

CALLS TO INFORMATION

1. GENERAL. It is contemplated that, in general, calls which should be handled by Information will be completed to the information bureau serving your office. If, however, you are equipped to handle information calls, do not acknowledge the call as an "A" operator or do not refer calls to Information but proceed at once to secure the details of the customer's request as an information operator. Also, if you are at a dial "A" position and the informative practice in Section 101, 8 has been authorized for such calls, follow that practice.

2. CALL FOR "INFORMATION" OR FOR AN INFORMATION OPERATOR. Acknowledge the call and establish connection. Connect to your own information bureau even though the request is for a distant bureau. Acknowledge a request for a distant bureau by saying, for example, "WILL YOU SPEAK TO LOCAL INFORMATION, PLEASE? I WILL CONNECT YOU," and establish connection to your own information bureau. If, however, the request involves a distant point for which you are certain your information bureau does not have records, refer the customer to Long Distance, saying, for example, "INFORMATION DOES NOT HAVE (CALLED POINT) RECORDS BUT LONG DISTANCE CAN TAKE THE CALL," and proceed as on a Long Distance call in Section 105.

3. REQUEST FOR THE TELEPHONE NUMBER OF A CERTAIN SUBSCRIBER. Say, for example, "WILL YOU LOOK IN YOUR DIRECTORY FOR THE NUMBER, PLEASE?" or "HAVE YOU LOOKED IN YOUR DIRECTORY FOR THAT NUMBER?" If the customer states that he has not looked in his directory, say, "WILL YOU LOOK THERE, PLEASE?" or "WILL YOU LOOK IN YOUR DIRECTORY, PLEASE?" If the customer states that he has referred to the directory, states that he has no directory, indicates unwillingness to refer to the directory, or gives any reason for not being able to refer to the directory, refer him to Information, say, for example, "I WILL GIVE YOU INFORMATION" and establish connection with the information operator.

EXCEPTION 1. If the request involves a distant point, proceed as in "2".

EXCEPTION 2. If you are certain that the request is for the telephone number of a subscriber which does not appear in the current directory, immediately refer the customer to Information.

If you are to establish connection to Information and the Modified Information Practice is in effect in your exchange, briefly announce to Information the customer's reason for being unable to refer to the directory, as for example, "NO DIRECTORY," and cut out. However, where the urgency and nature of other work or the condition of the traffic demands your full attention, you may cut out of the connection without waiting for the answer of the Information operator.

4. REQUEST FOR THE TELEPHONE NUMBER AT A GIVEN LOCATION. Say, for example, "I WILL GIVE YOU INFORMATION" and establish connection with the information operator.

EXCEPTION: If the request involves a distant point, proceed as in "2".

CALLS TO INFORMATION - Continued

5. REQUEST FOR THE NAME, ADDRESS, BUSINESS, OR OTHER INFORMATION FOR A GIVEN TELEPHONE NUMBER, OR FOR THE NAME AT A GIVEN ADDRESS, OR THE ADDRESS FOR A GIVEN NAME. Say, for example, "I'M SORRY, WE DON'T GIVE THAT INFORMATION." If the customer is not satisfied, refer the call to your supervisor. If, however, he wishes the information in connection with his telephone bill, say, for example, "THE BUSINESS OFFICE CAN HELP YOU. JUST A MOMENT," and establish connection to the business office as in Section 109.

SUPERVISOR: Explain to the customer that we do not give out the information for which he has asked. If he asks the reason, or if you think it would assist in handling the case, explain that the information is not given out because such information is not necessary to establish communication by telephone. If he has given a telephone number, suggest that he may obtain the desired information by calling the number.

6. ESTABLISHING CONNECTION WITH THE INFORMATION OPERATOR.

a. Establish connection in the regular way for the routing prescribed for your use.

- (1) If you have direct trunks to Information, do not ring on them.
- (2) If the routing involves dialing or key pulsing, set up the prescribed code.
- (3) If the routing involves an intermediate operator, pass the order to her as "CALLING INFORMATION."

b. If all trunks are busy, proceed as for a no trunk condition on the type of connection used, making frequent attempts to secure a trunk for about a minute and then offering to complete the call later.