

COMPLAINTS OF WIRE TAPS ON CUSTOMERS' LINES

1. GENERAL

- 1.01 This section prescribes the procedures to be followed in connection with:
- a. A request from a customer to check his line for tap.
  - b. Discovery, during the performance of other duties, of what appears to be an unauthorized connection to a customer's line.
  - c. Inspection of a customer's line for tap.

2. PROCEDURE

- 2.01 If a customer makes a request that his line be checked for tap, the employee shall obtain the customer's name, address and telephone number, and advise the person making the complaint that the matter will be referred to the proper department for attention. The employee shall promptly refer the request to the Repair Service Bureau and take no further action.
- 2.02 If what appears to be an unauthorized connection to a customer's line is observed during the performance of other duties, report the case to the Repair Service Bureau over another line. Take no further action and make no report to the customer.
- 2.03 Do not cover a line for tap unless directed to do so by the Repair Service Bureau.
- 2.04 When dispatched by the Repair Service Bureau to cover a line for tap:
- a. Handle the inspection confidentially

- b. Do not cover the outside during dark hours
- c. Inspect the following for physical or inductive tap:
  - (1) The cable terminal and all bridging terminals
  - (2) The drop and block wires, including all connecting points
  - (3) The inside wire, including all connecting points
  - (4) All station apparatus
- d. Disconnect any unauthorized connections found but do not trace or remove any wires unless specifically directed to do so by the test deskman.
- e. Report the results of the inspection to the test deskman promptly, using a telephone away from the subscriber's premises. In the event inductive equipment is found or suspected, advise the test deskman.
- f. Do not give any information to any person (other than Company employees necessarily involved in the case) as to the progress of the inspection or whether or not any unauthorized connection was found. Should the customer make any inquiry concerning the progress or results of the inspection explain that the premise visit comprises only a portion of the complete inspection and advise that his inquiry will be referred to the proper office. Report any such inquiries to the test deskman at the same time the results of the inspection are reported.