

## CALLS FOR OFFICIAL LINES

This section applies when requests are received by an operator who is functioning as an "A" operator. When they are received by an operator upon answering an Official Board incoming trunk, they should be handled in accordance with Division K. Division K also applies on calls originating at official lines.

1. **Call for an official line by number.** Acknowledge the call and establish connection with the desired line. Local instructions will designate numbers to be considered official lines.

2. **Call for the chief operator, or for the manager (designation for a complaint desk).** Acknowledge the call and proceed as follows. If, however, it appears that the calling party wishes to talk about a matter which should be handled by the Business Office or some other department, inform him of the department with which to deal and proceed as in "3."

a. If no office or your own office is specified, refer the call to your supervisor except that if he has expressly indicated that he wishes to talk to a man, establish connection as in Gen. Div., Sec. 4, 2d.

**SUPERVISOR:** Answer such calls by a phrase such as "**This is the chief operator's (manager's) office, Miss Jones speaking,**" proceeding in general as in handling service criticisms. If the customer will permit you to help him, do so to the best of your ability. Handle the case if you can, arranging to investigate and report later if that seems advisable rather than asking the customer to wait at the telephone for too long an interval. If, however, he insists on dealing with someone else in authority, make sure that the desired person is available and then arrange for the operator to establish connection. If the desired person is not available, explain the situation and offer to help or to have him call the customer.

b. If Long Distance or some other office is specified, determine the proper code or number for such a call and whether a charge applies, consulting your supervisor if necessary. If a charge is involved, notify the customer and proceed accordingly; if not, establish connection as indicated.

**SUPERVISOR:** Secure the necessary information for the operator.

c. If the call is by name rather than title, establish connection with the desired line.

3. **Call for the traffic superintendent, test desk, repair service, manager (of the business office), or the business office.** Acknowledge the call.

a. If the call is received during hours when the particular office or department called is open, establish connection with that office or department, first informing the customer as in "2b" if a charge applies.

If the calling party has stated some details of his request and you are to connect him with the business office, you may obtain the calling number, supervise for the answer of the official board operator, and pass the calling number with a request for the proper representative if this seems desirable, or if locally directed to do so, reach the proper representative and pass such details of the case as the calling party has given you, before cutting out. If, however, the business office lines terminate on your position, proceed at once as though you were the official board operator.

b. During other hours handle the call as locally directed. In general, be guided by the office called and the nature of the case in determining how to proceed. If regular arrangements have been set up for such calls establish connection accordingly. Otherwise, offer to have the office call the customer

**CALLS FOR OFFICIAL LINES—Continued**

**3. Continued**

when it opens, or to take a message if he desires, obtaining his name and number if he accepts. If he is not satisfied or indicates urgency, refer the case to your supervisor.

**SUPERVISOR:** Handle the case if you can, or take the details and promise to take such action as seems warranted by the urgency of the case.

**4. Call for the Telephone Company, one of the general departments of the Telephone Company, or by name or title for any official other than those mentioned above.** Acknowledge the call and establish connection. If, however, the call is for the Telephone Company or for a general official or department of the Telephone Company reached through an official board, add the number of the official board, as for example, "I'll give you **Official 5000**" or "He can be reached at **Official 5000**. I'll connect you," consulting your switchboard bulletin if necessary.

**5. Repairman or installer requests connection to the test desk.**

- a. When an installer or a repairman asks you to connect him with the test deskman, saying for example, "Repairman's (Installer's) test on 1234," acknowledge in the regular way. Pass an order to the trouble operator or to a "B" operator as locally directed, saying, "**Repairman's (Installer's) test, 1234.**"
- b. As far as possible remain in on the connection until you hear the trouble operator or "B" operator plug into the line, then release the line. If you can not remain in on the connection, release the line after allowing a brief interval for the trouble operator or "B" operator to take it up.
- c. If the trouble operator or "B" operator does not take up the line promptly, pass the order again.
- d. If the trouble operator or "B" operator reports "No cord," advise the plant man that there are no test cords available.

**6. Called line busy.** Proceed as provided for handling busy calls for subscriber lines except as follows.

- a. On calls for the test desk, for certain officials whom you can reach direct such as the chief operator personally, and on calls on which you establish connection to an official board, say, for example, "**Official 5000 (Mr. Doe's line) is busy,**" and use the practice in "(1)" or "(3)" unless you have been directed to follow "(2)" as a substitute for "(1)."
  - (1) Add "**Will you wait?**" and if the calling party agrees, make frequent attempts to secure the called line.
    - (a) Report about every thirty seconds, as for example, "**Official 5000 (Mr. Doe's line) is still busy.**"
    - (b) If you secure the desired line after some delay, say for example, "**You may have Official 5000 now**" and establish connection.
    - (c) If the calling party at any time asks to be called when the called line is free, promise to call him, or if it seems appropriate offer to call him, and proceed as for completing a busy call.
    - (d) If the calling party indicates at any time that he will not wait, disconnect.
  - (2) Add "**Shall I call you?**" and if the calling party accepts, obtain his number and proceed as for completing a busy call.
  - (3) In small offices where you can be acquainted with the condition at the called station, as when the chief operator is also the commercial representative, you may explain the condition to the customer and offer to have the desired party call him.

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**CALLS FOR OFFICIAL LINES—Continued**

**6. Continued**

b. On calls for repair service hold the calling party and make frequent attempts to establish connection. At the end of one minute, if you have not secured a trunk or if the calling party does not wish to wait, obtain the details of the report if he has not given them and tell him you will report it for him. Report the trouble as soon as the trunks are free.

If, however, you receive a busy signal or a busy report on a trunked connection, immediately disconnect the front cord, say, "**One moment, please?**" and then using split cord operation proceed as in the preceding paragraph.

7. **Called station slow in answering.** Do not give a don't answer report on a call to a desk, bureau, or official board which you know should be covered at the time. If an answer has not been received when such a report is due, change the connection as in Sec. 8, 6 and if the station does not answer within a minute, take the details of the customer's request, tell him there is some delay and that you will call him. Prepare a delayed call ticket and refer it to your supervisor.

**SUPERVISOR:** Investigate the condition immediately and tell the operator when the line is available.

**8. Called party on an established connection calls an official line.**

a. If the called party asks for the supervisor, the chief operator, or the manager, proceed as for handling service criticisms in Gen. Div., Sec. 4.

b. If the called party asks for any other official line, say, "**Will you hang up for a moment, please, and then call Official 5000 (Mr. Doe)?**" giving the official number or the name of the person desired, and then disconnect the front cord.

9. **Cord supervision on calls to official lines.** In offices where you do not receive normal called station supervision on calls to official lines, designate such connections as locally directed. Listen in before each supplementary ring and supervise such connections carefully to avoid interrupting a conversation.