers and operators of various conditions encountered on dialed calls. They are also required for service analysis of conditions which result in failure to complete dialed calls. Analysis data are used to evaluate administrative, engineering, and maintenance efforts to improve service.

1.02 Whenever this section is reissued, the reason for reissue will be given in this paragraph.

1.03 Tones are used primarily to identify busy conditions of lines and some trunks. Generally, 60 IPM tone is used to identify busy lines, and 120 IPM tone is used to identify busy trunks. The appropriate customer action for either condition is to hang up and try the call again.

1.04 Announcements are used when the condition encountered requires explanation for both customers and operators. Announcements also suggest the appropriate action to be taken. The use of "no circuit" (N), "overload" (O), and "special" (X) announcements space attempts in order to relieve overloaded switching systems and trunk networks.

1.05 Local options on tones and announcements created no serious problem prior to the advent of distance dialing. However, with the system now an integrated multioffice network, a variety of tones or announcements for the same conditions is most confusing from the customer standpoint. Also, nonuniformity makes it impossible to analyze performance results with any degree of accuracy. Service observers identify each type of announcement by certain key words in the announcement. Therefore, uniformity of tones

and announcements throughout the system is a requirement.

1.06 Announcements in Part 5 of this practice supersede those contained in Central Office Management Circular Division D, Section 2, Appendix 1, dated January 1975.

2. LOCATION CODES

2.01 To facilitate network trouble tracing and identification procedures, location codes are added to recorded announcements used in toll switching systems. Location codes are comprised of a numbering plan area (NPA) code followed by a 1- or 2-digit code identifying the office within the NPA where the blockage occurs. The assignment of location codes is the responsibility of the network administration section of the Engineering and Network Services Department of American Telephone and Telegraph Company.

3. SPECIAL ANNOUNCEMENTS

3.01 Recommended standard announcements in no way prohibit the use of special announcements when required for specific situations, such as disasters, work stoppages, etc.

4. EQUIPMENT OPERATION

4.01 Announcement trunks should be equipped for delayed cut-through so that an announcement will be heard from the start of the message. There should be an audible ring during the interval before the start of the announcement, and the interval should be as short as possible. Announcements

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Bell System except under written agreement

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should be brief and carefully prepared. It is important also that announcement facilities be kept in good working order and proper routines established to check and maintain the quality of announcements.

4.02 Announcement systems used for intercepted numbers should be arranged for operator cut-through.

5. RECOMMENDED TONES AND ANNOUNCEMENTS

5.01 Attached is a list of recommended tones and announcements for the various conditions encountered.

RECOMMENDED TONES AND ANNOUNCEMENTS

<u>CONDITION ENCOUNTERED</u>	<u>RECOMMENDED TREATMENT</u>	<u>RECOMMENDED ANNOUNCEMENT</u>
Normal		
Signal to Start Dialing	Dial Tone	-
Connected to Called Line or to Operator Trunk	Audible Ringing Tone	-
Line Busy	60 IPM Tone	-
All Trunks Busy		
Local	120 IPM Tone	-
Toll Connecting	Announcement N	We're sorry, all circuits are busy now. Will you please try your call again later. This is a recording. (Pause) (Location Code)
Intertoll		
Normal	Announcement N	We're sorry, all circuits are busy now. Will you please try your call again later. This is a recording. (Pause) (Location Code)
Disaster	Announcement X	(With flexibility due to situation) We're sorry, (storm, flood, tornados, etc.) damage in (or near) (city) has blocked your call. Emergency calls may be placed through your operator. This is a recording. (Pause) (Location Code)
Switching Blockage or Common Control Equipment Irregularity		
Local		
Switching Blockage or Equipment Irregularity	120 IPM Tone	-
No Dial Tone Situations	Announcement O	We're sorry, due to heavy calling, we cannot complete your call at this time. Will you please hang up and try your call later. If your call is urgent, please try again now. This is a recording.
Sender or Transmitter Overload	Announcement N	We're sorry, all circuits are busy now. Will you please try your call again later. This is a recording. (Pause) (Location Code)
Toll		
ESS & Common Control Systems		
Switching Path Busy	Announcement P	We're sorry, your call did not go through. Will you please try your call again. This is a recording. (Pause) (Location Code)
Sender or Transmitter Overload	Announcement N	We're sorry, all circuits are busy now. Will you please try your call again later. This is a recording. (Pause) (Location Code)
SXS Systems		
Switching Path Busy	120 IPM Tone	-
Network Management Control	Announcement N	We're sorry, all circuits are busy now. Will you please try your call again later. This is a recording. (Pause) (Location Code)
	or	
	Announcement X	We're sorry, (storm, flood, tornados, etc.) damage in (or near) (city) has blocked your call. Emergency calls may be placed through your operator. This is a recording. (Pause) (Location Code)

