

REQUESTS FOR RATES AND CHARGES

3. REQUEST FOR THE RATE TO AN "A" BOARD TOLL POINT. (Supplementing Paragraph
3 opposite)

In quoting a rate on a call from a non-coin station, add "plus tax" to the rate when quoting a rate in terms of money, unless you know that the customer is familiar with the tax. If the customer asks regarding the amount of the tax for a given rate, proceed as in Div. A, Sec. 18.

In quoting a rate on a call from a coin station, if the desired rate is twenty-five cents or more, give it along with the actual tax for that rate, as for example, "Forty cents for the first three minutes, plus ten cents tax," or as an alternative, include the tax in the amount quoted, as, "Fifty cents for the first three minutes, including tax".

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1. **Acknowledging a request for a rate or the charge on a call.** If you can give the information within a few seconds as in the case where you know the rate or have the completed ticket before you and know you can compute the charge quickly, give the information without acknowledgment. In other cases acknowledge the request with a suitable phrase such as "Yes, sir" or "I'll look it up." If securing the information may take a little time, add, "**Just a moment**" or "**One moment, please?**"

If you are to connect the calling party to another operator, advise him you are doing so.

If the calling party does not give sufficient information to enable you to handle the request properly, for example, if he requests the charge on a previous call and does not state the point called, or if he does not make it clear whether he wishes the charge on a previous call or wishes you to quote a rate, ascertain the necessary details with appropriate questioning before you acknowledge.

2. **Request for the rate or charge on a local call.** Answer the calling party's question directly and as simply as possible. Thus, if he seems to have the impression that the call was to a toll point say, "**That's a local call. There's no toll charge,**" or if the line has extended area service, "**That's a local call from this telephone.**" If the call is from a coin line, say "**Five cents**" or "**Five cents for five minutes,**" while if you know the call is from a message rate line, you may say "**One local call**" or "**One message unit**" depending on the term in common use in your vicinity.

3. **Request for the rate to an "A" board toll point.** Consult the switchboard bulletin and proceed as follows, but whenever the customer indicates that he is not familiar with any details of the rate schedule which may apply, give him sufficient explanation to make the matter clear to him.

a. If the day and night rates are the same, quote the rate shown without qualification, as for example, "**Fifteen cents for the first five minutes.**" If he then asks for the Sunday or night rate, say, "**The Sunday (night) rate is the same,**" explaining if necessary that there are no reductions on the lower priced calls.

Note: If the calling party requests the rate in message units, say for example, "**Three message units for the first five minutes.**"

b. If the day and night rates are different, proceed as follows.

(1) If the calling party has indicated that he wishes the week day day rate, give it, saying for example, "**Fifty-five cents for the first three minutes.**"

(2) If the calling party has indicated that he wishes the night rate, give it, saying for example, "**Thirty-five cents for the first three minutes.**" If he then asks for the Sunday rate, say, "**The Sunday rate is the same.**"

(3) If the calling party has asked for the Sunday rate or for the day or night rate on Sunday, give it, saying for example, "**Thirty-five cents for the first three minutes.**"

(4) If the calling party has not specified whether he wishes the day rate or the night or Sunday rate, quote the rate in effect at the time the request is received as in "(1)," "(2)," or "(3)," prefixing a statement of the period for which you are quoting, as for example, "**The rate at this time of day is thirty-five cents for the first three minutes,**" "**The rate all day Sunday is thirty-five cents for the first three minutes,**" or "**The day rate until 7 P.M. is thirty-five cents for the first three minutes.**"

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- c. After you have quoted a rate if the calling party asks for the overtime rate, give the overtime rate which applies.
- d. If the calling party asks for the collect, messenger, or person-to-person rate or the rate when charged to a third telephone, and you have the information, give it. Otherwise refer him to Long Distance as in Section 105.

Note: If the rates are not provided on the switchboard bulletin, obtain the rate from the supervisor or a designated special operator, or if locally directed, connect the calling party with Long Distance.

