

TELEGRAM CALLS

In exchanges where the local Western Union office is not open twenty-four hours a day and in exchanges where there is no Western Union office, telegram calls will be completed to an authorized open Western Union office at a distant point as shown on your switchboard bulletin. If a toll charge applies on such a call, it will be paid for by Western Union. The billing of such calls will be from information shown on "A" board toll (or toll) tickets. Should the calling party inquire about the toll charge involved on a call to an authorized Western Union office, inform him that Western Union will pay the toll charge.

1. CALL FOR THE TELEGRAPH COMPANY (WESTERN UNION) BY NAME, CALL FOR A TELEGRAPH COMPANY, OR CALLING PARTY STATES HE WISHES TO SEND A TELEGRAM, CABLEGRAM, OR RADIOGRAM. Establish connection to the proper Western Union office in accordance with the information shown on your switchboard bulletin.
  - a. If the bulletin shows a local office for use at the time of the call, proceed as on a local call.
  - b. If the bulletin shows an office located at an "A" board toll point for use at the time of the call, proceed as in Sec. 103.
  - c. If the bulletin shows an office located at a Long Distance point for use at the time of the call, reach Long Distance on a separate front cord and announce as for example, "Special collect, calling Western Union, Boston, Beacon 5678 check (prepay) Adams 1234," or "Special collect, calling Western Union check (calling number)" depending on the information shown on your bulletin.
  - d. As an exception to "b" and "c" preceding, if the bulletin shows the number of a Western Union office at an extended service point to be used at the time of the call and the call is from an extended service line, proceed as on a local call for the number of the telegraph office at the extended service point.
2. CALL FOR WESTERN UNION BY NAME AT A PARTICULAR PLACE.
  - a. If the telegraph office requested is on the bulletin for the time at which you are handling the call, establish connection to the number shown on the bulletin as in, "1".
  - b. If the telegraph office requested is on the bulletin but not for the time at which you are handling the call, proceed as follows.
    - (1) If the calling party indicates that his call is not relative to sending a telegram, proceed as on a regular call.

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- (2) If there is a local number shown on the bulletin for the time at which you are handling the call, say for example, "The local Western Union office is open for taking telegrams at this hour," and add, "Will you hang up and then call (local no.) please?" or "Shall I connect you?" as the case requires. If the customer objects or asks questions, refer the case to your supervisor.

SUPERVISOR: Try to answer to the calling party's satisfaction any question he may raise as to the telegraph company's arrangement with the telephone company for having telegram calls routed to different offices at different hours of the day. If a toll charge would apply on the call, inform the customer that he would be charged for the call and if he still insists that he be connected to the office he called, tell the operator to try to establish connection.

- (3) If the office shown on the bulletin for the time at which you are handling the call is at an "A" board toll or Long Distance point, say, for example, "The Western Union office that takes telegrams from (clg. pl.) at this hour is at (pl.). There will be no toll charge," and add, "Shall I connect you?"
- (a) If he accepts your offer or makes no objection, proceed with the call as in "lb" or "lc" as the case may be.
- (b) If he insists on connection to the office he named and a toll charge applies, inform him that he will be charged for the call and if he still wishes to be connected to the office he named, proceed with the call. If the call is to an "A" board toll point, handle the call as in Sec. 103. If the call is to a Long Distance point, connect the customer with Long Distance in the regular way. Should it be necessary to pass any details to Long Distance, do not include the words, "Special collect, calling Western Union".
- (4) As an exception to "(3)" preceding, if the telegraph office requested is at an extended service point and the call is from an extended service line, proceed as on a local call for the number of the telegraph office at the extended service point.

c. If the telegraph office requested is not on the bulletin although other offices are shown, proceed as in "b" except that if the calling party insists on connection to the office he named, proceed as follows.

- (1) If the point called is a local or an "A" board toll point, try to obtain the number from the calling party unless you know from experience that the operator at the distant office will know the telegraph company number.

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- (a) If you obtain the number, establish connection to the number as on a regular call by number, first telling the customer that the call will be charged as a call to any other subscriber if a charge applies.
- (b) If you can not obtain the number, refer the case to your supervisor.

SUPERVISOR: Explain to the calling party that it is customary to send telegrams through the offices specified on your bulletin and that to send a telegram, it is only necessary for the calling party to ask for Western Union, but that if he wishes to call a telegraph company at a location not shown on your bulletin it will be necessary to call that office as he would any other subscriber's number.

If he then wishes connection to an office shown on your bulletin, tell the operator to establish connection to the office shown for the time at which the call is being handled.

If he is not satisfied, obtain the telegraph company's number for the place called, either from the directory or from Information. When you have obtained it, give it to the calling party and tell him that connection will be made. Tell the operator to establish connection as on a regular call by number.

- (2) If the point called is a Long Distance point, proceed as in Section 105.
- (3) As an exception to (1) and (2) preceding, if the point called is an extended service point and the call is from an extended service line, proceed as on a local call for the number of the telegraph office at the extended service point.

3. CALLS FOR A TELEGRAPH COMPANY BY NUMBER.

- a. If you recognize the telegram recording number, acknowledge the call and establish connection to the number desired as on any call by number.

Where, however, the call is from a coin station, use split cord operation in establishing connection and announce the class of station as in "6b."

- b. If you give the calling party a don't answer report and he questions the report specifying that he wishes to send a telegram, proceed as if he had asked for the telegraph company by name.

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4. DELAYED CALLS.

