

POST OFFICE TELEPHONES

GLOSSARY OF TERMS

in common use in
connexion with the

TELEPHONE SERVICE

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ADJUSTAPHONE. A Telephone (receiver and transmitter) attached to one end of a cantilever metal bridge capable of expansion and contraction, the other end being fastened to a fixed pillar or bracket. The instrument can thus be moved to suit the convenience of the user.

ADVICE NOTE. The authority issued for :—

- (a) the execution of any work—e.g. the provision of a new line.
- (b) raising a revenue charge or altering an existing one.

ALARUM CALLS. The pre-arranged calling of a subscriber by the Exchange at a specified time.

A.N. See “ADVICE NOTE.”

ANCILLARY SYSTEM. A system under which each subscriber's calling signal appears in two or more sections of an Exchange, and can be answered by two or more separate groups of Telephonists. Each such group gives priority of attention, however, to a particular series of calling signals. If these appear in two sections of the Exchange the system is known as “single ancillary” and if in three sections as “double ancillary.”

APPOINTMENT OR SUBSCRIPTION CALL. A call which by arrangement matures at a specified time. Calls of this kind are allowed at a reduced rate during certain hours of the day and night under monthly contracts.

AREA, CORRECTION OF. The term used to denote the process of transferring subscribers from one Exchange to another as a result, either of the establishment of a new Exchange or of a re-arrangement of the boundaries of the areas to be served by existing Exchanges.

“A” TELEPHONIST. (In contradistinction to “B” Telephonist.) The Telephonist responsible for answering, controlling and registering calls originated by subscribers.

AUTOMATIC EXCHANGE. An Exchange at which communication between subscribers (except in a few special types of call) is effected by means of machine switches set in motion by the operation of a dial on the originating subscriber's instrument without the intervention of a Telephonist.

AUXILIARY WORKING. The facility which provides that, when one of a group of Exchange lines serving a particular subscriber is engaged, another line of the group is utilised. Lines upon which auxiliary working is required are numbered consecutively and underlined in the Exchange, as an indication to the telephonists that they may be alternatively used for the same service.

BARRED—TRUNKS. See “TRUNKS—BARRED.”

BELL—CONTINUOUS RINGING. A bell fitted in conjunction with an indicator so that when the indicator is actuated the bell rings continuously until the indicator is restored to its normal position.

BELL—EXTENSION. A bell which is fitted as an extension of the telephone instrument bell. It is required when the telephone instrument bell is not always within hearing of the subscriber.

BELL—MAGNETO. A bell rung by current from a generator, as distinct from a bell rung by current from batteries.

BLOCK WIRING. The wiring of a building or block of buildings designed to meet the probable telephone requirements for a period of years.

BREAKAGE FORM. A form presented for signature to a subscriber by the Department's Engineer when repairing damaged apparatus for the cost of which the subscriber is liable.

“ B ” TELEPHONIST. The Telephonist who deals only with incoming calls and who is responsible for connecting and ringing the **called** subscriber as required by the “ A ” Telephonist.

BUSY TONE. (Sometimes known as **BUSY BACK.**) The intermittent buzzing signal which is utilised, when a call is handled by more than one telephonist, to intimate to the calling telephonist that the number required is engaged.

BUSY HOUR. The two consecutive half hours of the operating day or night during which the volume of traffic (outgoing or incoming separately) is greatest.

CALCULAGRAPH. Instrument by means of which trunk tickets are stamped so as to denote duration of a call and the time at which the call commenced.

CALL—EFFECTIVE. A call is effective when the caller has been connected to the subscriber with whom he desires to speak and conversation takes place.

CALL—INEFFECTIVE. A call in which the speaker at the calling subscriber's telephone does not obtain speaking communication with any person at the called subscriber's telephone.

CALL—JUNCTION. A call between two subscribers on different Exchanges within the same local or second fee area.

CALL—LOCAL. A call between two subscribers on the same Exchange.

CALL—SERVICE. A call made (a) by a Telephone Official on official business, or (b) to any circuit recognised as proper to the Telephone Administration to which "no charge" calls are allowed.

CALL—TOLL. Short-distance trunk call obtainable through a Toll Exchange.

CALL—TRUNK. A call between circuits on two Exchanges the distance between which is greater than the limit fixed for a double local fee. (In towns where a Toll Exchange has been established, inter-Exchange calls passing through "Toll" will be termed Toll calls).