4. Request for the charge or the time talked on an "A" board toll call.

- a. If you have the ticket or can locate it at your own or at an adjacent position, compute and enter the elapsed time and determine the chargeable time as in Section 7. Then obtain the rate and determine the charge, if necessary using the table of computed charges if one is provided. Enter the charge in the charge space on the ticket, give the calling party the charge and the chargeable time, and encircle the charge. If, however, the ticket is marked "nfy" and the disconnect time is later than the nfy time, refer the case to your supervisor before quoting the charge (Sr. 1), or if the calling party disputes the charge or the time, or both, and they appear to be correct refer the case to your supervisor. (Sr. 2)
In quoting the ^{time and} charge, in general merely say, for example, "Twenty-five cents for seven minutes" or "The charge is twenty-five cents for seven minutes." If, however, you use single entry timing and the elapsed time is less than the initial period, use the initial period in your phrase, as for example, "Ten cents for five minutes" and if the calling party questions the time, explain that the initial rate is based on that period, as for example, "The rate is for five minutes even though you didn't talk that long." Also, if the calling party requests the charge in terms of message units, divide the charge as determined above by five cents and say, for example, "Five message units for seven minutes," and then enter the number of message units quoted in the charge space and encircle it.

SUPERVISOR 1: Proceed as for the same condition in Section 103 and quote the charge.

SUPERVISOR 2: Question the calling party to determine the reason for his dispute. If some difficulty was experienced on the call, proceed as in "d, Sr. (1) or (2)." If it appears that conversation was satisfactory and that he merely disputed the time or the charge as excessive, assure yourself that the correct office name is on the ticket, that the elapsed time entry, the rate used, and charge computed are correct, and inform the calling party of the accurateness of the charge or of any adjustment you may make. A point to emphasize is that time is charged from the answer of the called station and not merely from the start of conversation.

- b. If you can not locate the ticket at your own or at an adjacent position, notify your supervisor.
SUPERVISOR: Try to locate the ticket and if you find it promptly, give it to the operator who received the request for the charge. If you do not find it promptly, ask the calling party, if necessary, when the call was made and say that you will call him. Continue your attempts to locate the ticket, seeing that every possible effort is made to find it.
 - (1) If the ticket is found, notify the calling party of the charge.
 - (2) If the ticket can not be found, pass the request to the Long Distance supervisor, giving her any information you may have regarding the call. Give your chief operator a memorandum of the call.
If your chief operator later advises you that Long Distance can not find the ticket, notify the calling party that you can not find the record of his call, and inform him of the rate for the initial period, if it appears advisable.

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4. REQUEST FOR THE CHARGE OR THE TIME TALKED ON AN "A" BOARD TOLL CALL.
(Supplementing paragraph 4, opposite)

On a request for the time or the charge, or both, give the customer the specific information he requests, as for example:

Request for charge only, "Twenty-five cents, plus tax."

Request for time only, "Three minutes."

Request for both time and charge, "Fifty cents for seven minutes, plus tax."

EXCEPTION: Where single entry timing is used and the elapsed time is no more than the initial period, use the initial period in giving the above reports.

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5. REQUEST FOR THE RATE TO A LONG DISTANCE POINT OR THE CHARGE ON A LONG DISTANCE CALL (Supplementing paragraph 5, opposite.)

On a request for the rate to a Long Distance point, say for example, "Long Distance has that information. I'll connect you."

On a request for the charge on a Long Distance call, say for example, "I'll give you the Long Distance Charge operator. Just a moment please." Establish connection to Long Distance, remain cut in on the connection and when Long Distance answers, say, "Charge Operator," and then cut out as soon as Long Distance acknowledges.

Note: Due to the fact that the method of quoting rates is different for coin and non-coin calls, care must be taken to announce calls from coin lines. Coin box calls should also be announced to the Charge Operator just in case the customer should also ask her for a rate.

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- (3) If it develops that the ticket has been forwarded to the accounting department, explain to the calling party that you can not quote the charge since the ticket has been sent to the proper department for billing, and give him the initial rate applying as an indication of the approximate charge. If he is not satisfied, proceed as locally directed.
- c. If the calling party indicates that he dialed the number direct, explain that the call was charged automatically and volunteer the rate to the called point, proceeding in general as in "3."
- d. If the calling party indicates that he has experienced some difficulty on the call concerned, refer the case to your supervisor.
SUPERVISOR: Try to locate the ticket and if you find it, ascertain from the operator who handled the call if any difficulty was experienced which would account for the calling party's claim, and proceed as follows but if you do not find the ticket, proceed as for the same condition in "b, Sr."
(1) If it appears that the difficulty experienced would affect the chargeable time and that a reduction in the charge should be made, make it as provided for the condition mentioned.
(2) If it does not appear that any reduction in the charge should be made, quote the charge based on the elapsed time of conversation shown on the ticket.
- e. If it develops that the original call was handled by Long Distance proceed as in "5."