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RECOMMENDED TONES AND ANNOUNCEMENTS (Cont'd)

<u>CONDITION ENCOUNTERED</u>	<u>RECOMMENDED TREATMENT</u>	<u>RECOMMENDED ANNOUNCEMENT</u>
Work Stoppage	Work Stoppage Announcement	We're sorry, because of a work stoppage, the operator will be delayed in helping you. If your call is urgent, stay on the line and the operator will answer as soon as possible. This is a recording.
Misdialing		
Access Code Dialed in Error	Access Code Dialed in Error Announcement	We're sorry, it is not necessary to dial a "1" (or "0") when calling this number. Will you please hang up and try your call again. This is a recording.
Access Code Not Dialed	Access Code Not Dialed Announcement	We're sorry, you must first dial a "1" (or "0") when calling this number. Will you please hang up and try your call again. This is a recording.
Vacant Code	Announcement L	We're sorry, your call cannot be completed as dialed. Please check the number and dial again or call your operator to help you. This is a recording. (Pause) (Location Code)
Unauthorized CAMA (UCA) ("1" or "0" Plus Unauthorized Code)	Announcement L	We're sorry, your call cannot be completed as dialed. Please check the number and dial again or call your operator to help you. This is a recording. (Pause) (Location Code)
Misrouted Non-CAMA (MCA) ("1" or "0" Plus Local Code)	Access Code Dialed in Error Announcement	We're sorry, it is not necessary to dial a "1" (or "0") when calling this number. Will you please hang up and try your call again. This is a recording.
Partial (Insufficient) Digits	Announcement P	We're sorry, your call did not go through. Will you please hang up and try your call again. This is a recording. (Pause) (Location Code)
Numbers Intercepted		
Vacant or Disconnected Numbers (Includes Vacant Thousands and Hundreds)	Vacant - Disconnect Number Announcement	<u>Operator Intercept Trunks Provided</u> We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error, please check the number or try your call again. <u>Operator Intercept Trunks Not Provided</u> We're sorry, you have reached a number that has been disconnected or is no longer in service. Please check the number and dial again, or stay on the line and an operator will answer you.
Centrex Non-Working Stations	Centrex Non-Working Station Announcement	We're sorry, the number you have reached is not in service. If you are calling the (ABC Co.), please dial (XXX-XXXX). If you need help, dial your operator. This is a recording.
Intra Centrex Calls for Unassigned Numbers or Restricted Codes	Common Centrex Announcement	We're sorry, your call cannot be completed as dialed. Please check the number and dial again, or call your attendant to help you. This is a recording.
PBX Service Converted to Centrex	Centrex Number Change Announcement	Telephone numbers at the (ABC Co.) have been changed. For their new numbers, please dial (XXX-XXXX). This is a recording.
Receiver Off-Hook	ROH Announcement	If you'd like to make a call, please hang up and try it again. If you need help, hang up and then dial your operator. This is a recording.
Initial Coin Deposit Made	Dial Tone First Announcement	The call you have made requires a 10-cent (initial rate) deposit. Please hang up momentarily, listen for dial tone, deposit 10 cents (initial rate), and dial your call again. This is a recording.
Custom Calling Feature	Custom Calling Announcement	We're sorry, your call cannot be completed as dialed. Please check your instruction manual or call the (Business Office/Repair Service) for Assistance. This is a recording.

RECOMMENDED TONES AND ANNOUNCEMENTS (CONT)

TSPS OVERLOAD ANNOUNCEMENTS

<u>CONDITION ENCOUNTERED</u>	<u>RECOMMENDED TREATMENT</u>	<u>RECOMMENDED ANNOUNCEMENT</u>
Queue Entrance Allowed	"X" Float Announcement	Due to (the emergency condition), all operators are busy now. If you will stay on the line, an operator will answer as soon as possible.
Queue Entrance Not Desired	"X" Block Announcement	Due to (the emergency condition), we are able to complete only emergency calls. If your call is an emergency, please dial your operator. Otherwise, please try your call later.
Queue Entrance Not Allowed by Design	"P" Announcement	We're sorry, your call did not go through. Please hang up and try your call again.