

SIDE HEADINGS OF SECTIONS

"A" OPERATORS

General Features

Answering Signals

Section 1. Order of Attention to Signals.

1. Order of attention to different types of signals.
2. Order of attention to several signals of a particular type.
3. Regarding attention to classes of service.
4. Supervisory signals on boards provided with team keys.

Section 2. Answering Line or Special Service Trunk Signals.

1. Answering a signal.
2. Response received.
3. No response received.
4. Another operator answers the same call.
5. Customer is dialing on a trunk.
6. Tone heard when you plug into a community dial office trunk.
7. Line or trunk signal does not go out when you plug in.
8. Pilot lamp lights without a line or trunk signal having lighted.

Section 3. Obtaining and Acknowledging Orders.

1. Acknowledging the order.
2. Order received by number.
3. Order received without a telephone number.
4. Order not understood.
5. Simultaneous calls on a line.

Section 4. Tones and Automatically Flashing Signals.

1. Dial tone.
2. Order tone.
3. Ringing signal.
4. Busy signal.
5. Flashing recall signal.
6. Reorder and trunks busy signals.
7. Master busy tone.
8. Out of order tone.
9. Tandem overflow signal.
10. Tandem master busy signal.
11. No such number signal.
12. Vacant position tone.
13. Class of service tones on community dial office trunks.
14. Alarm signals from a community dial office.

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Section 5. Customers' Supervisory Signals.

1. When a supervisory signal flashes.
2. Back supervisory signal flashes before the called station answers.
3. Back supervisory signal flashes after the called station answers.
4. Front supervisory signal flashes.
5. Front supervisory signal remains lighted after you establish connection.
6. Back supervisory signal lights before the called station answers.
7. Both supervisory signals out.
8. Only the back supervisory signal lights after the called station has answered.
9. Only the front supervisory signal lights after the called station has answered.
10. Both supervisory signals light.
11. Call to or from a magneto rural line.
12. Switchboard equipped with ringdown supervisory signals.

Ticketing and Timing

Section 6. Writing Tickets.

1. General.
2. Disposing of tickets.

Description of Entries on Tickets

3. Calling number.
4. Called number.
5. Entry to indicate completion.
6. Notification entry.
7. Notations of delay and subsequent work.
8. Coin entries.
9. Charge.
10. Other entries.
11. Canceling tickets.
12. Scratching tickets.
13. Correcting and changing entries.
14. Two tickets on one call.

Entries Required on Various Types of Tickets

15. Message rate ticket.
16. "A" board toll ticket.
17. Special reversed charge toll ticket.
18. Delayed call ticket.
19. Telegram ticket.
20. Credit ticket.
21. Assistance ticket.
22. Ticket charging a call to a third telephone.

Sample tickets.

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Section 7. Timing Calls.

1. General.
2. Connect time.
3. Disconnect time.
4. Time entries on ticket—Double entry timing.
5. Time entries on ticket—Single entry timing.
6. Chargeable time.
7. Time entries when timing device is out of order.
8. Timing conversation terminated during a fire drill.
9. Long conversations.

Delayed Calls

Section 8. Station Delays on the Initial Attempt.

1. Called line busy.
2. Called line out of order.
3. Called station slow in answering.
4. Procedure after giving a busy, don't answer, or out of order report.
5. Calling party insists upon being connected to a busy line.
6. Changing the connection on a slow answer call.
7. Before you give a don't answer report, calling party asks you to call him when called station answers.

Section 9. Subsequent Attempts on Delayed Calls.

1. General.
2. Securing or holding the calling line.
3. Attempts to reach the called station.
4. Reports to the calling party.
5. Calling station does not answer.
6. Delayed call to be tried from a third telephone at a specified time.
7. Calling party asks not to be called until the called station is reached.
8. A party on the calling line wishes to make a call while you are holding the line.
9. A party on the called line wishes to make a call while you are attempting to complete a call.
10. Calling party indicates he does not wish the call.
11. Calling party calls a number for which a delayed call ticket is being held.

Section 10. Schedule of Work on Subsequent Attempts.

Section 11. Verifying Busy, Don't Answer, and Out of Order Reports.

1. Busy condition.
2. Don't answer condition.
3. Out of order condition.

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Service Difficulties

Section 12. Restoring Connections.

