

MODIFIED SCHEDULE OF WORK ON SUBSEQUENT ATTEMPTS

The following schedule of work applies to all calls on which you have delayed call tickets until the call is disposed of, except as it may be modified by the customer's directions or agreement with him.

Begin all attempts except the three-minute busy attempts two or three minutes before they are due.

Delayed call classed as:	Action*	Time Action is Due				
		Subsequent attempt number after report indicated at left				
		1	2	3	4	Further Attempts
Busy		Interval in minutes from preceding attempt				
	Make attempt	3	3	3	11	Every 20
	Report if unchanged	No	No	Yes	Yes	Yes Verify only when customer questions or is dissatisfied
Don't answer or Out of order	Make attempt and report if unchanged	20	As requested by customer			
No trunk or No circuit	Make attempt	Try frequently.				
	Report if unchanged	At 10, and thereafter as locally directed.				

*Report whenever you learn that the condition has changed, except on a busy encountered after any other condition or on no trunk encountered on a busy call when a report is not due according to the schedule.

ILLUSTRATION OF CHANGE OF CLASS OF DELAY

Time of Attempt	Result of Attempt	Report
9:00 (Initial)	Busy	Yes
03	Busy	No
06	Busy	No
10	Don't Answer	Yes
30	Don't Answer	Yes
50	Don't Answer	Yes
10:10	Busy	No
13	Busy	No
16	Busy	No
19	No Trunk	Yes
20	Busy	No
23	Busy	No
26	Busy	No
29	Busy	Yes
40	Busy	Yes

MODIFIED SCHEDULE OF WORK ON SUBSEQUENT ATTEMPTS

The following schedule of work applies to all calls on which you have delayed call tickets until the call is disposed of, except as it may be modified by the customer's directions or agreement with him.

Begin all attempts except the five-minute busy attempts two or three minutes before they are due.

Delayed call classed as:	Action*	Time Action is Due				
		Subsequent attempt number after report indicated at left				
		1	2	3	4	Further Attempts
Busy		Interval in minutes from preceding attempt				
	Make attempt	5	5	10	Every 20	
	Report if unchanged	No	Yes	Yes	Yes Verify only when customer questions or is dissatisfied	
Don't answer or Out of Order	Make attempt and report if unchanged	20	As requested by customer			
No trunk or No circuit	Make attempt	Try frequently.				
	Report if unchanged	At 10, and thereafter as locally directed.				

*Report whenever you learn that the condition has changed, except on a busy encountered after any other condition or on no trunk encountered on a busy call when a report is not due according to the schedule.

ILLUSTRATION OF CHANGE OF CLASS OF DELAY

<u>Time of Attempt</u>	<u>Result of Attempt</u>	<u>Report</u>
9:00(Initial)	Busy	Yes
05	Busy	No
10	Busy	Yes
20	Don't Answer	Yes
40	Don't Answer	Yes
10:00	Don't Answer	Yes
20	Busy	No
25	Busy	No
30	Busy	Yes
40	No Trunk	Yes
41	Busy	No
46	Busy	No
51	Busy	Yes
11:01	Busy	Yes
11:21	Busy	Yes

SUBSEQUENT ATTEMPTS

1. DETERMINING SUBSEQUENT ATTEMPT TIME. The subsequent attempt time is the time at which you agree with the customer that you will try the call again. In general, this is (1) the time at which you offer to try the call again, (2) the time specified by the calling party.

If the customer does not specify when you should make the next attempt, determine the subsequent attempt time in accordance with the following table based on the report involved.

Report	Interval — Minutes			
	Before Calling Line is Released		After Calling Line is Released	
			Next Attempt	Other Attempts
BY	5	5	10	Every 20 minutes until different report is received
DA or OD			20	As directed by calling party
No trunk or No circuit	Make frequent attempts, holding calling line 10 minutes before releasing, and report if trunk or circuit is not secured at the end of 10 minute from the time NC report was given, and thereafter as locally directed.			

Report whenever you learn that the condition has changed, except on a busy encountered after any other condition or on no trunk encountered on a busy call when a report is not due according to the schedule.

If you believe that an earlier or later subsequent attempt time will result in more efficient handling of a call, take this into consideration in determining the attempt time; for example, defer an attempt time until after the lunch hour or advance it to before the close of the business day.

January 10, 1956