

SPECIAL REVERSED CHARGE TOLL CALLS

Special reversed charge toll calls are handled as "A" board toll calls except as provided in this section. The examples use Enterprise 1000 for the sake of uniformity. In different cases these examples may be read as Adams 65000, WX 1000, or other expressions in agreement with the special numbers used in your area.

1. **Order received.** Acknowledge an order for a special reversed charge toll call in the usual way and refer to your switchboard bulletin for the corresponding regular number. You will recognize these calls by the fact that the number given by the customer will be of a form locally specified for this type of service.

If the call is from a prepayment coin line, return the deposit immediately after acknowledging.

2. **Call to be ticketed and timed at the "A" board.**

- a. Establish the connection as for the trunking method used to reach the called office, except that if you pass an oral order, use split cord operation until after the order has been passed.
- b. Write a special reversed charge toll ticket as in Sec. 6, 17 and time the call as in Section 7.
- c. Do not request any deposit if the call is from a coin line.
- d. If the call is delayed and you are to make subsequent attempts, be sure you have the calling number and then try to complete the call as in Section 9.

3. **Call to be ticketed and timed at the toll board.** Reach Long Distance, proceeding in general as in Sec. 105, 3, and pass details as follows. If, however, the directory refers all such calls to Long Distance, handle any call of this type which you receive as a call which should be routed to Long Distance as in Section 105.

- a. Both Special Number and Regular Number Required. Include both numbers in your order, as for example, "Enterprise 1000, Boston, Beacon 5678, check, Adams 1234."
- b. Only Special Number Required. Say, for example, "Enterprise 1000, check, Adams 1234."

4. **Calling party requests the rate or the charge, or announces "Attended."** Say, for example, "There is no charge," adding if necessary "The called party pays for such calls."

5. **Giving reports to or making requests of the calling party.** Always use the special number when the called number is required in any phrase when you are talking to the calling party.

6. **Calling party wishes to reach a particular person.** Explain the nature of the service briefly, saying, for example, "I'm sorry but I can only accept station-to-station calls to Enterprise numbers" or "I'm sorry, I can not accept person-to-person calls to Enterprise 1000, but I can connect you with that number."

7. **Calling party requests that the call be made collect.** Disregard the request and proceed with the call.

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SPECIAL REVERSED CHARGE TOLL CALLS—Continued

8. **Special number affected by an entry, or does not appear, on the switchboard bulletin.**
- a. If the special number is marked to indicate that it has been discontinued but that the desired customer still has a regular listing, say for example, **"Enterprise 1000 has been discontinued but you can still reach John Doe at Boston, Beacon 5678. The Boston rate will apply. Shall I connect you?"** If you are to establish connection, proceed as on a regular call to the called office.
 - b. If the special number is marked to indicate that it has been discontinued and that the regular number is disconnected, proceed as for an intercepting operator on a call for a disconnected number.
 - c. If the special number does not appear on the bulletin, say to the calling party, **"The special number, Enterprise 1000, is not for the use of Adams subscribers. Do you wish to call the regular number?"**
 - (1) If the calling party then furnishes the regular number, proceed as on a new call.
 - (2) If the calling party asks the regular number or requests you to connect him without furnishing the number, say **"I'm sorry, but I don't have the number."** Add, if necessary, **"Where is the concern located?"** and proceed as locally directed in referring him to Information or Long Distance.
 - (3) If the calling party does not appear satisfied or if he questions the accuracy of your report, refer the case to your supervisor. If, however, it is apparent that the calling party has a wrong number in mind, tell him that there is no such number and refer him to Information or the directory.
SUPERVISOR: Explain to the calling party that this particular number can not be used by customers served by your office. If you know any offices from which the special number may be called, mention them to him if you think this will serve to clarify the situation. If you know that service for the special number was at one time given from your office, explain the situation to the calling party.
If the calling party desires information regarding the regular number of the desired customer, give him the regular number, or refer him to Information, if necessary. Offer to connect him if he desires and tell him that the regular rate for the point to be reached will apply. If he wishes connection, give the operator the regular number of the called station and tell her to establish connection and to handle the call as a regular paid call.
9. **Report received of number changed to a special number.** If the intercepting operator asks you to give the calling party connection to a special number or if the calling party on an established connection flashes and reports a number change to a special number, convert any ticket you have on the call to a special reversed charge toll ticket if possible, otherwise scratch it and write a new one.
10. **Telegram calls.** Proceed as in Section 107.

SPECIAL REVERSED CHARGE TOLL CALLS - Continued

8. SPECIAL NUMBER AFFECTED BY AN ENTRY, OR DOES NOT APPEAR, ON THE SWITCHBOARD BULLETIN.

a. (The following supplements Paragraph 8b, opposite.)

If the subscriber's name does not appear on the bulletin, say, for example, "Enterprise 1000 has been discontinued but you can still reach that party at Boston, Beacon 5678. The Boston rate will apply. Shall I connect you?"

b. (The following supplements Paragraph 8b, opposite.)

The phrase, "Enterprise 1000 has been discontinued," may be used as a replacement or as an alternate in giving a report where the special number is marked to indicate that it has been discontinued and the regular number is disconnected.

d. If the special number is marked to indicate that it has been discontinued and that the regular number is changed to a local exchange number, say, for example, "Enterprise 1000 has been discontinued but you can still reach that party at Seattle, Beacon 5678. Shall I connect you?" If you are to establish connection, proceed as on a regular call to the called office.

e. If the special number is marked to indicate that it has been changed, say, for example, "Enterprise 1000 has been changed to Enterprise 1012. I'll connect you," and proceed in the regular way.