CALLING LAMP. See "CALLING SIGNAL."

CALLING RATE. The rate at which a subscriber calls, i.e., passes outgoing calls, during a given period. For example, if a subscriber originated on an average 12 calls each day, of which 2 were passed during the busiest hour, he would be described as having a "Day Calling Rate" of 12 and a "Busy Hour Calling Rate" of 2.

CALLING SIGNAL. A lamp or indicator, fitted at the Exchange end of subscribers' circuits and at the incoming ends of signal junction circuits, which when operated indicates to Telephonists that attention on the circuit is required.

CENTRAL BATTERY (C.B.) EXCHANGE. This is alternatively known as a Common Battery Exchange. It is an Exchange at which all the electrical energy for controlling the subscribers' calling signals and the supervisory signals, together with the current required to enable all subscribers to speak, is supplied from one large battery situated in the Exchange premises.

CENTRAL BATTERY SIGNALLING (C.B.S.) EXCHANGE. An Exchange where local batteries are provided at the subscriber's premises for speaking purposes, but the current for all signalling purposes—both calling and clearing—is provided from a central battery.

CODER CALL INDICATOR. A device at a manual Exchange for the purpose of indicating to the incoming telephonist at that Exchange the requirements of an automatic subscriber who has dialled a number on the manual Exchange concerned. The indicator consists of an arrangement of lamps and figures

provided in association with a ground glass screen fitted in the key board at the manual Exchange. The particulars of subscribers' calls are stored in the associated apparatus. As each call reaches the indicator the figures comprising the required number are illuminated through the glass screen and the telephonist makes the appropriate connection.

COIN BOX. A receptacle fitted at most Call Offices, and, in certain circumstances at subscribers' premises, in which the appropriate fee must be deposited before a call can be effected. It is sometimes erroneously called an Automatic Box.

COIN BOX (MULTI).—See "MULTI COIN BOX."

CONTROLLING EXCHANGE. The Exchange responsible for controlling a trunk call and preparing the priced ticket.

CORDS. (Answering, Calling). One or more electrical conductors made up with silk or cotton or other material form a **flexible cord**. Such a cord is used for connecting a pedestal telephone with its exchange line terminals, for providing a circuit to a telephone receiver or for providing a flexible means of making connection between any two points on a telephone switchboard. The cords on a switchboard are usually made up in pairs, each fitted with a connecting plug. That cord of a pair which is used for answering a calling signal is termed an **Answering Cord**. The other cord of the pair, which is used for connecting to the required line, is termed a **Calling Cord**.

CREDIT TICKET. A ticket prepared in respect of a call which has been recorded on a subscriber's register but which should not be charged against the subscriber.

DAILY REPORT. A list compiled daily from completed advice notes containing particulars of new installations and alterations to existing installations. The list is circulated to Exchange enquiry centres and to various sections of the Office for record purposes.

DEVELOPMENT STUDY. An investigation as to the probable telephone requirements for varying periods of blocks of buildings, streets or districts, for the purpose of ensuring economical and adequate cabling arrangements, and the provision of new Exchanges in advance of the immediate demands.

DIRECTORY ENQUIRY CENTRE. (London only.) An Exchange at which is kept a record of additions and changes to the latest issue of the London Telephone Directory. Subscribers making directory enquiries are connected to the centre appointed for their Exchange.

DIRECTORY FORM. Form signed by a subscriber shewing particulars of the entry required in the Telephone Directory.

DISTRIBUTION RECORD. A periodical record of originated calls covering the whole of the "A" switchboard, and taken with the object of securing an even distribution of load as between individual "A" positions.

EARTH. That part of an electrical circuit in which the earth is used as a return conductor in place of a wire.

An "earth" fault occurs when some part of a working circuit obtains an extraneous earth connection (e.g. an open wire touching a tree in wet weather). Such a fault makes a telephone line noisy.

ENGAGED TEST. The audible signal (a click) made in the receiver of the telephonist when the tip of a connecting plug touches the jack of an "engaged" line."

EXCHANGE. The point to which the subscribers' lines in a given area are led for purposes of general telephonic intercommunication (the term "Exchange" includes the necessary building, apparatus, and staff). The exceptions are Trunk and Toll Exchanges; these have no ordinary subscribers' circuits connected to them, but the long and short distance trunk lines terminate there.

