

in May 1966, when they were considering this problem, 38 States had statutes specifically outlawing abusive calling. Since that time the remaining 12 States have enacted similar legislation. All in all, in the areas served by the Bell System the courts convicted 358 abusive callers during 1965, 788 abusive callers in 1966, and 1,105 during 1967.

This, I believe, Mr. Chairman, was one of the questions you asked Commissioner Hyde. It was 1,105 court convictions in the year 1967.

It might be appropriate at this time to review with you the procedures the Bell System is following in handling complaints about abusive calls. We are determined to eliminate such abuse, we continue to assume the responsibility for taking action, we are improving our techniques, and we are maintaining close contact with each victim until the abusive calling problem is solved to his satisfaction.

When a customer informs us that he received a call threatening bodily harm, kidnaping, or damage to property, we develop the pertinent details and immediately refer the matter to a management person in our security organization. He is authorized to take whatever action is necessary to deal with this type of complaint, including steps to identify the telephone line from which the call was made. We also suggest to the customer that he acquaint the local law enforcement authorities with the facts, if he has not already done so.

In cases not involving threats, we take a number of steps to solve the customer's problem. When we receive a complaint, we attempt to bring to the customer's mind any details that might uncover clues as to who might be making the calls. These facts also aid us in determining what further steps are appropriate to solve the customer's problem. They also prove to be helpful in setting up the line identification procedure, if such action turns out to be necessary.

As you can understand, I would rather not discuss in detail here all the techniques we use to identify the telephone lines from which abusive calls originate. Public disclosure of this information might make it easier for annoyance callers to avoid detection.

I would like, Mr. Chairman, if I may, to explain at this time some of the devices and the methods that we use to identify the line originating the offending calls.

Mr. KORNEGAY. We would like very much for you to do that.

Mr. KERTZ. I am going over to the easel, Mr. Chairman, and I want to explain some facts to the committee.

What I have on this chart, if you will, is a symbolic diagram of the telephone switching system, and for purposes of explanation here, down in the lower left-hand corner we have a picture of a telephone that is labeled "Annoying Party." That telephone is connected by wires to our central office, and it goes into the central office to a piece of equipment known as the main frame, where all the wires terminate.

From the main frame it goes through various pieces of switching equipment and we have labels on the chart: line frame, trunk frame, trunk circuits, and so forth, and it shows the path the call would take, until it goes out to another telephone labeled "Annoyed Party."

The annoying party dials the number into this switching equipment here, and the switching equipment, which is labeled in this chart "Control Equipment and Trouble Recorder," directs the call to the other telephone labeled "Annoyed Party."