

"A" BOARD TOLL CALLS

This section also applies to interzone calls except that on requests concerning transfer of a charge, person-to-person service, or messenger service in "7" to "12" inclusive, instructions based on local exchange tariffs will apply. Calls to be handled at the toll board, even though made to "A" board toll points, such as credit card calls, calls given as collect, and others locally specified, will be passed to Long Distance as in Section 105.

1. Ticket record required. Write an "A" board toll ticket except on those calls that are specifically excluded by local directions. The preparation of the ticket is covered in Section 6. The overlapping of ticket writing with operating is discussed in Division T, Sections 6 and 25. The process of obtaining the calling number or the station designation is described in Section 16.

Associate the charge ticket with the cord pair. Where voluntary completion is not given on all "A" board toll calls, you may enter the rate on those subject to voluntary completion to remind you of the procedure required on such calls.

2. Establishing connection. Proceed as for the method of establishing connection used to reach the called station.

3. After connection is established. Watch for the answer of the called station and record the connect time as in Sec. 7, 2.

4. Attention to supervisory signals. Proceed in the regular way except that as soon as you become aware of a supervisory signal after conversation has started, record the time as a disconnect as in Sec. 7, 3.

5. Calling party asks to be notified at the end of the initial period or at some other specified time. Acknowledge the request and note it as in Sec. 6, 6. At the nfy time, if conversation is still in progress, announce for example, "**Your five minutes are up**" and encircle the notation. Remain in on the connection long enough to secure any further directions the calling party may give. At the end of conversation refer the ticket to your supervisor for computation.

If you are late in notifying and the calling party is still on the line, as soon as you notice the omission determine the elapsed time, make the announcement, as for example, "**I'm sorry, I failed to notify you on time. You have talked seven minutes,**" and note the report on the ticket. If he then indicates unwillingness to pay for the extra time, or if you find that he has hung up by the time you discover that notification is overdue, refer the case to your supervisor for adjustment.

SUPERVISOR: Compute the elapsed time, deduct the proper timing allowance, and enter the chargeable time, together with your initials.

- a. If the operator states that she was late in notifying the calling party and that he is unwilling to pay for the additional time, tell him that you are not permitted to reduce the charge and ask him to take up the matter with the business office when he receives his bill. Enter "refuses overtime," immediately above or below the charge space, and see that the charge entry is for the full amount of the charge.
- b. If the calling party hung up before the operator notified him and the chargeable time is more than the interval he specified, reach him and say for example, "**On your call to Beacon, I'm sorry you were not notified at five minutes. You talked seven. The charge is seventy cents.**" If he indicates it is not satisfactory, proceed as in "a."

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6. Calling party asks for a rate or for the charge on a call.

- a. If the calling party asks for a rate proceed as in Section 106.
- b. If the calling party asks for the charge or the time talked, or both, proceed as follows.
 - (1) If you receive the request at the end of conversation, give the time and charge as in Section 106.
 - (2) If the calling party makes the request when giving his order or if the attendant at a pay station says "Attended" when giving her order, note "t & c" on the ticket and at the end of conversation give the time and charge as in Section 106. If the calling party does not wait after conversation for you to quote the charge, determine it at once, ring him back, and say for example, "On your call to Beacon 5678, the charge is fifteen cents for five minutes."

7. After conversation customer asks that call be made collect. Refer the customer to your supervisor. **SUPERVISOR:** Obtain the customer's name and tell him you will arrange to make the call collect if the called party will accept the charge. Then reach the Long Distance supervisor and arrange for the reversal of the charge, giving her the details of the call. Scratch the ticket.

8. After conversation customer indicates that he wished a particular person. Refer the case to your supervisor.

SUPERVISOR: Ascertain from the customer how he placed the call, asking him if he asked the operator for a person by name, for an extension on a private branch exchange, a hotel room by number, a department or office of a business concern, etc.

- a. If it is apparent that the call was placed as a station-to-station call, explain that it will be necessary to charge him for the call he has had but that if he still wishes to reach a particular person you will try to complete the call for him. Make it clear to him that his call will be charged as a new call. If he still wishes the call on a person-to-person basis, tell him that you will have the call completed as he wished, and have the operator pass the details to Long Distance.
- b. If it is apparent that the operator misunderstood his order and that the call should have been handled as a person-to-person call by Long Distance, ascertain the calling party's wishes regarding the disposition of the call, obtaining his name if necessary.
 - (1) If the calling party has talked with the person desired but was delayed in reaching him after the called station answered and therefore requests a reduction in the elapsed time, determine the time which in your judgment should be charged. Reach the Long Distance charge operator and ascertain the charge which would apply on the call at the person-to-person rate. Advise the calling party accordingly and arrange with the Long Distance supervisor to ticket the call properly, advising her of the charge quoted. Scratch the ticket.
 - (2) If the calling party has not talked with the person desired but still wishes to reach him, determine the report received from the called station and tell the calling party that you will try to reach the desired party. Arrange with the Long Distance supervisor to complete the call, passing all the necessary details of the call to her including the report received from the called station. Scratch the ticket.

