

In order to determine the location of any annoying party, that is, the telephone number of an annoying party, one of the devices that is used by the telephone maintenance men is to put what we call a false trouble indication on the annoyed party's line.

Mr. KORNEGAY. False what?

Mr. KERTZ. Trouble. For instance, we may have a complaint from a customer that says, "Every morning at 2:30 a.m. my phone rings and somebody breathes into the phone." We would put a false trouble indication on that, and then when the call comes through, the control in the central office finds we have a false trouble on that chart, and then it drops out the trouble chart, which we have pasted on the chart. Maybe you would like to see one of these, and I have a few you might like to look at.

Mr. KORNEGAY. It looks like an IBM card.

Mr. KERTZ. Yes, sir; it is a big IBM card. There is a tremendous amount of information on this card, but the part we are interested in here in tracing this call is marked in red.

On the card there, we have marked in red pencil the called number, which is 5652. Now, course the called number is the annoyed party.

Down below that you see some writing that says "calling equipment."

Now, that information that is there allows us to determine the telephone number of the annoying party.

Well, in summary, this is one way of tracing a call and it is done automatically for us. They are not all quite as simple as the way I have outlined it here, but it has been effective, and we have located annoying parties with this method.

Now, we have some other devices that we use to trace these calls, and for purpose of simulation here I have a telephone here which we will call the annoyed party, and Mr. Miller there, who is helping me with this, is going to be the annoying party.

What we do, when we get a complaint from the annoyed party, we place on his premises an electronic device similar to the one you see here on the table.

I am going to ask Mr. Miller as the annoying party to call me on this telephone, and I will then describe what happens next.

Mr. Miller, please. (Phone rings.)

Now, I am connected with Mr. Miller, and he is going to annoy me. In the normal course of events he would hang up, and I don't know who he is, or where he is calling from. But with this electronic device on the customer's premises, there is a key on it, and I will turn the key on and we have simulated here what happens in the central office.

I will shut the key off because it is a little difficult to talk over the alarm.

That alarm tells the central office maintenance men that a call has been made to the complaining party; that is, the annoyed party, and they immediately, with the tools that are at their disposal, trace the call back to the annoying party's line and they have ways of holding onto that connection, so that even if Mr. Miller were to hang up, we would be able to trace the call.

Now, the last part of this procedure of determining the annoying party, of course, has to do with the prosecution and possible court action, and there you are up against the proposition of having to prove