EXCHANGE LINE. A telephone circuit which connects a subscriber's premises with a public telephone Exchange.

EXHIBITION LINE. A temporary circuit installed for the use of an Exhibitor at a Trades or other Exhibition.

EXPRESS LETTER. A message transmitted from a subscriber's telephone to a Post Office connected with the Exchange system for delivery by special messenger.

EXTENSION. An additional speaking point provided in connection with a subscriber's installation for the purpose, either of communicating with the public system from a point other than the normal terminal of an Exchange line, or for communicating with other similar points without the intervention of the public Exchange.

A definition of the terms "Internal Extension" and "External Extension" will be found in the Service Instruction B1, Para. 14.

EXTENSION BELL.—See "BELL."

EXTRA MILEAGE. That portion of an Exchange line which is beyond the distance covered by the minimum rental.

EXTRA RECEIVER. An additional receiver for use in circumstances which prevent satisfactory hearing with the single Bell Receiver which forms a part of the normal equipment of every telephone.

FILTER POSITION. A position designed for dealing with incoming calls for subscribers whose incoming service is the subject of investigation. Specially marked pegs are inserted in the multiple jacks of the subscriber's line concerned to indicate that calls have to be diverted to the Filter position.

FIXED TIME TRUNK CALL. A Trunk call booked in advance for a specified time or a definite date. An extra fee is charged.

FLASH SIGNAL. The alternate darkening and glowing of the calling lamp or the supervisory lamp with the object of attracting the attention of the Telephonist.

HEAD-GEAR RECEIVER.—See "OPERATING SET."

HEAT COIL. Apparatus inserted in each telephone circuit which, while normally maintaining the continuity of the circuit, automatically disconnects that circuit if the heat generated by the current reaches a dangerous temperature.

HOSPITAL CIRCUIT. A spare circuit to which a faulty line is connected while the Exchange apparatus with which the latter is normally associated is under prolonged tests.

HOSPITAL REGISTER. A spare register connected to a subscriber's circuit whilst the register proper to the circuit is under repair.

HOWLER. A piece of apparatus which produces a howling or hooting sound. It is connected to a telephone circuit for the purpose of gaining the subscriber's attention when he has left his receiver off the switch-hook.

HYPOTHETICAL EXCHANGE. The point in an Exchange Area from which the radial distance of an Exchange line is measured pending the actual establishment of an Exchange, subscribers being connected meanwhile to a neighbouring Exchange. The name of and numbers on the hypothetical Exchange are shewn against the subscriber's names in the telephone Directory.

HYPOTHETICAL ROUTE. The route which would be followed by the wiring of an internal extension if run direct from instrument to switchboard ; rates for internal extensions are quoted on the basis of the hypothetical route distance.

INDICATOR. An electro-mechanical signal at an exchange which is not equipped with signal lamps. It is also fitted to switchboards at subscribers' premises.

INFORMATION DESK. A special desk provided at important Exchanges for dealing with particularly difficult or irregular calls, enquires and complaints. Circuits to the Information Desk are multiplied on the switchboard, and the calling signals are multiplied at the desk so that any call may be answered by any one of the telephonists there.

INSTRUCTION CIRCUIT. A circuit from the Information Desk to all "A" positions. It is used for making urgent enquiries or giving urgent instructions to "A" telephonists.

INTERCEPTION CIRCUIT. A circuit terminating on the Information Desk which permits of calls to or from a certain subscriber's circuit to be intercepted for service purposes.

INTER-COMMUNICATION. The facility which enables subscribers to communicate from one extension station to another or from one extension instrument to the main instrument without calling the Public Exchange. See also "Plan Numbers."

JACK. The switching device on the face of a switch board into which an operating plug is inserted in order to complete a connection.

JUNCTION. A circuit connecting two Exchanges in the same local or second fee area and by means of which the subscribers on one Exchange can communicate with the subscribers on the other.

Outgoing and Incoming Junctions. Circuits reserved, respectively, for calls going from one Exchange to another and coming from one Exchange to another. The same junction is the outgoing junction at one end and the incoming junction at the other.

Both-way Junction. Circuits connecting two Exchanges used at both ends indiscriminately for outgoing or incoming calls.