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6. CALLING PARTY ASKS FOR A RATE OR FOR THE CHARGE ON A CALL. (Canceling and replacing paragraph 6b, opposite.)

b. If the calling party asks for the charge or the time talked, or both, proceed as follows:

(1) If you receive the request at the end of conversation, proceed as in Section 106.

(2) If the calling party makes the request when giving his order, enter the information requested in the remarks space on the tickets, using the following codes: "chg" for charge, "time" for time talked, and "t&c" for both time and charge. At the end of conversation, give the desired information as in Section 106. If the calling party does not wait after conversation for you to give him the desired information, determine it at once, ring him back and say for example, "On your call to Beacon 5678, the charge is thirty cents, plus tax."

c. If the attendant at a pay station says "Attended" when giving her order, note "t&c" on the ticket and at the end of conversation give the time and charge as in Section 106.

7. AFTER CONVERSATION CUSTOMER ASKS THAT CALL BE MADE COLLECT. (Exception to paragraph 7, opposite).

If the called point is one to which collect service is not authorized, say, for example, "I'm sorry, I can't accept collect calls to Beacon."

8. AFTER CONVERSATION CUSTOMER INDICATES THAT HE WISHED A PARTICULAR PERSON. (Exception to paragraph 8, opposite).

If the called point is one to which person-to-person service is not authorized, say, for example, "I'm sorry, I can't accept person-to-person calls to Beacon."

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a. If he agrees to accept the charge, inform the calling party that the charge will be transferred, enter the number to which the charge is to be transferred in the "From" space on the ticket, with the words "Charge to" above the number and "wt" followed by the calling number, the name of the calling party, "OK," and your initials in the "Remarks" space. Tell the operator to proceed with the call without making any collection from the calling station, and ask her to give the ticket to you at the end of conversation. Then enter the charge for the call on the ticket and file it. In computing the charge, use the rate which applies between the stations between which conversation was held.

b. If he does not agree to accept the charge, inform the calling party accordingly and if he still wishes connection and will pay for the call, tell the operator to proceed with the call and secure the deposit in the regular way.

2. If you receive no response, inform the calling party of the condition and tell him that it will, therefore, be necessary for him to pay for the call. If he objects or if he has indicated that no one will be at the third station until some specified time, use your judgment in making any further checks which might be considered as an acceptance, such as verifying the listing with Information or the numerical record if available, and in determining whether to bill the call to the third telephone.

3. If you receive a report that the station is disconnected or the number is vacant, inform the calling party accordingly and if he still wishes connection and will pay for the call, tell the operator to proceed with the call and secure the deposit in the regular way.

(b) If the telephone to which it is desired to transfer the charge is a coin telephone, inform the calling party accordingly and that we cannot, therefore, transfer the charge.

b. If the calling party requests that the charge be transferred to a telephone located outside the prescribed area, explain that this service cannot be given since the telephone to which transfer of charges is requested is outside the area in which such service is given. If he still wishes connection and will pay for the call, tell the operator to proceed with the call and secure the deposit in the regular way.

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9. REQUEST TO HAVE A CALL CHARGED TO A THIRD TELEPHONE. (The following cancels and replaces Paragraph 9, opposite, which should be ruled out in ink.)

Refer the case to your supervisor unless locally directed to accept the request without question.