- a. If you encounter a delay in reaching the telegraph office and it is about time to route calls to another office, do not give a delayed report, but say, "One moment, please?" and attempt to establish connection to that office, correcting any charge ticket that you may have written or scratching it if a ticket is not required for the new routing.
- b. If a delayed call condition occurs at such a time that your next attempt to establish connection will involve a different office of the telegraph company, handle the call as though it were received after the change of routing, correcting any charge ticket you may have written or scratching it if a ticket is not required for the new routing.
- c. If you recognize a don't answer condition on the call, check the routing you are using with your bulletin information for the time involved, and if it is correct, proceed with the delay report. However, when you give a don't answer report on a call received by number or if the calling party says that he called by number and received no answer, proceed as on a new call received by name if the calling party indicates that he wishes to send a telegram.
- d. If it is necessary to identify the call when you give a report to the calling party, say for example, "Ready with Western Union" or "On your call to Western Union, etc."
- e. When you give a report of delay, if the calling party asks to be connected to some other office of the telegraph company, proceed as follows:
  - (1) If another office is shown to which calls are routed, tell the calling party of this office and proceed as directed.
  - (2) If you know of no other open office so inform the calling party and if he still wishes to reach another office, proceed with the call, first asking if necessary what office he wishes and informing him regarding the toll charge.

5. RECORDING CALL. Write a charge ticket covering a call to the Western Union Telegraph Company whenever a toll charge would normally apply. The charge ticket should be written as a special reversed charge toll ticket, Sec. 6, 17, unless the calling party is to pay the toll charge.

The telegram ticket covering the collection for a telegram message should be made out according to Sec. 6, 19.

On an "A" board toll call, separate tickets should be used for recording the "A" board toll call and the telegram charges.

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6. CALL FROM A MULTISLOT COIN STATION. In a dial office always obtain the calling number.
- a. Disposition of the Charge for the Telephone Call. Proceed in the regular way for the class of call except as follows.
- (1) Dispose of the charge for the telephone call as in "c" before collecting any telegram charge. Return the initial deposit if the call is to a Western Union office at an "A" board, Message Unit or Long Distance point.
  - (2) If conversation exceeds the initial period, do not interrupt conversation to request overtime or to announce the expiration of the initial period but collect overtime as in "c." Do not make an nfy notation on any ticket you prepare on the call.
  - (3) If the calling party at a prepayment coin station says that he called the telegraph company and that the telegram recorder instructed him to ask you for the company, do not collect for the call, treating it as a wrong number call as in Section 74.
- b. Reaching the Telegraph Company. Establish connection in the regular way but supervise closely and when the telegram recorder answers, announce the call as "Prepay (Postpay), Adams 1234," giving the calling number preceded by the class of service of the coin station. When the recorder acknowledges the announcement, cut out. If, however, you have been locally directed to do so, or if because of other work you will be unable to make the announcement promptly, use split cord operation until you have made the announcement.
- In announcing the call in a dial office when you have been unable to obtain the calling number, announce the call as "Prepay, calling number not given."
- On a delayed call proceed in general as in "4" returning any deposit that may have been made when you report the delay, and securing and collecting the proper deposit for the completed call if one is required.
- c. Collecting Telegram Charge. Normally, the total amount to be collected and the amount of Federal tax will be quoted by the Western Union recorder when requesting collection of telegram charges. To obtain the telegram charge, subtract the tax from the total amount and enter this figure in the CHARGE space. Enter the tax in the TAX space. If the recorder says that no tax is to be collected, enter "no tax" in the TAX space of the ticket, but if there is no mention of tax, ask, "How much tax?" and be guided by the reply.

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NOTE: Should the telegram recorder request collection in a manner other than that mentioned above, proceed in accordance with the following. For example, if the recorder requests you to "collect \$1.30 plus ~~35~~ cents tax," enter 130 in the CHARGE space and ~~35~~ in the TAX space, ask the recorder for the total amount and then request deposit as in 6c(1). If the recorder should request collection as, "Collect 60 cents plus ~~15~~ cents tax, a total of ~~75~~ cents," enter "60" in the CHARGE space, "~~15~~" in the TAX space and request deposit as in 6c(1).

When the telegram recorder asks you to collect a telegram charge, proceed as follows.

- (1) Call from a Prepayment Coin Station. Collect the initial deposit for the telephone call if there is a deposit in the box and also secure and collect any overtime which may be due. When the telephone charge has been collected, say to the calling party for example, "Fifty cents, please, for the telegram charge?" When the deposit is made, acknowledge with "Thank you," collect the deposit and wait a moment for any further request from the telegram recorder. If the calling party does not hang up, say, "That's all, thank you."

If the telegram charge amounts to more than two dollars, announce the amount and proceed as for the same condition on a telephone charge.

- (2) Call from a Postpayment Coin Station. Secure any overtime which may be due on the telephone call and then obtain the telegram charge as in "(1)."

d. Ticket Record. Write a telegram ticket as in Section 6, 19.

e. If you can not obtain the amount requested by the telegram recorder, report the situation to her, proceed as directed by her, and make suitable notation on the telegram ticket.

7. CALL FROM AN ATTENDED PAY STATION. If the attendant says "Attended" when giving her order, establish connection as in "6b" and announce the call as "Attended, Adams 1234."

8. REQUEST FROM A TELEGRAPH COMPANY TO COLLECT TELEGRAM CHARGES FROM THE CALLED STATION. If you receive the request when you answer a line or trunk signal or a supervisory signal on an established connection, refer the case to your supervisor.

SUPERVISOR: Tell the telegraph company to ask the called station to call his operator and ask for the telegram recorder, and that the recorder then request the operator to collect the charges, as you can not collect telegram charges from the called station in any other way.