Trunk Junction. A circuit connecting a Trunk Exchange with the Local Exchange so that subscribers can communicate over the Trunk System.

Jack-ended Junction. A junction circuit which terminates at the incoming end on a jack as distinct from the practice of terminating the junction circuit in a plug.

Signal Junction and Order Wire Junction. In the former case the attention of the distant telephonist is gained by means of a signal or indicator connected with the particular junction used, whereas in the latter case a special order wire is used. The telephonist at the incoming end of an order wire may control the group of junctions serving one Exchange only or two or more groups serving a corresponding number of Exchanges. Where only one Exchange is concerned the order wire is termed a **Straight Order Wire**. Where two or more are concerned the order wires are termed **Split Order Wires**,

JUNCTION CENTRE. Where an Exchange has not sufficient traffic with another Exchange to justify a direct junction to that Exchange, connections have to be obtained through some other Exchange which is provided with such junctions. This intermediate Exchange is termed a **Junction Centre** and the lines which are available at the Junction Centre for extending calls to a distant Exchange are termed **Lending Junctions**.

KEY CAP. A movable cap placed by the Telephonist on the Register Key to prevent its depression in the case of calls on which no registration is to be made.

KIOSK. A telephone cabinet designed for use in public thoroughfares and exposed positions.

LAMP CAP. A glass cap placed over a lamp signal to diffuse the light. It may bear certain marks to indicate that there are restrictions in, or variations from, the service given to an ordinary subscriber with full facilities.

LAMP GLOW (L.G.) The term used when the Line Lamp on a subscriber's circuit lights and the telephonist finds that no call is required. It is usually caused by a fault or incorrect manipulation on the part of the subscriber.

LETTER, EXPRESS.—See EXPRESS LETTER.

LETTER, TELEPHONE.—See TELEPHONE LETTER.

LINE LAMP.—See “CALLING SIGNAL.”

LOCAL TICKET. A ticket prepared by the Telephonist at Exchanges not equipped with Registers, for the purpose of recording the particulars of outgoing calls.

MAGNETO BELL.—See “BELL.”

MAGNETO EXCHANGE. An Exchange at which (a) the subscriber calls and rings off by using a magneto generator and (b) the speaking current is provided by local batteries on the subscriber's premises.

MEASURING POINT. In certain districts beyond the radius of any Exchange and in which the immediate demand is not sufficient to justify the opening of an Exchange, measuring points have been established which serve as centres from which radial measurements to subscriber's premises are made.

METER.—See “REGISTER.”

MONITOR. An experienced Exchange officer who deals with enquiries and complaints from subscribers—usually at a specially equipped desk termed the “Information Desk,” or “Monitor's Desk.”

MONITOR'S DESK.—See “INFORMATION DESK.”

MULTI-COIN BOX. Apparatus fitted at certain call offices, by which coins of more than one denomination, e.g., pennies, sixpences and shillings, can be collected. With this apparatus the insertion of two pennies is necessary before the calling signal is received in the Exchange (if manual). In the case of ineffective calls, coins inserted can be regained by the caller.

MULTIPLE. An assembly of jacks (q.v.) fitted in the face of the switchboard and repeated at regular intervals, by means of which every telephonist has access to every subscriber, outgoing junction, and service line.

NIGHT SERVICE. An arrangement by which certain auxiliary lines are plugged up at the Exchange to ensure all calls being received at one point. Night service on extensions is arranged by the subscriber leaving the lines plugged through on his switchboard.

O.C.B.—See “OUTGOING CALLS BLOCKED.”

OFFICIAL CIRCUIT. A telephone circuit provided for the use of a Department of the Post Office.

OPAL CODE. The standard list of markings used on Lamp Caps or Opals to designate different classes of service.

OPERATING SET. A telephone specially designed for the use of the telephonist in order that she may have both hands free. It generally consists of a transmitter, (which can be fastened round the Telephonist's neck and is known as a **breast-plate transmitter**), a receiver (which is carried on the head by means of a light metal band and is known as a **head-gear receiver**), and a cord and plug (for the purpose of connecting the set to the wiring of the switchboard).

OPERATOR'S SERVICES. The services of trained telephonists who are on the Post Office establishment but are employed at subscriber's offices, a charge being made by the Department to the subscriber.

ORDER WIRE. The circuit by means of which the " A " telephonist transmits her orders to the " B " telephonist.

