

TRAINING NOTES FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

DIV. A, SEC. 10 - SCHEDULE OF WORK ON SUBSEQUENT ATTEMPTS - LESSON NO. 12

General

This section provides a chart showing the intervals at which subsequent attempts should be made on the different classes of delayed calls.

All subsequent attempts except the three-minute busy attempts will be made two or three minutes before they are due. (The present practice provides for starting attempts when they are due, with the exception of attempts made to complete don't answer or out-of-order calls which are started about fifteen minutes after giving the report of "I will call you in about twenty minutes.")

Busy Attempts

The first three subsequent attempts on a busy call will be made at three minute intervals, the fourth attempt eleven minutes later, and further attempts every twenty minutes. A report will be given after the third and all following subsequent attempts. (The present practice provides for giving the fourth subsequent attempt six minutes after the third attempt and further attempts at ten minute intervals. It also provides for giving reports after the second, fourth, and all subsequent attempts following.)

Don't Answer or Out-of-Order Attempts

The first three subsequent attempts on a don't answer or out-of-order call will be made at twenty minute intervals. The fourth attempt will be made an hour later and further attempts will be made as requested by the calling party. (The present practice provides for starting the first three attempts about fifteen minutes after giving a report of "I will call you in about twenty minutes." The fourth attempt is made an hour later and any further attempts at one hour intervals if the customer wants you to keep trying. The present practice also provides for verifying a don't answer condition after giving a report on the first subsequent attempt.)

No Trunk or No Circuit Attempts

In attempting to complete a call due to a no trunk or no circuit condition, make frequent attempts and if the condition is the same ten minutes later, give a report to the calling party, as for example: "On your Beacon call, the circuits are still busy. I'll call you." (The present practice does not provide for giving a report where the condition remains the same after making frequent attempts.)