SUPERVISOR: The transfer of charges is authorized if the third station is within the ~~35~~³⁰-cent rate area of either the calling or called station. If you are not sure that the transfer of charges to the third station is authorized, refer to the switchboard bulletin or reach the long distance rate operator and secure the day station-to-station rate from the calling telephone to the third station and if it is ~~35~~³⁰ cents, or less, proceed with the call as in "a." If it is more than ~~35~~³⁰ cents, reach the long distance rate operator at the called place and secure the day station-to-station rate from the called place to the third station and if it is ~~35~~³⁰ cents, or less, proceed with the call as in "a." If it is more than ~~35~~³⁰ cents, proceed as in "b."

a. If the calling party requests that the charge be transferred to a telephone located within the prescribed area, obtain the number to which he wishes the charge transferred if he has not given it, obtain his name, and proceed as follows:

(1) If the station from which the request was received is not a coin telephone, inform the calling party that the charge will be transferred, enter the number to which the charge is to be transferred in the "From" space on the ticket, with the words "Charge to" above the number and "wt" followed by the calling number, the name of the calling party, and your initials in "Remarks" space. Tell the operator to proceed with the call and ask her to give the ticket to you at the end of conversation. Then enter the charge for the call on the ticket and file it. In computing the charge, use the rate which applies between the stations between which conversation was held.

(2) If the station from which the request is received is a coin telephone, hold the calling party and do not tell the operator to proceed with the call until you have completed your attempt to obtain acceptance of the charge as follows. First determine if the telephone to which it is desired to transfer the charge is a coin telephone by reaching the employee having access to the numerical records or any designated employee from whom you can secure the desired information.

(a) If it is not a coin telephone, try to reach the station.

1. If you receive a response, inform the person answering of the circumstances, giving the name of the calling party, and ascertain if he will accept the charge.

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- (3) If the calling party has not talked with the person desired and does not wish further attempts made on the call, determine the report received from the called station and if you are satisfied that conversation was not held other than in an attempt to reach the desired person, tell him that you will cancel the charge for conversation but that a report charge will be made. Arrange with the Long Distance supervisor to ticket the call properly, advising her of the report received from the called station. Scratch the ticket.

9. Request to have a call charged to a third telephone. Refer the case to your supervisor unless locally directed to accept the request without question.

SUPERVISOR:

- a. If the calling party requests that the charge be transferred to a telephone located within the prescribed area, obtain the number to which he wishes the charge transferred if he has not given it, obtain his name, and tell the operator to proceed with the call. In the meantime determine if the station to which it is desired to transfer the charge is a coin station. To do this reach the employee having access to the numerical records or any designated employee from whom you can secure the desired information.
 - (1) If it is not a coin telephone, try to reach the station.
 - (a) If you receive a response, inform the person answering of the circumstances, giving the name of the calling party, and ascertain if he will accept the charge.
 - [1] If he agrees to accept the charge, enter the number to which the charge is to be transferred in the "From" space on the ticket, with the words "Charge to" above the number and "wt" followed by the calling number, "OK," and your initials in the remarks space. Ask the operator to give the ticket to you at the end of conversation. Then enter the charge for the call on the ticket and file it. In computing the charge, use the rate which applies between the stations between which conversation was held.
 - [2] If he does not agree to accept the charge, after conversation inform the calling party accordingly and tell him that it will be necessary to charge the call to his station.
 - (b) If you receive no response, after conversation inform the calling party of the condition and tell him that it will, therefore, be necessary to charge the call to the calling station. If he objects or if he has indicated that no one will be at the third station until some specified time, use your judgment in making any further checks which might be considered as an acceptance, such as verifying the listing with Information or the numerical record if available, and in determining whether to bill the call to the third telephone.
 - (c) If you receive a report that the station is disconnected or the number is vacant, after conversation inform the calling party of the condition and tell him that it will, therefore, be necessary to charge the call to the calling station. Tell the operator to ticket the call in the regular way.
 - (2) If it is a coin telephone, after conversation inform the calling party that the telephone is a coin telephone and that we can not, therefore, transfer the charge.
- b. If the calling party requests that the charge be transferred to a telephone outside the prescribed area, explain that this service can not be given since the called point is outside the area in which such calls are permitted, and that, therefore, it will be necessary to charge the call to the calling station.

10. Request to have a call completed from another telephone. Refer the case to your supervisor.

SUPERVISOR:

- a. If the telephone from which the calling party wishes the call completed is in the area prescribed for this service, obtain his name, ask him when he will be at the telephone from which he will talk,

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and enter this time on the ticket preceded by "ag." After obtaining and recording all necessary details, dismiss the calling party and arrange for completion as on a delayed call.

- (1) If the station from which the call is to be completed is in your office, enter in the remarks space the number of the station from which the call is to be completed, preceded by the code "wt." Also enter on the ticket the name of the calling party and your initials.

In a manual office locate the answering jack of the station and arrange to have the call completed from it.