ORDER WIRE KEY. The key associated with an order wire (see Junction) which is depressed by the " A " operator when she wishes to communicate with a " B " operator.

OUTGOING CALLS BLOCKED (OR BARRED). The suspension of the facility of originating calls. Outgoing service is suspended by the withdrawal of the calling lamp and inserting a peg in the answering jack. Incoming service may still be received. Outgoing service may be suspended for non-payment of fees due, or at the subscriber's request.

OUT OF ORDER TONE. A tone indicating that the subscriber's circuit to which it is connected at the " plugging up " position, is faulty and that connection should be made to the Testing Telephonist, who will advise the caller.

PARTY LINES. An arrangement by which a single Exchange circuit is used in common by a number of independent subscribers. The ringing of a particular subscriber for incoming calls is sometimes effected by a " selective " device.

There are two types :—

(a) **Rural.** Lines provided in distinctly rural districts where the population is too scattered to be served by exclusive or two-party lines. Not less than three and not more than twelve will ordinarily be connected to one line.

(b) **Two-Party.** lines provided for joint use of two subscribers more than one mile from the Exchange. In London they are only permitted on Exchanges outside the 10 mile radius from Oxford Circus.

P.B.X. —See "PRIVATE BRANCH EXCHANGE."

PEDESTAL SET. A telephone set comprising a transmitter and receiver with switch-hook, designed to stand on a table or shelf and to be readily removable from one point to another within a distance measured by the length of the cord to which the instrument is attached.

PEG COUNT. The periodical Exchange Record of Traffic, Staff and Equipment—a comprehensive record of the work of the Exchange for a representative day. Its purposes are (a) to secure proper co-ordination of facilities and work and (b) to measure the subscriber's demand for service. Pegs are used in certain cases in the recording of calls by the telephonists and it is from this practice that the term " peg count " is derived. The Record is at present taken quarterly in the last week of the months of January, April, July and October, at Exchanges with 300 lines and over, and twice yearly at smaller exchanges.

PEG MARKING. The marking inscribed on switchboard pegs to record special circumstances affecting the operation of incoming calls for a particular number, e.g., change of a subscriber's number.

PHONOGRAM. A telegram dictated over a telephone circuit by or to, a telephone subscriber.

PILOT LAMP. A lamp common to a group of lamps which are associated with individual services, and which glows simultaneously with the individual lamps. Ordinarily it is larger and more conspicuous than the individual lamps, and thus attracts the telephonist's attention more readily to the portion of the switchboard at which a call requires attention.

PLUG. The metal terminations of the connecting cords used on a telephone switchboard.

PLUG AND SOCKETS. Apparatus provided in cases where the subscriber wishes to use a telephone set alternatively in two or more positions. The telephone set is fitted with a cord ending in a plug, and the Exchange line is led to a socket at each end of the points concerned so that when the instrument plug is inserted into the socket at any point, the telephone is connected to the Exchange line.

P.M.V.—See “POSTMASTER'S VOUCHERS.”

POSTMASTER GENERAL'S TELEGRAPH MONOPOLY. The Postmaster General has the exclusive monopoly under the Telegraph Act of 1869 of transmitting telegraphic messages from one person to another and the definition of a telegraph was subsequently held by a judicial decision to include the telephone or any other means of transmitting electric signals with or without wires. It follows:—

- (1) That all telegraph and telephone circuits with the exception of A to A private wires are within the Postmaster General's monopoly.
- (2) That messages cannot be transmitted by telegraph or telephone to a subscriber for delivery to a third party.

POSTMASTER'S VOUCHER. Duplicate (for Head Office use only) of a receipt given by a Postmaster for telephone charges paid at a Post Office.

POWER LEAD. At a Central Battery Private Branch Exchange current has to be supplied for both signalling and speaking on all circuits associated with that Exchange. In order to obviate the provision of a local battery at the subscriber's premises, current (i.e., power) is taken from the main public Exchange. The circuit over which the power is transmitted from the public Exchange to the Branch Exchange is termed a **Power Lead**.

PRIVATE BRANCH EXCHANGE. A switchboard on the subscriber's premises for the purpose of providing exchange facilities for and local inter-communication between the various telephones in that establishment.

