

LONG DISTANCE CALLS

This section is based on the assumption that it is desirable to put the customer in touch with Long Distance as soon as possible after you discover that she should receive the call. It contemplates that, to avoid repetition by the customer, the operator will pass such details as she has received before she has opportunity to inform the customer that Long Distance will take his call, but that modifications may be made locally to make the reference to Long Distance without passing any details.

1. General. The calls which should be handled by Long Distance will depend largely upon arrangements in your exchange and the surrounding area and you will be guided by directions for your office as to calls that should be so handled. Such calls generally will include person-to-person calls, station-to-station calls other than those which are designated for "A" board handling, collect, messenger and appointment calls, credit card calls, and calls for or involving specialized toll operators such as the marine, or ^{mobile service} conference operator. Special reversed charge toll calls are covered in Section 104.

When you receive a call that should be handled by Long Distance, in general acknowledge, establish connection, and pass details as in "2," "3," and "4," unless one of the following modifications has been authorized for your office on the type of call involved. In applying any of these modifications, however, in cases where the circumstances warrant, you should feel free to go beyond these limitations in passing details to Long Distance.

- a. Connect to Long Distance but Pass Only Calling Details. In this case, acknowledge and establish connection as in "2 and 3" but pass only details concerning the calling number if required by "4a."
- b. Connect to Long Distance without Passing Details. In this case, acknowledge and establish connection as in "2 and 3" but do not pass any details except where it is necessary to pass the terminal number where the terminal cord method is used.
- c. Informative Practice. Where this practice has been authorized for Long Distance calls, proceed as in Sec. 101, 8. It may be applied to all calls that should be handled by Long Distance, or may be restricted to calls on which the calling party merely asks for Long Distance while the method in "a" or "b" is used on other calls which should be handled by Long Distance.

2. Acknowledging a call to be handled by Long Distance. As soon as you find that the customer wishes to be connected or should be connected to Long Distance for the service desired, proceed as follows, making a memorandum of such details as necessary to insure accuracy.

- a. If the request is merely for connection to Long Distance, acknowledge. If, however, it is for a specialized operator reached through Long Distance such as the marine operator, say "I'll give you Long Distance." Do not pass the request for the specialized operator unless locally directed to do so.
- b. If the calling party asks how to call a certain point, or starts giving you details of, or supplemental orders on, a call that you recognize should be given to Long Distance, inform him of the fact that Long Distance handles such calls at the first opportunity by saying for example, "Long Distance takes calls for Boston. I'll connect you," "If Long Distance handled the call for you, she will know the charge. I will connect you," or merely "I'll give you Long Distance. Just a moment, please?" Be careful not to interrupt the calling party while he is speaking but try to tell him as early as possible that Long Distance will take his call, so as to avoid delaying the call. Do not make any effort to obtain complete details or to verify details which you do not understand.

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2. Continued

c. If you have received complete details of a call before you learn that it should have been given to Long Distance, inform the calling party, saying for example, **"Person-to-person calls are taken by Long Distance. I will connect you."**

3. **Establishing connection to Long Distance.** Establish connection as follows and if you are to pass any details to Long Distance with the calling party on the line, remain cut in on the connection, using split cord operation only if locally directed to do so except in "a(3)."

a. If you have direct trunks to Long Distance, select an idle trunk but do not ring unless you reach Long Distance over a ringdown trunk. If you have special trunks reserved for specified classes of service, always select one within the proper group for the calling line. Use cords as follows.

(1) Regular Cords to be Used. Use the front cord of the pair used in answering, or if you are to use split cord operation use the front cord of an idle pair.

(2) Recording Completing Cords to be Used. With the listening key operated plug into the trunk selected with the front cord of an idle pair of recording-completing cords. Then substitute the back cord of this pair for the cord used in answering the calling party. If, however, you are to use split cord operation, connect the calling party to Long Distance after you have passed the order and received an acknowledgment. Be careful not to cut in after you once cut out unless you receive a signal requiring challenge.

Note: If the supervisory signal flashes after you plug into a trunk, disconnect and select a pair of recording-completing cords.