- (2) If the station from which the call is to be completed is not in your office, reach the chief operator in the office from which that station is served and give the details to her. Include such details as the number of the station from which the call is to be completed, the called number, the nature of the delay if any, the time when the next attempt is to be made, the number of the station to which the call is to be charged, and the calling party's name. After passing the details scratch the ticket.

b. If the telephone from which the calling party wishes the call completed is not in the area prescribed for this service, explain to the calling party that this particular transfer can not be arranged because of the location of the third telephone.

c. If the calling party indicates that he wishes the call charged to the telephone from which he is to talk, proceed as in "a" regardless of the location of the third station.

If the station from which the call is to be completed is in your office, draw a line through the original calling number and enter the new number in the "From" space. In the remarks space enter "rec'd 1234 J" to indicate that the request was made by that station.

11. **Calling party claims that an unauthorized person answered at the called station.** Refer the case to your supervisor.

SUPERVISOR: Try to determine why the customer claims that no satisfaction was obtained on his call, questioning him if necessary, as well as the operator.

If a person not qualified to talk answered the telephone, for example, someone who could not take a message or answer questions, such as a very young child, or a porter, watchman, cleaner, or other workman who happens to be on the premises temporarily, offer to try the call later at a time convenient to the calling party. Draw lines through the time entries and note in the remarks space "Unauth pers" followed by your initials. Tell the operator to try the call at the time specified by the calling party. If, however, the calling party does not wish the call completed saying he will not pay for the call, tell him no charge will be made and cancel and file the ticket.

If a person qualified to talk answered the telephone, for example, someone who could take a message or answer questions such as a house servant, a member of a household, an employee of the firm, or someone at a secretarial system, explain the circumstances to the calling party, telling him that there will be a charge for the call.

12. **Calling party requests messenger service.** If the calling party requests you to send a messenger when you give a report, say, "One moment, please?" Reach Long Distance as in Section 105, explain the situation to her, pass the details you have, and then scratch the ticket.

13. **Calling party cancels a call.** Acknowledge the request and cancel and file the ticket whenever the cancellation is received except as follows.

a. If you do not have a ticket on the call, obtain such identifying details as you think necessary, prepare a cancellation memorandum, and notify your supervisor. However, if you know, or the customer

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10. REQUEST TO HAVE A CALL COMPLETED FROM ANOTHER TELEPHONE. (The following cancels and replaces paragraph 10c, opposite, which should be ruled out in ink.)
 - c. If the calling party indicates that he wishes the call charged to the telephone from which he is to talk, ask him to place his call from the other number when he is ready to talk and scratch and file the ticket if written.

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14. DELAY IN REACHING CALLED STATION- VOLUNTARY COMPLETION. (This practice is authorized for use in handling "A" Board toll calls in Seattle DSA offices.)

If a delay is encountered on a subsequent attempt following a different delay on the preceding attempt, the procedure is the same as on a new call.

a. CALLED LINE BUSY. On a new call, if you receive a busy signal, at once clear the circuit; if you receive a report of BY, say "Right" and clear the circuit. If the calling party is holding the line, give the report, saying "The line is busy. I will keep trying and call you." Hold the calling line and make a second and if necessary a third attempt as in the section "Subsequent Attempts." On the third attempt, give the BY report, saying "The line is still busy. Shall I try later or would you prefer to place your call again?" If he wishes you to try later, say "I will call you in about ten minutes"; otherwise, say "Thank you" and cancel the ticket. Then release the calling line.

On any later subsequent attempt, if the line is still busy, proceed as on the third attempt above except that if the calling party wishes you to try later, say "I will call you in about twenty minutes" and release the calling line.

b. CALLED TELEPHONE SLOW IN ANSWERING.

(1) Through Supervision Received. On a new call, after one minute of ringing, say "I am trying to get them" if the calling party is holding the line, and then cut out if you would normally do so. At the end of a second minute of ringing, clear the circuit or trunk, give the report, saying "They do not answer. Shall I try later or would you prefer to place your call again?" If he wishes you to try later, say "I will call you in about twenty minutes"; otherwise, say "Thank you" and cancel the ticket. Then release the calling line.

On a subsequent attempt following a report of DA on the preceding attempt, after one minute of ringing, clear the circuit or trunk. Give the report, saying "They still do not answer. Shall I try later or would you prefer to place your call again?" If he wishes you to try later, ask "What time shall I try the call again?" and proceed as directed. If the calling party fails to specify a time, determine the subsequent attempt time as in Sec. 10, "Subsequent Attempts."