PRIVATE WIRE (P.W.) A to A. A private wire circuit between different premises of the same person, firm or corporation, or between the office of a person, firm or corporation, and a person in his or its exclusive employment. Such circuits are not within the Postmaster General's telegraphic monopoly.

PRIVATE WIRE (P.W.) A to B. A private wire circuit running direct between two different persons or firms. Such circuits are within the Postmaster General's monopoly, and cannot therefore be constructed without his license.

REGISTER ADJUSTMENT. Amendment to the local call account to correct the record of calls for a period during which the Exchange Register was out of order. The addition or reduction is based on the subscriber's average user over a period during which the register was working correctly.

REGISTER DISCREPANCY. A discrepancy between the number of calls recorded as registered on the subscriber's exchange register and (a) his average user or (b) his own estimate of the number of calls made.

REGISTER KEY. The key which is operated by the Telephonist for the purpose of recording a call on a register.

REGISTER—SUBSCRIBER'S. The meter on which effective unit and second unit fee calls made by a subscriber are recorded on depression of the register key by the Telephonist. The subscribers' registers are situated in the Exchange apparatus room, and are concentrated on what is known as the "Register Rack."

✓ **REGISTRY.** The Registry receives, distributes, collects and despatches correspondence. It also registers cases and files marked off papers.

REMINDER RINGS. A ring placed over the register key by the Telephonist when operating second unit fee calls to remind her that two depressions of the key have to be made at the termination of an effective call.

RETAINED PENDING APPLICATION. Amounts held as credits on subscribers' accounts and due to be refunded but retained by the Department as the addresses are unknown.

RINGING LEAD. When a subscriber's private branch exchange is dealing with a considerable number of calls in the busy hour, the operating can be facilitated by providing from the main public Exchange, ringing current, which the branch exchange operator can utilise for calling lines on the branch exchange without having to employ a hand-generator. The circuit provided between the main and branch exchange for carrying this ringing current is termed a "Ringing Lead."

ROUTINE TESTING. The systematic and periodic testing of Exchange equipment with the object of preventing inadvertent use of faulty apparatus, and of maintaining a high standard of efficiency.

SECRECY APPARATUS. Apparatus used in a telephone installation to ensure that it is not possible for anyone to listen to the conversation at an intermediate point when the connections for the call have been completed.

SELECTOR. The intermediate switching device in an automatic telephone system which affords the calling subscriber access to the different groups of other subscribers on the same Exchange, or to junction lines outgoing to another Exchange.

SERVICE CIRCUIT.—See "OFFICIAL CIRCUIT."

SPEAKING KEY. The key associated with the connecting cords on a switchboard and by means of which the telephonist may connect her telephone to those cords either for the purpose of answering a subscriber's call or supervising a connection which has been set up.

STANDARD LOAD. The average amount of work expected of the telephonist in a given time. In the telephone service the standard load is primarily applicable to the busy hour. It is expressed in terms of telephone calls, the work value of the call being determined by two factors—(a) the time normally taken in its operation and (b) the standard of service efficiency required. The standard load of an A telephonist is 200 calls in the busy hour (See Unit Call).

STATION. A telephone instrument (other than a telephonist's instrument in a Public Exchange) from which it is possible to carry on a conversation.

STREET CARD INDEX—LONDON. A record in street order kept at Central Exchange of all subscribers in the London Telephone Area.

SUB-TENANCY. The use of an installation by a person to whom the subscriber has sub-let his premises, the subscriber remaining responsible to the Department under his contract. A special account is frequently required for calls made during the period of a sub-tenancy.

SUPERSEDING AGREEMENT. A new agreement signed by a subscriber when his rental is altered owing to a removal or other circumstances.

SUPERVISORY SIGNALS ("A" POSITION.) The lamp signals associated with each pair of connecting cords on "A" positions. The lamps are arranged in two rows to correspond with the arrangement of cords. The back row of lamps is associated with the back row of cords, known as "Answering cords"; and the front row of lamps with the front row of cords, known as the "Calling cords."

ANSWERING SUPERVISORY. The lamp associated with the answering cord. It glows when a local subscriber places his receiver on the rest and flashes when he moves the receiver rest up and down to call the attention of the Telephonist.

CALLING SUPERVISORY. The lamp associated with the calling cord. It glows when connection is made to the Junction; darkens when the distant subscriber answers, and glows again when he replaces his receiver. It flashes when the distant subscriber moves his receiver rest, and (distinctively) when the busy back is connected by the distant Exchange.

