

TRAINING NOTES FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

DIV. A, SEC. 108 - CALLS TO INFORMATION - LESSON NO. 14

PARAGRAPH 1. GENERAL.

Reference made to the informative practice, Sec. 101, 8, corresponds with the practice provided in Div. II, Sec. 16, Par. 11 of the Panel practice in which the dial "A" operator informs the calling party that he can call information by dialing the information code.

PARAGRAPH 2. CALL FOR "INFORMATION" OR FOR AN INFORMATION OPERATOR.

This paragraph contains two new phrases, one for acknowledging a request for a distant bureau and the other to be used when referring a customer to Long Distance.

PARAGRAPH 3. REQUEST FOR THE TELEPHONE OF A CERTAIN SUBSCRIBER.

Special attention should be given to the practice provided in this paragraph. In general, upon receiving a request for the telephone number of a certain subscriber, the operator will refer the customer to his directory. (The former practice provided for referring the customer to Information.)

PARAGRAPH 5. REQUEST FOR THE NAME, ADDRESS, BUSINESS, OR OTHER INFORMATION FOR A GIVEN TELEPHONE, OR FOR THE NAME AT A GIVEN ADDRESS, OR THE ADDRESS FOR A GIVEN NAME.

On request for information regarding a listing other than for the telephone number, the operator will inform the customer that we do not have that information rather than refer the customer to Information as in the past. However, if the customer wishes the information in connection with his telephone bill the operator will establish connection to the business office.

PARAGRAPH 6. ESTABLISHING CONNECTION WITH THE INFORMATION OPERATOR.

After trying for about a minute to reach the information operator and all trunks are still busy, the operator will offer to complete the call later. (The former practice provided for attempting to reach information over another route after trying for ten or fifteen seconds to secure a trunk.)