In addition, on any attempt if you do not ring manually, listen for the ringing signal at the end of one minute. If you do not hear the ringing signal within a reasonable interval (30 seconds), unless you know that it is too faint to be heard, clear the circuit or trunk and proceed as on a new call, using a different circuit or trunk if possible. Again listen for the ringing signal for a reasonable interval. However, if you receive a busy signal when you change the connection, disconnect, say "One moment, please" if the calling party is holding the line, and again try to establish the connection.

If you do not hear the ringing signal or if you receive the BY signal on the second attempt, hold the circuit or trunk and report the trouble at the first opportunity. Select another circuit or trunk, reach the inward operator at the TTC, and proceed as for ringdown operation. However, if the called telephone is at a tributary of your office, say for example, "There seems to be some trouble on (cld.no.). I will call you in about twenty minutes," release the calling line, enter "seems od (time)" on the ticket, and report the trouble at the first opportunity.

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(2) Through Supervision Not Received. On a new call if you receive a report of DA, say "Keep ringing" and hold the circuit. If you receive another report of DA, say "Right," clear the circuit, give the report, saying "They do not answer. Shall I try later or would you prefer to place your call again?" and proceed as when through supervision is received.

On a subsequent attempt following a report of DA on the preceding attempt, when the first report of DA is received, say "Right" instead of "Keep ringing," clear the circuit, and otherwise proceed as when through supervision is received. However, if an inward operator gives a DA report in less than approximately one minute of ringing, say "Keep ringing" and wait for the next DA report.

In addition, on any attempt, be guided by the following:

(a) If no report has been received at the end of a minute and a half from the time the call or an order to continue ringing was acknowledged, reach the distant operator and ask "Is the number DA?" If she reports "I am trying to get them. One moment, please," say "Right" and wait for an answer from the telephone or a report.

(b) If the distant operator asks "Did they answer?" say "No" and again pass the number if requested.

(3) Other Conditions

(a) If you believe that the telephone should answer or the calling party so indicates, proceed in the usual way except as modified by the following:

When a distant operator gives the final DA report, say "Change connection and ring (cld.no.);" and wait for a further report or answer.

On a through supervision call, at the end of the second minute of ringing, clear the circuit, establish the connection again, and wait for another minute if necessary, for an answer.

(b) While waiting for the telephone to answer, if the calling party indicates that he believes the telephone will not answer, say "All right, sir. Shall I try later or would you prefer to place your call again?" and proceed as directed. On a through supervision call, release the circuit and the calling line. However, if the called number was passed to an operator at the TTC, wait for a DA report and then release the circuit and the calling line but do not recall the calling party to give the report.

If the calling party hangs up without waiting for a DA report, consider this as an indication that he has abandoned the call because he believes the telephone will not answer. Release the circuit and the calling line as above and cancel the ticket. Do not recall the calling party to give a report.

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c. CALLED LINE OUT OF ORDER. If you receive a report of OD, say "Right" and clear the circuit. Give the report, saying "The line is out of order. Shall I try later or would you prefer to place your call again?" and otherwise proceed in general as you would following a report of DA.

d. NO TRUNK REPORT RECEIVED. Clear the circuit and give an NC report to the calling party if he is holding the line. Report the condition to your supervisor. Make a second and if necessary a third attempt at approximately 30 seconds from the preceding report. Thereafter, make subsequent attempts and proceed in general as you would following a report of NC.

2. NO CIRCUIT. Immediately notify your supervisor. Hold the calling line and make frequent attempts to establish connection. At the end of approximately one minute, if the calling party is holding the line, give the report, saying, "I'm sorry, the circuits are busy now. I'll call you", and cut out. Continue to hold the calling line, making frequent attempts to secure one. At the end of 10 minutes from the time of the first NC entry on the ticket, give a report saying, "On your call to (pl.), the circuits are still busy. I will call you", and thereafter proceed as locally directed.

An NC entry is required whenever an NC report is given or an attempt to secure a circuit is made requiring plugging into a trunk and resulting in NC on all routes. However, during the first minute of NC, no entry should be made until the end of the minute.

f. REORDER OR TRUNKS BUSY SIGNAL RECEIVED. Clear the circuit or trunk and make a second and if necessary a third attempt, using a different circuit or trunk if available. If the calling party hangs up when the signal is received, do not call him back until you are ready to give a report. At the end of one minute, if you have been unable to advance the call, give an NC report if the calling party is holding the line. At the end of 10 minutes, if the report has not already been given, give the NC report. Refer the case to the supervisor and continue your attempts to advance the call.

