

67501

911 EMERGENCY SERVICE
KENDALLVILLE (INDIANA-

67501

Preface

This manual contains information concerning the operation of the 911 Emergency Bureau System.

The "911" emergency number provides the public direct access to the centralized emergency bureau in the Police Department.

The centralized emergency bureau attendant will receive all "911" emergency calls. The attendant may receive the complete information from the calling party and then forward the information to the proper agency for call handling.

The attendant at the 911 bureau can readily determine when answering a call whether the originating party is still connected or disconnected. At anytime after a talking connection has been established, the attendant can determine whether a local calling line is on-hook or off-hook.

Regardless of the actions of the originating party, the attendant can hold a local connection, force release of the connection or initiate emergency ringback to the local originating party when on-hook, and when warranted have the call traced.

The details of this operation are described in later sections of this manual.

Indiana Bell Telephone Co., Inc.
Operations Staff-Customer
Premise Business Services
7/78

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OPERATIONS

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Description Of The Key Telephone Set

911 Emergency Line Buttons

Locking and illuminating type buttons. These are the terminating point for all 911 emergency calls. The lines are designated 911 and 912 for information required on call tracing requests.

Hold Button

Red non-locking and non-illuminating type button. Used to place a line on hold and remove the attendant from the connection.

Police Administrative Line Buttons

Locking and illuminating type buttons. Terminating and answering point for the Police Department Administrative central office numbers, 347-0654 and 347-0655.

Fire Horn Button

When depressed activates horn in Fire Department. Used to awaken firemen during night hours. Emergency calls for the Fire Department are relayed via radio service.

Ringback Button

An externally mounted non-locking type button. When depressed and held depressed 1 second, applies ringback to the on-hook calling party.

911 EMERGENCY CALLS

Incoming calls are indicated by an audible signal and a flashing line button.

Answering The Call

Lift the handset and depress the flashing line button.

Line button changes to steady light.

Holding The Call

If it is necessary to place a call on hold:

Depress red hold button.

Line pickup button lamp changes to winking signal. Calling party is held and will not hear any second conversation.

- Depress line button to return to calling party.

Fire Department Calls

If after answering a 911 emergency line it is necessary to direct the call to the Fire Department for handling:

Obtain all pertinent information.

Relay all information to the Fire Department via radio.

Calling Line Status

A calling line status feature provides an indication of the calling line status (on-hook or off-hook) to the 911 bureau attendant.

Upon answering a 911 line the presence of a 120 IPM (Interruptions Per Minute) tone to an attendant indicates the caller has abandoned the call.

Anytime after a talking connection has been established between a 911 caller and the attendant, should the caller disconnect (go on-hook) a 60 IPM tone will be returned to the bureau attendant.

The absence of a tone to an attendant at the 911 bureau

indicates a talking connection to an off-hook originating party.

On-Hook Ringback

On-hook ringback is only appropriate when the attendant is receiving a 60 IPM tone.

On-hook ringback procedures differ for individual lines and party lines. When the originating party is an individual line and on-hook ringback is requested, the line is given ringing and the attendant is given audible. This connection will remain until either the attendant goes on-hook or the line goes off-hook. If the attendant goes on-hook, then the connection is released. If the line returns off-hook, then the talking connection is restored.

When the originating party is a party line and on-hook ringback is requested, the line is given 2 seconds of ringing and the attendant is given one burst of audible. After this action is completed, 60 IPM tone is again returned to the attendant if the originating party is still on-hook. If the originating party goes off-hook, then the talking connection is restored and the 60 IPM tone is removed. The attendant can flash and repeat the on-hook ringback if desired. It should be noted that all subscribers on a party line will be rung during on-hook ringback.

To apply on-hook ringback:

Depress externally mounted ringback button and hold depressed approximately 1 second.

60 IPM tone is removed. If caller remains on-hook, 60 IPM tone will be returned to the attendant.

If caller goes off-hook, talking connection is restored.

On-hook ringback can be repeated as desired by again depressing the ringback button.

Force Holding A Line

In the event a caller has gone on-hook following a talking connection, as indicated by the 60 IPM tone, the line can be held as long as the attendant remains off-hook or the call is placed on hold.

Forced Disconnect

If the attendant at the 911 bureau disconnects, the connection between the local originating party and the attendant is released immediately by idling the trunk to the 911 bureau. This is necessary to prevent calling parties from intentionally tying up trunks to the 911 bureau. It is also necessary to release legitimate calls where the calling party fails to hang up after completing a call. Actions by the local originating party will in no way prevent the connection from being released.

Tracing A Call

If a call is to be traced the attendant must remain off-hook and/or place the call on hold.

Proceed as follows to request a call trace:

Dial 1+800-382-9974 (toll free no.),
Service Control Center, Indiana Bell
Telephone Co.

Acknowledge Service Control with "911"
Emergency Bureau Kendallville, trace.

Provide Service Control with time of call,
911 line identification, (i.e. 911 or 912),
plus the number 219-347-0654 for call-back
from the Service Control Center.

Hold the line being traced and await call-
back from the Service Control Center.

Note: In the event you encounter a busy condition or for some reason you can not get through on the In-WATS (toll free no.), dial the long distance operator and request Service Control Center collect, 911 Emergency Bureau Kendallville.

The criteria which the Service Control Center use when they receive a request for a call to be traced is as follows:

Emergency - Life or limb at stake. Trace and give information to 911 bureau.

Threat - Bomb threat or threatening harm. Trace and give information to Security Department immediately.

Harassment or Obscene Calls - Trace at first opportunity. The "911" bureau must hold the call until scheduled personnel are available for tracing.

Note: If a request for call trace is outside the hours of personnel coverage of the office from which the 911 call is originated, the "911" bureau is made aware of this by Service Control since it affects the time required to trace and the cost to the Telephone Company. With the "911" bureau being advised the trace requires personnel call-out, Service Control will verify the trace is still required, and if so, arrange for personnel to trace the call.

ILLUSTRATION OF THE KEY TELEPHONE SET

HOLD	347-0654	347-0655	911	912	FIRE HORN
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RINGBACK BUTTON
EXTERNALLY
MOUNTED

-Notes-

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