5. Request for the rate to a Long Distance point or the charge on a Long Distance call. If the request is for a rate and you have the information available, give it. In all other cases, say for example "Long Distance has that information," or ~~"That call was taken by Long Distance. She'll give you the charge,"~~ and proceed as for Long Distance calls in Section 105.

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6. Request for the rate or the charge on an emergency, official, or uncompleted call.

- a. If the request concerns an uncompleted call, or an emergency or official call which is not to be charged, say, "There is no charge."
- b. If the request concerns an emergency or official call which is to be charged, quote the charge in the regular way.

7. Inquiry as to the value of a message unit. Explain that in calculating the charge on a particular call you use five cents as the value of a message unit but that when billed it may have a lower value depending on a number of factors. If the customer wishes more detailed information refer him to the business office.

8. Incorrect charge quoted on a call.

SUPERVISOR: At any time if you discover that an incorrect charge has been quoted to a customer, correct the charge on the ticket.

If the misquoted charge is higher than the correct charge, file the ticket and take no further action unless the call was from a coin line and in your judgment it may be possible to obtain the calling party's name and address by calling the station, and to arrange a refund.

If the misquoted charge is less than the correct charge, try to reach the calling station and secure acceptance of the correct charge but confine such calls to hours which are known to be acceptable to the calling party. On a call from a line subject to hotel extension service, if the attendant says it will be im-

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possible to collect the balance because the calling party has checked out, inform the attendant that you will take care of it, that it will appear on the bill at the correct charge but that you will write a credit memorandum for the difference.

Enter the disposal of the matter on the ticket, as "chg accepted," or if the charge is not accepted, "chg not accepted, see credit" and the reason given. In the latter case prepare a credit ticket for the difference. Enter your initials or personal number with the report.

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8. INCORRECT CHARGE QUOTED ON A CALL. (Replacing par. 8 on page 3 and page 4).
SUPERVISOR: At any time if you discover that an incorrect charge has been quoted to a customer, correct the entry in the "CHARGE" space. Then proceed as follows:

a. Calls From Other Than Public Stations, Hotels or Clubs.

- (1) Misquoted Charge Greater than the Correct Charge. Reach the calling telephone at the earliest opportunity, apologize for the mistake and quote the correct charge. Encircle the correct charge entry and when the calling telephone accepts the correct charge, enter "chg. accepted (time)" in the "ATTEMPTS-REMARKS" space, sign your number and file the ticket.
- (2) Misquoted Charge Less than the Correct Charge. Reach the calling telephone at the earliest opportunity and proceed as above. However, if the calling telephone does not accept the correct charge, say for example, "I am sorry, I am not permitted to reduce the charge. When you receive your bill, will you take the matter up with the business office, please?" Enter "chg. not accepted (time)" in the "ATTEMPTS-REMARKS" space, sign your number, write "wrg. chg. quoted" in green across the face of the ticket and file it.
- (3) Other Conditions. If you are unable to reach the calling telephone, and if the misquoted charge is greater than the correct charge, file the ticket. If the misquoted charge is less than the correct charge, make subsequent attempts in the usual way, and if refusal or acceptance of the charge has not been secured after a suitable number of attempts, proceed in general, as though you received a refusal to accept the charge, except that you do not encircle the charge. During night hours as locally specified, defer reaching the calling telephone until the next day.

b. Calls From Hotels or Clubs. Reach the hotel operator, say "Charge", and when the hotel operator or charge clerk says "Ready", proceed as above except as modified by the following:

If the charge is accepted enter "Chg. accepted by (hotel employee's initial or number) (time)" in the "ATTEMPTS-REMARKS" space, sign your number and file the ticket.

If the misquoted charge is less than the correct charge and the correct charge is not accepted by the hotel operator (charge clerk) say, for example, "I'm sorry, we must bill the call at the tariff rate, but I will arrange to have a credit issued for the difference". Enter "chg. not accepted (time) (reason)" in the "ATTEMPTS-REMARKS" space and sign your number. Enter the correct charge above the misquoted charge in the "CHARGE" space and "wrg. chg. quoted, credit (amt.)" in green across the face of the ticket. The credit given will be the difference between the correct charge and the misquoted charge.