"SR". See if other operators in your section are encountering similar delays, and in any case, report the condition to the Chief Operator.

g. CALL FROM COIN STATION. Complete delayed calls from coin stations only if urgent or of an emergency nature. Otherwise, if the calling party asks you to call him, say "Will you call the number a little later, please?"

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indicates, that the call was handled by Long Distance, pass the order to Long Distance as in Section 105. **SUPERVISOR:** Try to locate the original ticket and if you do so, combine the two as in Section 6, 14. Then cancel the original ticket or file it as a credit ticket if it is so marked.

If you do not locate the ticket and, in your opinion, the call may have been handled by Long Distance, pass the details and the cancellation order to the Long Distance supervisor, asking for a report. Refer the ticket to your chief operator for disposal as in "18a, Sr. N." If, in your opinion, the call was not handled by Long Distance or if you receive a report that Long Distance does not have the call, scratch the ticket and take no further action.

- b. If you have started a ticket but have not yet acknowledged the call, scratch the ticket unless the customer makes another call for which the ticket you have can be used.

14. Delay in reaching called station—voluntary completion. Use this practice unless that in "15" or "16" has been authorized for calls to the called point.

Proceed as in Section 8, except as follows. If, however, when you make a promise to call, the calling party gives some other directions concerning the call, make suitable notations on the ticket as in Section 6.

- a. **Busy Call.** Disconnect the front cord as soon as you recognize the busy condition and give a busy report, adding **"I'll call you in a few minutes."** If, however, the calling party hangs up before you can give him the report, proceed as if you had given it to him.
- b. **Slow Answer Call.** In place of the usual preliminary don't answer report say **"I'll keep ringing them."** When you give the don't answer report, add **"I'll call you in about twenty minutes."**
- c. **Calling Party Hangs Up before One Minute from Establishing of Connection.** Hold the calling line and proceed as for a slow answer call where the calling party is on the line, omitting any preliminary or supervisory report. Cut in frequently, however, for a possible answer of an intercepting or other operator and watch for a station answer.
- (1) If the called station answers, verify the number and if it is the correct station, reach the calling station, say, **"I have Beacon 5678 for you now,"** establish connection, and start conversation.
 - (2) If you receive no report and the called station does not answer by the regular time for giving a don't answer report, disconnect from the called line, reach the calling station, say, **"On your call to Beacon 5678, they do not answer. I'll call you in about twenty minutes,"** and if the calling party does not cancel the call proceed as for completing a don't answer call in Section 9.
 - (3) If you do not hear the ringing signal on a connection on which it should be heard, challenge and if you receive no reply disconnect the front cord. Then establish connection again as on a regular slow answer call and continue to cut in frequently.
 - (4) If you hear the busy signal, disconnect and proceed as though you had given a busy report as in "a."
 - (5) If you hear the no such number signal, again try to reach the called station. If you again hear the signal, reach the calling party, give him the report, and try to obtain the correct number. If you are unable to do so, cancel and file the ticket.
 - (6) If you receive a report from an intercepting operator which requires connection, try to reach the new number, first informing the calling party if a higher rate applies and obtaining his consent before attempting to establish the connection.
 - (a) If you reach the new number, verify it and if it is the correct station, reach the calling station and give the report you received if you have not already done so, as for example, **"Beacon 5678 has been changed to Cedar 6789. I have them for you"** or **"On your Beacon call, that's been changed to Cedar 6789. I have them."** Establish connection and start conversation.

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- (b) If you do not reach the new number, reach the calling station and give the intercept report if you have not already done so, followed by the regular report for the condition encountered. Then try to complete the call according to the nature of the delay.
- (7) If you receive a report which does not require connection, disconnect, and cancel and file the ticket. If, however, the line is reported out of order, proceed as for completing an out of order call.
- d. **Calling Party Hangs Up after One Minute from Establishing of Connection.** Proceed as in "c" but do not ring back the calling party for the don't answer report at this time.
- e. **No Circuit Condition.** On a ringdown trunk connection to points specified locally, if an operator reported trunks out of order, after giving the delayed call report to the calling party note it on the ticket and pass the details of the call to Long Distance as in Section 105, preceding the called number with "No circuit," and the time of the first attempt. Scratch and file the ticket.
- f. **Reorder or Trunks Busy Signal Received.** If the calling party hangs up when the signal is received, proceed with the call as though he had not hung up. If you secure a trunk, proceed as in "a" or "c," depending upon the condition encountered. At the end of a minute, if you have not secured a trunk, proceed as though you had given a report with a promise to call.
- g. **Line Out of Order.** If you give an out of order report, add "I'll call you in about twenty minutes."
- h. **Call from a Coin Station.** Use the qualifying phrase in Section 74, 11d or if locally directed, complete delayed calls from coin stations only on request.
Note: In the case of dial offices not equipped with delayed call trunks on which you can collect or return, do not make or agree to make attempts to complete delayed calls from coin stations, but proceed as in Section 74, 11g.