1. Acknowledging a report of cut-off.
2. Cut-off reported on a line or trunk signal, or calling party reports a cut-off when you supervise a half connection.
3. Calling party reports a cut-off or indicates that he wishes the called station rung again when you supervise an established connection and the front supervisory signal is lighted.
4. Calling party reports a cut-off or indicates that he wishes the called station rung again when you supervise an established connection and the front supervisory signal is out.
5. Called party or an operator reports a cut-off or asks that the calling station be rung back when you supervise a half connection, or an established connection and the back supervisory signal is lighted.
6. Called party or an operator on an established connection reports a cut-off or asks that the calling station be rung back and the back supervisory signal is out.
7. Conversation restored by another operator.

Section 13. Wrong Number Calls.

1. Before the station called answers you discover that you have established connection to the wrong line.
2. Before the called station answers you discover that you have rung a wrong party line station.
3. Acknowledging a wrong number report.
4. Calling party reports reaching a wrong number when you answer a line or trunk signal.
5. Calling party reports reaching a wrong number when you supervise an established connection.
6. Calling party reports that he called a wrong number.
7. Calling party reaches a second wrong number or it is apparent that the calling party has been connected with the number he called but it does not seem to be the number desired.

Section 14. Double Connections.

1. Customer reports a double connection.
2. Locating a double connection discovered on an established connection.
3. Clearing a double connection on the calling side.
4. Clearing a double connection on the called side.
5. Calling party reports a second double connection on an established connection.

Section 15. Obtaining Better Connections.

1. Acknowledging the request or report.
2. Local multiple connection.
3. Trunked connection.

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Other Features

Section 16. Obtaining the Calling Number or Station Designation.

1. Conditions under which you obtain the calling number.
2. When to obtain the calling number or station designation.
3. Obtaining the calling number or station designation.
4. Calling party gives a number or station designation that you recognize as incorrect.

Section 17. Number Checking at Dial “A” Boards.

1. Checking numbers.
2. Check in the checking multiple.
3. Checking over a checking trunk.
4. Checking over a delayed call or “no test” trunk.
5. Checking at the request of another operator.

Section 18. Tax on Telephone Calls.

1. General.
2. Taxable calls.
3. Tax rate.
4. Quoting rates.
5. Quoting a charge.
6. Claim for tax exemption.
7. Call from a coin station.
8. Arranging for refunds to customers.

Section 23. Night Operation—General.

1. Selecting an idle line of an underlined group.
2. Selecting an idle trunk.
3. Passing orders to other operators.
4. Completing delayed calls.

Section 24. Night Operation—Patrol Transfer.

1. Patrol operator.
2. Stationary operator.

Section 25. General “A” Operating Practices.

Part 1—Operations Principally Involving Manipulating Equipment.

1. Cutting in.
2. Cutting out.
3. Selecting an idle line of an underlined group.
4. Selecting an idle trunk.
5. Ringing a subscriber station.
6. Changing cords on an established connection.
7. Split cord operation.
8. Holding a line.

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Section 25.—Continued

9. Reaching the calling station.
10. Frequency of attempts to establish connection with customer on line.
11. Establishing a connection between two dial, key pulsing, or straightforward trunks.

Part 2—Operations Principally Involving Communication with Customers.

12. Passing an order over a call circuit or trunk.
13. Remaining in on a connection when required.
14. Verifying the number reached.
15. Starting conversation.
16. Interrupting conversation.
17. After establishing a connection.
18. Obtaining or checking the called number with the calling party after initial acknowledgment.
19. Making a memorandum of the called number.
20. Procedure after giving a report to the calling party.
21. Excusing a bell rang condition or excusing a call to a party you called in attempting to establish a connection.
22. Difficulty in locating the calling party.
23. Intercepted calls on trunked connections.
24. Acknowledging to other operators.
25. Another operator on the line when you supervise a connection.
26. Supervisor's calls.

Establishing Connection—Different Methods

Section 51. Local Multiple Connections.

1. Establishing connection.
2. Front supervisory signal does not light when you plug into the called line.
3. Order does not agree with party line marking of called line.
4. Order does not make proper use of theoretical office name.
5. No multiple jack corresponding to the order.
6. Intercepting calls affected by multiple marking.
7. Establishing connection to the intercepting operator.
8. After establishing connection to the intercepting operator.
9. Report received from the intercepting operator.

Section 52. Full Straightforward Trunk Connections.