(3) Terminal Cord to be Used. With the listening key operated, plug into the trunk selected with the front cord of an idle pair of regular cords. Then substitute an idle terminal cord for the cord used in answering the calling party.

(4) Toll Connecting Cord to be Used. (Community Dial Offices) Operate the listening key on an idle toll connecting cord and while waiting for Long Distance to answer, substitute this cord for the one used in answering the calling party. If, however, you are to use split cord operation, do not make the cord substitution until you have passed the order and received an acknowledgment. Supervise the connection carefully until you find that Long Distance has answered and do not depend on receiving any cord supervision until she answers.

(5) Recording-Completing Switching Trunks to be Used. Proceed as in Section 58.

b. If you do not have direct trunks to Long Distance, proceed as in "a" as regards the use of cords and trunks but pass an order for Long Distance in accordance with the requirement for the type of trunk you are using.

c. If all trunks are busy, hold the calling party and make frequent attempts to establish connection, meanwhile notifying your supervisor. At the end of one minute if you have not secured a trunk, say to the calling party, **"I'm sorry, there will be some delay on your call. Long Distance will call you,"** obtaining the calling number if necessary. Then make frequent attempts to secure a trunk unless otherwise directed by your supervisor. When you reach Long Distance pass the calling number in every case and the called details as you would normally do, adding that the calling party had hung up and giving the filing time.

If, however, in a dial office you have been locally directed to do so, when you give the delay report, suggest that the calling party can dial direct, as for example, **"I'm sorry, my circuits to Long Distance are busy. If you will dial 211 (110) you will probably reach her immediately."** If he objects, agree to have Long Distance call him and pass the call as above.

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3. ESTABLISHING CONNECTION TO LONG DISTANCE. (Supplementing Paragraph 3c, opposite.)
- c. MANUAL OFFICES. During periods of heavy overload in the toll office when all trunks to Long Distance are frequently busy for periods of more than one minute, the following practice may be used upon authorization of your District Traffic Manager.
- (1) If all trunks to Long Distance are busy, hold the calling party and make frequent attempts to establish connection. At the end of one minute if you have not secured a trunk, say, for example, "I'M SORRY, ALL CIRCUITS TO LONG DISTANCE ARE BUSY," and add, "WILL YOU PLACE YOUR CALL LATER, PLEASE?" or "WILL YOU CALL A LITTLE LATER, PLEASE?"
 - (2) If the calling party indicates that he wishes you to continue your attempts to reach Long Distance, obtain the calling number, if necessary, and inform the calling party that Long Distance will call him. When you reach Long Distance pass the details of the call as in 3c, opposite.

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3. ESTABLISHING CONNECTION TO LONG DISTANCE

- e. During periods of heavy overload in the toll office, if the calling party reports inability to reach Long Distance and asks for an explanation of the difficulty, the following practice may be used upon authorization of your District Traffic Manager.

DIAL OFFICES. Say, for example, "I'M SORRY, THE LONG DISTANCE OFFICE IS VERY BUSY," and add, "WILL YOU TRY YOUR CALL AGAIN, PLEASE?" or "WILL YOU DIAL '811' AGAIN A LITTLE LATER, PLEASE?" If appropriate, also add, "AND WAIT FOR THE LONG DISTANCE OPERATOR TO ANSWER." If the calling party is not satisfied with this report, refer the call to your supervisor.

SUPERVISOR: Explain that the Long Distance office is very busy and is having difficulty in answering all calls promptly. Suggest that the calling party try his call again and wait for Long Distance to answer.

MANUAL OFFICES. Say, for example, "I'M SORRY, THE LONG DISTANCE OFFICE IS VERY BUSY. ONE MOMENT, PLEASE?" and continue your attempts to reach Long Distance as in "d," preceding, supervising at frequent intervals to let the calling party know that you are still trying to complete his call.

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3. Continued.

SUPERVISOR: Keep in touch with the situation and report to your chief operator if it appears that the service is likely to be seriously affected and calls unduly delayed, and obtain advice as to the use of special routes or the handling of calls on a delay basis.