15. Delay in reaching called station—offered completion. Use this practice only when authorized for calls to the called point.

Proceed as in "14" except as follows.

- a. Before promising to call after giving a delayed call report, ask if the calling party wishes you to call, as for example, "Would you like me to try it later?" or "Shall I try it later for you?" and be guided by his reply. If he accepts proceed accordingly; if not, cancel and file the ticket.
- b. If the calling party hangs up on receiving a busy signal before you give a report, proceed as if he had accepted your offer to complete. Then when you give your first subsequent report of delay, apply the question as in "a" instead of saying immediately that you will call.
- c. If the calling party hangs up after one minute from the establishing of the connection and before you give a don't answer report, reach the calling party when the report is due, give it, and offer to call as in "a." If, however, you are locally directed to do so, disconnect when the calling party hangs up and cancel the ticket.

16. Delay in reaching called station—no voluntary completion. Use this practice only when authorized for calls to the called point.

Proceed as in Section 8 except as follows, canceling and filing the ticket if the calling party does not request completion.

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"A" BOARD TOLL CALLS - Continued

19. RESTORING CONNECTIONS. (Supplementing Paragraph 19b, Supervisor 1, opposite)

If the original ticket shows a single time entry, assume one minute as the elapsed time of conversation previous to the interruption.

"A" BOARD TOLL CALLS—Continued

16. Continued

- a. Slow Answer Call. On connections on which you would give a preliminary don't answer report, say instead, "I'll keep ringing them."
- b. No Circuit Condition. Proceed as in "14e."

17. Subsequent attempts on delayed calls. When you are to try to complete a delayed call, follow the procedure given in Section 9 for the delay encountered.

18. Calling party requests you to try a call again.

- a. If the calling party gives the name of the point called and the number, try to establish the connection. If you do not have the ticket on the original call, write a new ticket and immediately notify your supervisor.

SUPERVISOR: Try to locate the original ticket. If you find it and it has not been canceled, combine the two as in Sec. 6, 14 and enter "ag" in the attempts space on the original ticket. If it has been canceled, allow the new ticket to stand as the charge ticket and enter "ag" in the attempts space.

If you do not locate the ticket, pass the details of the call to the Long Distance supervisor telling her if the call has been completed. Refer the new ticket to your chief operator.

Note: The chief operator will hold the ticket for a report from Long Distance. If the Long Distance supervisor reports that she has located the original ticket, the chief operator will scratch the new ticket.

If the Long Distance supervisor reports that she can not locate the original ticket, the chief operator will allow the new ticket to stand as a charge ticket if the call has been completed.

- b. If the calling party gives the name of the point called but not the number, try to obtain the called number.

(1) If you obtain the called number, proceed as in "a."

(2) If you do not obtain the called number, say "I will try it again and call you" and notify your supervisor.

SUPERVISOR: Try to locate the original ticket and if you find it, tell the operator to try to establish connection. If you do not find it, pass the details of the call to the Long Distance supervisor if in your opinion the call might have been handled by Long Distance.

- c. If you know that the original call was handled by Long Distance or if the calling party indicates that such was the case, advise the calling party that Long Distance has the call and refer the request to Long Distance as in Section 105.

19. Restoring connections. Make no charge for a call affected by a cut-off unless the connection is reestablished satisfactorily, but if the interruption is momentary, disregard it in timing the call. Proceed as for the same condition on local calls in Section 12 and make ticket notations as follows.

- a. If you do not have the original ticket, write a regular "A" board toll ticket entering "clg cto" or "cld cto" in the remarks space to indicate the party claiming the cut-off.
- b. If you reestablish connection, enter the new connect and disconnect times as in Section 7 and refer the ticket to your supervisor.

SUPERVISOR:

- (1) If the ticket is the original ticket, compute and enter the chargeable time as in Section 7. If in your opinion more than the usual allowance should be made, make it and correct the chargeable time to show the amount finally decided upon, followed by your initials.