1. Reaching the called office and passing the order.
2. Delay in reaching the called office or in passing the order.

Section 53. Full Dial Trunk Connections.

1. Securing a trunk and dialing the number.
2. Delay in establishing connection.
3. Party line station designation given with the called number.

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“A” OPERATORS

Section 53.—Continued

4. More than one dial key operated while dialing. (Dial key method)
5. Dial key tone heard. (Dial key method)
6. Dial pilot signal lighted when not dialing. (Listening key method)

Section 54. Full Key Pulsing Trunk Connections.

1. Securing a trunk and setting up the number.
2. Delay in establishing connection.
3. Party line station designation given with the called number.

Section 55. Key Indicator Trunk Connections.

1. Securing a trunk and setting up the number.
2. Delay in establishing connection.
3. Party line station designation given with the called number.

Section 56. Call Circuit Trunk Connections.

1. Passing the order and receiving a trunk assignment.
2. Delay in passing the order or receiving an assignment.
3. Establishing an emergency call circuit. (Supervisor)

Section 57. Ringdown Trunk Connections.

1. Reaching the called office and passing the order.
2. Delay in reaching the called office or in passing the order.
3. Reaching an operator on an established connection.
4. Disconnecting from a trunk.

Section 58. Recording Completing Switching Trunk Connections.

1. Reaching the called office and passing the order.
2. Delay in reaching the called office or in passing the order.
3. Reaching an operator on an established connection.
4. Supervising on signal and disconnecting.

Features Associated with Certain Classes of Service

Section 71. Calls to be Charged and not to be Charged from Message Rate and Coin Stations.

1. Calls to be charged.
2. Calls not to be registered.
3. Message rate ticket not required.
4. Deposit not required.

Section 72. Local Calls from Message Rate Lines—Registered.

1. Use of sleeves to assist in charging.
2. Registering.
3. Reverting calls.

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"A" OPERATORS

Section 72.—Continued

4. Overtime.
5. Delayed, canceled, and abandoned calls.
6. Restoring connections, wrong numbers, and double connections.
7. Request for a better connection.
8. Intercepted calls.
9. Registration in error.
10. Request for credit on a call dialed by the calling party or inquiry regarding such credit.
11. Register pilot fails to light within one or two seconds after the key has been depressed.
12. Register key stuck.
13. Line signal remains lighted after you plug in to answer.
14. Writing message rate tickets when calls can not be registered.
15. Registering in a manual office for charge tickets written while a line or position is in trouble. (Supervisor)

Section 73. Local Calls from Message Rate Lines—Ticketed.

1. Ticket record required.
2. Overtime.
3. Successive calls from the same party without his hanging up.
4. Delayed, canceled, and abandoned calls.
5. Restoring connections, wrong numbers, double connections, and requests for a better connection.
6. Intercepted calls.
7. Request for credit on a call dialed by the calling party or inquiry regarding such credit.

Section 74. Calls from Prepayment Coin Lines.

1. Use of sleeves to assist in charging.
2. Disposing of coin when no deposit is required.
3. Determining deposit by coin signals.
4. Deposit for the initial period.
5. Collecting deposit when no overtime is due.
6. Securing and collecting deposit for overtime on local calls.
7. Securing and collecting deposit for overtime on "A" board toll calls.
8. Acknowledging a deposit.
9. Calling party asks to have the charge on an "A" board toll call transferred to a third telephone.
10. Successive calls from the same party without his hanging up.
11. Delayed, canceled, and abandoned calls.
12. Restoring connections.
13. Wrong number calls.
14. Double connections.
15. Requests for better connection.

SIDE HEADINGS OF SECTIONS—Continued

"A" OPERATORS

Section 74.—Continued

16. Modified treatment of service difficulties where specifically authorized.
17. Intercepted calls.
18. Long Distance calls.
19. Request for the rate to a point or the charge on a call.
20. Handling telegram calls and collecting telegram charges. (See Section 107)
21. Coin pilot signal fails to light when you operate a coin key after the calling party has hung up.
22. Coin pilot signal fails to light when you collect with the calling party on the line.
23. Line signal lights immediately after you have operated a coin key and disconnected.
24. Calling party reports deposit not returned after you have operated the return key.
25. Return or collection made in error.
26. Claims in connection with charges or deposits.
27. No coin signal received when you request a deposit.
28. Incorrect or indistinct coin signals received when you request deposit.
29. Permanent signals.
30. Arranging for refunds to customers. (Supervisor)

Section 75. Calls from Prepayment Coin Lines—Collection on Station Answer.

