

TRAINING NOTES

FOR

DIV. A, SEC. 105 - LONG DISTANCE CALLS

(Lesson No. 21)

This new practice 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 Long Distance should handle the call.

PARAGRAPH 1. GENERAL.

In manual offices, the operator need not pass details of a call to Long Distance except details concerning the calling number when it is necessary to announce the calling line, as for example, calls from prepay, postpay, attended, underlined groups, and other conditions mentioned in Paragraph 4a. (Reference, Paragraph 1a.)

In dial offices the operator will, as in the past, refer the calling party to Long Distance. Reference made to the informative practice, Sec. 101,8, is merely that if the calling party offers no reason for seeking the operator's assistance, she will inform him that he can dial Long Distance direct, by saying, for example, "YOU CAN REACH LONG DISTANCE BY DIALING 211," or "THE CODE FOR LONG DISTANCE IS 211. YOU CAN DIAL THAT DIRECT." Where the calling party has given the called point you may say, for example, "CALLS TO OLYMPIA ARE HANDLED BY LONG DISTANCE," and add, "YOU CAN REACH LONG DISTANCE BY DIALING 211."

NOTE: Although normally only the calling number details will be passed to Long Distance if required by Paragraph 4a, the operator should pass the called number or other details which she has received and understood under the following conditions:

1. Where you have given a delayed call report as in Paragraph 3c.
2. Where the calling party disconnects before you have established the connection and you have received a request, a report, or details of a call as in Paragraph 5b.
3. Where you feel that circumstances warrant passing details of the call to Long Distance as mentioned in Paragraph 1.

PARAGRAPH 2. ACKNOWLEDGING A CALL TO BE HANDLED BY LONG DISTANCE

A number of new acknowledgment phrases are provided in 2b for acknowledging calls that should be referred to Long Distance.

PARAGRAPH 3. ESTABLISHING CONNECTION TO LONG DISTANCE

When it is necessary to pass the calling number or any details concerning a call to Long Distance, in general, you will not use split cord operation but will pass the details within hearing of the calling party. (The former practices provided for using split cord operation when announcing a call or when passing details of a call to Long Distance.)

This paragraph describes in detail the manner of establishing connections to Long Distance with various types of cords. See Paragraphs 3a(1), (2), (3), (4) and (5). (The former practices did not cover procedures for various types of cords used in establishing connections to Long Distance.)

If all trunks to Long Distance are busy and the operator is unable to secure a trunk after trying for one minute, she will say, for example, "I'M SORRY, THERE WILL BE SOME DELAY ON YOUR CALL. LONG DISTANCE WILL CALL YOU." However, in manual offices, upon authorization of your District Traffic Manager you may proceed according to the practice on Opposite Page 2 which provides that during overload conditions you may request the calling party to place his call later by saying, 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?"

Do not use the practice provided for dial offices in the second part of Paragraph 3c without authorization of your District Traffic Manager. We apparently would find no need for this practice because the operator does not connect the calling party with Long Distance unless he offers a reason for seeking her assistance.

If Long Distance does not answer within thirty seconds the operator will disconnect and establish connection again as on a new call, selecting another trunk if one is available. If direct trunks are used the operator will make a memorandum of the first trunk number and when time permits, she will try to reach Long Distance on it and then if no answer is received, she will report the trouble. Reference Paragraph 3d. (Our former practices for dial offices and for manual multi-office exchange offices did not cover slow answer conditions to Long Distance. The former No. 11 Manual practice provided that if no answer was received within thirty seconds, the operator would disconnect and establish connection again as on a new call, using another trunk if one was available. Then, if Long Distance did not answer within an additional fifteen seconds, the operator reported the condition to her supervisor. The former Manual practice provided that in offices other than offices in multi-office exchanges, if no answer was received within thirty seconds, the operator would disconnect and establish connection again as on a new call selecting another trunk if one was available. The operator reported the first trunk used to her supervisor providing it was a direct trunk to Long Distance.)

Paragraph 3e provides a practice for use during periods of heavy overload in the toll office. This practice shall be used only upon authorization of your District Traffic Manager. The practice provides that in dial offices if the calling party reports that he is unable to reach Long Distance, the operator may say, for example, "I'M SORRY, THE LONG DISTANCE OFFICE IS VERY BUSY," and add, "WILL YOU DIAL '211' AGAIN A LITTLE LATER, PLEASE?" and if appropriate add, "AND WAIT FOR THE LONG DISTANCE OPERATOR TO ANSWER."

In manual offices the operator will say, for example, "I'M SORRY, THE LONG DISTANCE OFFICE IS VERY BUSY. ONE MOMENT, PLEASE?" and continue attempts to reach Long Distance, supervising at frequent intervals to let the calling party know that you are still trying to complete his call.

#### PARAGRAPH 4. PASSING DETAILS TO LONG DISTANCE.

Due to the fact that normally the operator will not use split cord operation when it is necessary to pass details regarding a call to Long Distance,

it will be important that she speak up as soon as Long Distance answers so that the calling party will not start to pass his call before the required information has been passed. (The former practices did not cover this condition because split cord operation was used.)

This paragraph covers more completely the passing of details to Long Distance than did the former practices.

PARAGRAPH 5. CALLING PARTY DISCONNECTS BEFORE YOU HAVE ESTABLISHED CONNECTION.

This paragraph covers the condition where the calling party hangs up before the operator has established connection to Long Distance. (The former practices did not provide a practice to cover the condition.)

PARAGRAPH 6. SUPERVISING ON SIGNAL AND DISCONNECTING.

This paragraph provides a practice for supervising on signal and disconnecting for various types of cords that may be used, such as regular cords, recording completing cords, terminal cords, etc. (The former practices which are at this time being canceled covered the use of regular cords only.)

PARAGRAPH 7. CHECKING CALLING NUMBER. (DIAL OFFICES)

The practice of checking the calling number in dial offices before passing the number to Long Distance is not in effect at this time so this paragraph may be disregarded.