"A" BOARD TOLL CALLS—Continued

19. Continued

- (2) If the ticket is not the original but the original call was made from your office, try to locate the original ticket.
 - (a) If you find it and it has not been canceled, combine the two as in Sec. 6, 14 and adjust the chargeable time as in "(1)." If it has been canceled, allow the new ticket to stand as the charge ticket.
 - (b) If you do not locate the ticket and if in your opinion the call may have been handled by Long Distance, pass the details to the Long Distance supervisor, asking for a report. Refer the ticket to your chief operator pending her report, as in "18a, Sr. N." If in your opinion the call was not handled by Long Distance or she reports no record of it, proceed as follows.
 - [1] If the customer could have dialed the call himself, scratch the ticket you have if it shows no overtime or adjust it to charge only for the overtime shown.
 - [2] If the customer could not have dialed the call himself, allow the ticket to stand.
- (3) If the ticket covers a cut-off on a call that did not originate in your office, compute the charge and, if in your opinion or in application of local directions, the amount warrants, pass the ticket details to the chief operator in the originating office, mark the ticket "Reptd to Adams" with your initials, and scratch the ticket. If the amount does not warrant this treatment, scratch and file the ticket.

If a record of cut-off by called parties is maintained in your office, record the details of the call as locally directed.

- c. If you give a delayed call report and the original calling party cancels the call, cancel the ticket, referring it to your supervisor if it is not the original. If, however, the original called party cancels the call, scratch the ticket.
SUPERVISOR: See "13a, Sr."
- d. If you give a delayed call report and are to try to complete the call later, convert the ticket into a delayed call ticket and proceed as for work on such tickets.
- e. If conversation is restored by another operator, file the ticket, first scratching it if it is not the original.
- f. If you know that the original call was handled by Long Distance or if the calling party at any time indicates that the call was handled by Long Distance, pass the details of the call to Long Distance as in Section 105.

20. **Wrong number calls.** Make no charge for a wrong number call discovered by or reported to you, even though the wrong number was reached through error of the calling party.

Proceed as for the same condition on local calls in Section 13 and make ticket notations as follows.

- a. If you have the original ticket, proceed as follows.
 - (1) If the call to the correct number does not require a charge ticket, scratch and file it.
 - (2) If the call to the correct number requires an "A" board toll ticket, correct the original ticket as in Section 6.
 - (3) If the call to the correct number requires a message rate ticket, convert the ticket or scratch and file it and write a message rate ticket.
- b. If you do not have the original ticket, write an "A" board toll ticket if one is required on the call to the correct number and notify your supervisor.

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"A" BOARD TOLL CALLS—Continued

20. Continued

SUPERVISOR: Try to locate the original ticket and if you do, combine the two as in Sec. 6, 14. If you do not locate the ticket, proceed as in "19b, Sr. (2)(b)" except that if the call is not completed and the customer could have dialed the number himself, convert the ticket you have to a credit ticket and file it but if he could not have dialed the number, cancel and file the ticket.

- c. If you know that the original call was handled by Long Distance or if the calling party at any time indicates that the call was handled by Long Distance, pass the details of the call to Long Distance as in Section 105.

21. Double connections. Make no charge for a call affected by a double connection unless the call is completed satisfactorily following the double connection.

Proceed as for the same condition on local calls in Section 14 and make ticket notations as in "19," except as follows.

- a. If it appears that conversation has not taken place, cancel any time entries that have been made.
- b. In noting the reported interference on the ticket, use "dbl" instead of "cto."
- c. If you can not establish a satisfactory connection due to equipment trouble, cancel and file the ticket on the call.

22. Obtaining better connections. Proceed as in "19," except that if the connection can not be made sufficiently clear to enable the customers to continue their conversation, cancel and file the ticket.

23. Calling party requests assistance on a call which he dialed in his extended direct dialing area. Write a ticket and proceed in the regular way except that if he reports a cut-off, wrong number, or double connection, mark the ticket "credit."

- a. If the call is completed, determine the elapsed time at the end of conversation. If the elapsed time does not exceed the initial period, scratch the ticket but if it does, refer the ticket to your supervisor. **SUPERVISOR:** If the elapsed time exceeds the initial period, determine the number of message units to be charged for the overtime. Enter the number of units to be charged in the charge space as "2MU," followed by your initials, and cross out the credit entry.
- b. If the call is not completed, file the credit ticket. In entering the number of message units to be credited, show the number of message units chargeable for the initial period.

24. Intercepted calls.

- a. If you are to try to establish connection after a call has been intercepted, dispose of the charge ticket as in "20," considering the new number as the correct number.
- b. If you are not to try to establish connection after the call has been intercepted, cancel and file the ticket.