

TRAINING NOTES FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

DIV. A, SEC. 106 - REQUESTS FOR RATES AND CHARGES - LESSON NO. 13

Paragraph 1 - Acknowledging a Request for a Rate or the Charge on a Call

If you can give the information immediately, no acknowledgment is necessary, otherwise acknowledge with a phrase such as, "Yes sir" or "I'll look it up." (The present practice provides for briefly acknowledging all requests, generally by repeating the essential details of the call.)

Paragraph 2 - Request for the Rate or Charge on a Local Call

Provision is made for handling requests for rates or charges on local calls when the requests are made from customers at message rate and extended area service lines, as well as from coin and flat rate lines. (The present practice does not cover requests from message rate and extended area service lines.)

Paragraph 3 - Request for the Rate to an "A" Board Toll Point

On a call from a non-coin station add "plus tax" to the rate when quoting it in terms of money, as for example, "Fifteen cents for the first three minutes, plus tax." However, it will not be necessary to add "plus tax" if you know that the customer is familiar with the tax. (The present practice on "Requests for Rates and Charges" does not provide for adding "plus tax" when quoting a rate, but our new tax practice, Div. A, Sec. 18 provides for adding "plus tax.")

When a tax applies on a call from a coin station, make it clear to the customer that the money to be deposited will amount to more than the rate being quoted. For example, if the desired rate is twenty-five cents or more, give it along with the actual tax for that rate, as "Forty cents for the first three minutes, plus ten cents tax," or "Fifty cents for the first three minutes, including tax." (See Div. A, Sec. 18, Par. 3 b.)

When the day and night rates are different and the calling party definitely indicates the rate desired, the operator will give it as, "Thirty cents for the first three minutes, plus tax." (The present practice provides for specifically mentioning the hours the rate applies, as "Between 4:30 A.M. and 7:00 P.M. on week days, thirty cents for the first three minutes.")

Paragraph 4 - Request for the Charge or the Time Talked on an "A" Board Toll Call

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."

(The present practice provides for giving the charge as, "The charge is fifty cents," and if the customer then inquires about the time, "The charge is fifty cents for seven minutes." The tax practice which was canceled on November 1, 1942, provided for adding the tax to the charge and quoting the entire amount.)

Mention is made in this paragraph of single entry timing. Offices receiving this section of the practice are not affected by single entry timing.

The method of figuring a charge in terms of message units is explained. (This is not covered in the present practice.)

Paragraph 5 - Request for the Rate to a Long Distance Point or the Charge on a Long Distance Call

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.

Paragraph 6 - Request for the Rate or the Charge on an Emergency, Official, or Uncompleted Call

The following sentence may help clarify emergency calls on which there should be no charge:

Make no charge or collection on calls to points within the local service area or to authorized agencies listed on your bulletin at "A" board toll points. (From Gen. Div. Sec. 3, Par. 4 - Emergency Calls.)

Paragraph 7 - Inquiry as to the Value of a Message Unit

This is a new paragraph and provides for handling inquiries regarding the value of a message unit.

Paragraph 8 - Incorrect Charge Quoted on a Call

This paragraph provides instructions for the supervisor's procedure when she discovers that an incorrect charge has been quoted to a customer. (The present practice does not cover this condition,)

Note: Where references are made to new sections not yet issued, the present practice should be followed.