SWITCH. A piece of apparatus for modifying the connections in an electrical circuit, e.g., to transfer the current from a bell fixed on the telephone instrument to another bell fixed in a different part of the premises.

SWITCHBOARD. The central apparatus on which the various subscribers' circuits and junction and trunk lines are terminated at an Exchange for the purpose of enabling telephonists to establish communication either between two subscribers on the same Exchange, or, by the use of a trunk or junction line, between two subscribers on different Exchanges. See also "Private Branch Exchange."

TABLE INSTRUMENT.—See "PEDESTAL SET."

TELEPHONE LETTER. A message dictated from a subscriber's telephone or call office to a Post Office, and delivered as an ordinary letter.

TELEPHONE-TELEGRAMS. Telegrams dictated by an officer at a Post Office to the transmitting Telegraph Office by telephone.

TELEWRITER. Apparatus designed for the purpose of transmitting messages, drawings, etc., in facsimile from one place to another. It can be connected on telephone circuits under arrangements made between the Postmaster General and the Telewriter Co.

TEMPORARY CIRCUIT. A circuit provided for a maximum period of six months on the basis of the cost of installation and recovery plus a proportionate rental for a minimum period of one month.

TEMPORARILY OUT OF SERVICE. The condition when the subscriber's line is temporarily disconnected from the Exchange switchboard, e.g., for non-payment of rental due or at the request of the subscriber.

TEST CALLS. Calls passed by officers of the Traffic Department to determine efficiency of service. Officers of the Engineering Department also make test calls to determine the electrical or mechanical efficiency of equipment.

THEORETICAL CENTRE. The point in a district at which, as shewn by a development study, it is theoretically most economical to establish an Exchange.

TIE LINE. A direct line connecting one Private Branch switchboard with another for the purpose of transmitting calls between the extensions connected to the two boards. It should not be used for communicating with the Exchange system.

TIME SIGNAL APPARATUS. Apparatus by means of which Greenwich mean time is transmitted to subscribers. The apparatus, which must be of approved pattern, is provided at the expense of the subscriber. There is a special tariff for the service.

TOKENS—COIN BOX. Tokens are used instead of coins by authorised members of the Post Office Staff, when testing the working of Coin Boxes.

TOLL CALL.—See "CALL—TOLL."

tone test. (Automatic Exchanges.) Under an Automatic System, the following Tone signals will be given to subscribers :—

The Dialling Tone.—A continuous note of low pitch—to indicate when dialling may be commenced.

The Ringing Signal.—A note of low pitch interrupted at and for the same periods as the ringing current which is applied to the called subscriber's line—to indicate that the number dialled is being rung.

The Busy-back or Busy Tone.—An interrupted note of high pitch—to indicate that the number dialled cannot be obtained because it is engaged or because one of the groups of circuit over which the call is routed is engaged.

The Number Unobtainable Tone.—A Continuous buzzing sound similar in pitch to that of the "Busy Tone" to indicate that the number dialled is unobtainable for some reason other than "number engaged" or "no reply."

tone test. (Manual Exchange). A distinctive tone sound is applied to the multiple jacks of a subscriber's line which is out of order. A Telephonist attempting to complete an incoming call for that line on hearing this sound, is thus advised that connection should not be made. A separate tone test is used to indicate that the line to which it is applied is engaged on a Trunk call.

T.O.S.—See “TEMPORARILY OUT OF SERVICE.”

TRUNKS BARRED.

- (1) **Barred for non-payment of Account.** Outward Trunk, etc., services not allowed except by permission from Controller's Office in London, or from a District Manager.
- (2) **Barred at Subscriber's Request.** Outward Trunk, etc., services not allowed unless written request is received from the subscriber.

TRUNK CALL.—See “CALL, TRUNK.”

UNDER ENQUIRY. (U.E.) (London only.) A note entered in the ledger against the particular account denoting that the item is the subject of enquiry or correspondence.

WRITE OFF. An amount debited in the Department's ledger but which cannot be recovered from the subscriber, and must, therefore, be written off. If the amount of the debt is over £20, Treasury sanction is required to write off the amount.

ZONE. A collection of Telephone areas the chief Trunk Exchange of which is known as a “Zone Centre.”

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