1. Collecting deposit for the initial period.
2. Collecting for overtime.
3. Cut-offs, wrong number calls, double connections, and requests for better connection.
4. Intercepted calls.
5. Coin pilot signal fails to light when you collect the deposit for the initial period.

Section 76. Calls from Postpayment Coin Lines.

1. Establishing connection.
2. Determining deposit by coin signals.
3. Deposit for the initial period.
4. Collecting for overtime on local calls.
5. Collecting for overtime on "A" board toll calls.
6. Acknowledging a deposit.
7. Calling party asks to have the charge on an "A" board toll call transferred to a third telephone.
8. Delayed calls.
9. Restoring connections.
10. Wrong number calls.
11. Double connections.
12. Request for better connection.
13. Intercepted calls.
14. Long Distance calls.
15. Request for the rate to a point or the charge on a call.
16. Handling telegram calls and collecting telegram charges. (See Section 107)

SIDE HEADINGS OF SECTIONS—Continued

“A” OPERATORS

Section 76.—Continued

17. Claims in connection with charges or deposits.
18. No coin signal received when you request a deposit.
19. Incorrect coin signals received when you request a deposit.
20. Call from a line with plug in answering jack indicating coin signal trouble.
21. Call from a line on which coin signal trouble has previously been reported.
22. Arranging for refunds. (Supervisor)

Section 77. Calls on Coin Timing Circuits.

1. Coin overtime signal lights.
2. Coin pilot signal lights when you collect. (Panel Office)
3. Coin pilot signal does not light when you collect. (Panel Office)
4. Calling party does not deposit when requested to do so.
5. Calling party claims he has just made deposit.
6. Calling party at any time says he will pay overtime when he is through.
7. Calling party claims his call is an official call and should not be charged.
8. Calling party deposits more money than you requested.

Types of Calls

Section 101. Dial Assistance Calls.

1. General.
2. Calling party asks for directions regarding the use of a dial telephone or the making of a call of a specified class.
3. Calling party mentions in giving his order that he found the called number busy.
4. Calling party complains in giving his order that he can not get the called number.
5. Request for credit on a call dialed by the calling party or inquiry regarding such credit.
6. Calling party requests assistance on a call which he dialed in his extended direct dialing area.
7. In reporting a wrong number the calling party indicates incorrect dialing.
8. Informative practice.

Section 102. Community Dial Office Calls.

1. General.
2. Requests for assistance from community dial office customers.
3. Giving instructions on how to make certain types of calls.
4. Use of ringing key.
5. Listening for ringing signal.
6. Slow answer calls.
7. Request to verify a busy or don't answer condition.
8. Completing delayed calls.
9. Delayed calls from coin lines in certain offices.
10. Reverting calls.
11. Requests from Long Distance.
12. Telegram calls.

SIDE HEADINGS OF SECTIONS—Continued

“A” OPERATORS

Section 102.—Continued

13. Calls for intercepted numbers connected to special service trunks.
14. Emergency calls. (See General Division, Sec. 3, 9)
15. Alarm signals.
16. Reporting trouble.

Section 103. “A” Board Toll Calls. (Also Interzone Calls)

1. Ticket record required.
2. Establishing connection.
3. After connection is established.
4. Attention to supervisory signals.
5. Calling party asks to be notified at the end of the initial period or at some other specified time.
6. Calling party asks for a rate or for the charge on a call.
7. After conversation customer asks that call be made collect.
8. After conversation customer indicates that he wished a particular person.
9. Request to have a call charged to a third telephone.
10. Request to have a call completed from another telephone.
11. Calling party claims that an unauthorized person answered at the called station.
12. Calling party requests messenger service.
13. Calling party cancels a call.
14. Delay in reaching called station—Voluntary completion.
15. Delay in reaching called station—Offered completion.
16. Delay in reaching called station—No voluntary completion.
17. Subsequent attempts on delayed calls.
18. Calling party requests you to try a call again.
19. Restoring connections.
20. Wrong number calls.
21. Double connections.
22. Obtaining better connections.
23. Calling party requests assistance on a call which he dialed in his extended direct dialing area.
24. Intercepted calls.