- d. If Long Distance does not answer within thirty seconds, disconnect and establish connection again as on a new call, selecting another trunk if one is available. If you have direct trunks to Long Distance make a memorandum of the first trunk number, and when you have time available, try to reach Long Distance on it. If Long Distance is slow in answering, notify your supervisor, or if you receive no answer, report the trouble.

SUPERVISOR: Report to your chief operator recurrent cases of slow answer by Long Distance.

4. **Passing details to Long Distance.** Give Long Distance the calling office name and number whenever it is necessary to pass any details regarding the call. If you do not use split cord operation, be alert to speak as soon as Long Distance answers so that the calling party will not start to pass his call before you can give the required information. While it is generally preferable for the customer to deal with Long Distance, if you have undertaken to pass the call for him it is undesirable to have him repeat details already given.

a. Give Long Distance details concerning the calling line under the following conditions.

- (1) In a manual office give the number of the particular line calling if it is one of an underlined group.
- (2) If the calling station is a multislot coin station or is marked to receive hotel extension service, always indicate this unless you have a separate trunk group for either of these classes of service.
- (3) If you use a terminal cord always give Long Distance its number.
- (4) If the calling line is in a community dial office and you are instructed to do so, give Long Distance the number of the trunk on which you are holding the calling line.
- (5) When you attempted to obtain the calling number if the customer was unable to give it, substitute the phrase "**calling number not given**" for the calling number.
- (6) Pass other information concerning the calling number when it applies such as the following.

"**Test OK**" or "**No test,**" where you have checked the calling number.

"**Party has hung up,**" when the calling party is not on the line.

"**Attended,**" where the order was passed to you as "attended."

"**Quote charge,**" where you have received such a request.

"**Notify three minutes,**" where you have received a request to be notified at the end of this period of time.

b. Give Long Distance other details which you have received and understood when you are to pass them. These include the following.

- (1) The called number, called place and number, or called name and address.
- (2) Request for rate, charge, or report on call; request to cancel a call or to try again; request for operator by number; etc.
- (3) Report of cut-off, wrong number, etc.
- (4) The class of call such as person-to-person, collect, conference, etc. if it is not otherwise evident.
- (5) Any special instructions the calling party may have given you.

c. In passing the order, arrange the details in the following sequence.

- (1) Request or Order Concerns a New Call. First give the called number details followed by the nature of the call, then calling number details, e.g.,

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4. Continued

Called place (See Exception)	Boston
Called number or name and address	Beacon 5678
Class of call if other than station-to-station and special instructions	Collect
Result of number checking test, if required	Test O.K.
Class of service of calling station, if required	Prepay
Calling number	Adams 1234
Terminal cord or trunk number, if required	Terminal 0016
Indication that calling party has hung up, if necessary	Party has hung up

If the called number is followed immediately by the calling number as on many station-to-station calls, insert the word "check" before giving the calling number.

If the call is a special reversed charge toll call, arrange the details as in Sec. 104, 3.

A few examples follow.

"Boston, Beacon 5678, check, Adams 1234."

"Boston, Mr. John Doe, 123 Main St., person-to-person, Adams 1234, terminal 0016."

"Boston, collect, prepay, Adams 1234."

- (2) Request Concerns a Previous Call or Some Phase of Long Distance Operating. First give the nature of the request, otherwise arranging details as in "(1)," as for example.

"Charge to Boston, Adams 1234, terminal 0016."

"Operator 8-5, check, Adams 1234."

"Cancel Boston, Mr. John Doe, Adams 1234, party has hung up."

- (3) Only Calling Number Details to be Passed.

"Hotel, Adams 1234."

"Adams 1234, terminal 0016."

"Adams 1234."

Exception: Where locally authorized, the name of the called place may be omitted when it is a multi-office exchange and the central office name is sufficient identification.