Section 104. Special Reversed Charge Toll Calls.

1. Order received.
2. Call to be ticketed and timed at the “A” board.
3. Call to be ticketed and timed at the toll board.
4. Calling party requests the rate or the charge or announces “Attended.”
5. Giving reports to, or making requests of, the calling party.
6. Calling party wishes to reach a particular person.
7. Calling party requests that the call be made collect.
8. Special number affected by an entry, or does not appear, on the switchboard bulletin.
9. Report received of number changed to a special number.
10. Telegram calls. (See Section 107)

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Section 105. Long Distance Calls.

1. General.
2. Acknowledging a call to be handled by Long Distance.
3. Establishing connection to Long Distance.
4. Passing details to Long Distance.
5. Calling party disconnects before you have established connection.
6. Supervising on signal and disconnecting.
7. Checking calling number. (Dial Offices)
8. Front supervisory signal lights on an idle terminal cord.

**Section 106. Requests for Rates and Charges.
Federal Tax—See Section 18.**

1. Acknowledging a request for a rate or the charge on a call.
2. Request for the rate or charge on a local call.
3. Request for the rate to an "A" board toll point.
4. Request for the charge or the time talked on an "A" board toll call.
5. Request for the rate to a Long Distance point or the charge on a Long Distance call.
6. Request for the rate or the charge on an emergency, official, or uncompleted call.
7. Inquiry as to the value of a message unit.
8. Incorrect charge quoted on a call. (Supervisor)

Section 107. Telegram Calls.

1. Call for a telegraph company by name.
2. Call for a telegraph company by name at a particular place.
3. Call for a telegraph company by number.
4. Calling party asks for a telegraph company or states that he wishes to send a telegram, cablegram, or radiogram but does not specify a company.
5. Delayed call.
6. Call from a multislot coin station.
7. Call from an attended pay station.
8. Request from a telegraph company to collect telegram charges from the called station.

Section 108. Calls to Information.

1. General.
2. Call for "Information" or for the information operator.
3. Request for the telephone number of a certain subscriber or for the telephone number at a given location.
4. Request for the name, address, business, or other information for a given telephone number.
5. Establishing connection with the information operator.

Section 109. Calls for Official Lines.

1. Call for an official line by number.
2. Call for the chief operator, or for the manager (designation for a complaint desk).

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Section 109.—Continued

3. Call for the traffic superintendent, test desk, repair service, manager (of the business office), or the business office.
4. Call for the telephone company, one of the general departments of the telephone company, or by name or title for any official other than those mentioned above.
5. Repairman or installer requests connection to the test desk.
6. Called line busy.
7. Called station slow in answering.
8. Called party on an established connection calls an official line.
9. Cord supervision on calls to official lines.

Section 110. Time of Day Calls.

1. General.
2. Time announcement bureau provided.
3. Time furnished by "A" operators.
4. Time not furnished.

Section 111. Reverting Calls.

1. Call for a number in the same office.
2. Call for another station on the same party line.
3. Call for an extension station.
4. Calling party complains that you did not ring another station on his line as he requested.
5. Calling party requests a reverting call code. (Dial Office)
6. Intercepted calls.

Section 112. Calls for Rural Lines.

1. Called line in your own office.
2. Called line in an office reached over a straightforward trunk.
3. Called line in an office reached over a dial or key pulsing trunk.
4. Called line in an office reached over a call circuit trunk.
5. Called line in an office reached over a ringdown trunk.

Section 113. Miscellaneous Orders and Requests.

1. Request for information regarding fires, sporting events, trains, etc.
2. Request for a directory.
3. Request to have a telephone taken out, installed, moved, or changed.
4. Request by calling party for number or class of service of the calling line or trunk.
5. Inquiry as to your identity.
6. Request by the calling party to ring the bell at the calling station.
7. Called party requests the number or the name of the calling party.
8. Call from a left-in station.
9. Call from a fireman or policeman.

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Section 113.—Continued

10. Calling party indicates that he is calling a signal or unattended station.
11. Calling party asks you to keep out of the connection because he is going to send a picture.
12. Request for a conference connection, for the conference operator, or for service on a toll credit card.
13. Request for a ship or for information regarding ship service.
14. Request to have a call made collect or person-to-person to a point to which such service is not given.
15. Miscellaneous requests.

*Section 120 - "Aircraft Show Calls From
Ground Observers"*