5. Calling party disconnects before you have established connection.

- a. If you were only to establish connection or to pass details concerning the calling number, disconnect both cords and take no further action.
- b. If you were to pass a request, a report, or details of a call and you know the calling number, proceed with the call even though the calling party has hung up. Such cases include requests for rates or charges, requests to try again, requests for an operator by number, reports of cut-off, called station details, cancellations, and special instructions.

If, however, you do not know the calling number, disconnect both cords except in the case of certain dial offices where you have been told to establish connection so that Long Distance can ring back or request you to do so.

6. Supervising on signal and disconnecting.

- a. Recording Completing Cords.

- (1) Supervisory Signal Lights. Disconnect both cords.

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If the trunk lamp relights immediately, plug in with the back cord of a regular pair, answer with "Operator?" and proceed in accordance with the calling party's request.

- (a) If the calling party is apparently waiting for his Long Distance call to be completed, say, "Long Distance will call you" and add if necessary, "Will you hang up, please?"
 - (b) If the calling party states that he did not finish giving his order, if he asks to be reconnected with Long Distance, or asks any other questions regarding a call to a Long Distance point, establish connection to Long Distance as on a new call.
- (2) Supervisory Signal Flashes. Answer with "Operator?" and proceed in accordance with the order or request received.

b. Terminal Cords.

- (1) Both Supervisory Signals Light on Terminal Cord. Disconnect the terminal cord.
- (2) Back Supervisory Signal Flashes or Front Supervisory Signal Lights on Terminal Cord. Answer with "Operator?" and proceed in accordance with the request. If you are to reach Long Distance again, disconnect the terminal cord and proceed as on a new call.
- (3) Supervisory Signal on Regular Cord Lights. Disconnect the cord.

c. Toll Connecting Cords. Answer a flashing signal in the regular way and proceed in accordance with the order or request.

Disconnect the cord if you receive a steady signal after Long Distance has answered.

d. Regular Cords.

- (1) Both Supervisory Signals Light after Connection is Established. Disconnect both cords.
- (2) Only One Supervisory Signal Lights after Connection is Established.
 - (a) If only the back supervisory signal lights, disregard it until you receive a signal on the front cord.
 - (b) If the front supervisory signal lights, immediately proceed as in "a(1)" regardless of the condition of the back supervisory signal and remove the sleeve.
- (3) Either Supervisory Signal Flashes.
 - (a) If the back supervisory signal flashes, proceed as follows.
 - [1] Position Equipped with Audible Flashing Recall Signal. Disconnect the back cord immediately and wait for a signal on the front cord. If, however, the line lamp relights immediately, plug in again with the back cord, say, "Operator?" and proceed in accordance with the calling party's request.
 - [2] Position not Equipped with Audible Flashing Recall Signal. Answer with "Operator?" and proceed in accordance with the request.
 - (b) If the front supervisory signal flashes, answer with "Operator?" and proceed in accordance with the Long Distance operator's request.

e. Recording-Completing Switching Trunk Used. Be guided by Sec. 58, 4.

7. **Checking calling number.** (Dial offices) Whenever you are to pass the calling number to Long Distance, except on calls from coin stations, check the number as in Section 17 before attempting to reach Long Distance if you are locally directed to do so. State the result of your check as "Test O.K." if satisfactory check is secured, or "No test" if the check was not secured. If, however, the call is from a manual line served from the dial "A" board, proceed as though you had received a satisfactory check.

- a. If the calling party hangs up after giving his order and you know the calling number, proceed with the check before disconnecting from the calling line.

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7. Continued

b. If you do not obtain a satisfactory check on the second attempt, say to the calling party, **"I am sorry, there will be some delay on your call. Long Distance will call you."** When the calling party hangs up, disconnect from the trunk and pass the order to Long Distance as **"No test, Adams 1234, party has hung up."**

8. Front supervisory signal lights on an idle terminal cord. Cut in and say "Operator?"

a. If you receive an order for a number which is the same as the number of the terminal cord, say, **"There is no Adams 0016"** and proceed as in Sec. 3, 2e.

b. If you receive an order for a number which is not the same as the number of the terminal cord, say, **"Will you call Beacon 5678 again, please?"**