

VERIFYING BUSY, DON'T ANSWER, AND OUT OF ORDER REPORTS

1. **Busy condition.** When the calling party states that he has been trying to reach the called number repeatedly but that it has been busy, or questions the report, acknowledge his statement or request suitably, as for example, "I'll try it for you," "Yes sir, I'll be glad to," or "I'll try it again" and add, "Just a moment, please." Follow "a(1) or (2)" according to the method prescribed for your office, using the procedure in "b" that is applicable.

a. Methods of Handling Busy Verification Requests.

- (1) **Delayed Verification.** Try to establish connection. Watch closely for a visual busy signal or for a tone or oral report and if the line is busy, disconnect promptly from the trunk and verify the busy condition. If, however, you are locally directed to do so, give the busy report orally when you receive it, and verify only if the customer still doubts the condition.
- (2) **Immediate Verification.** Verify the status of the line at once and give the report to the calling party.

b. Practices for Verifying.

- (1) **Line in Local Multiple.** If the line is not one of an underlined group, determine the condition on the line by momentarily plugging in over the busy test, using split cord operation, proceeding in general as a verifying operator, and using this information as though it were received from a verifying operator as in "(4)."

If the line is one of an underlined group, make another attempt to reach the called number and if it is still busy, proceed as for a busy report in "(4)(a) or (b)."

Note: On a cut-off type board, such as the No. 12 board, do not go in on a busy line but notify your supervisor.

SUPERVISOR: Locate where the called line is being held, ascertain its status from the operator at that position, and give the report to the operator who requested it.

- (2) **Called Number in a Community Dial Office not Provided with Verifying Trunks and You are in the Operating Center for It.** Proceed as in Sec. 102, 2 and 7.
 - (3) **You have Access to "No Test" Trunks to the Called Office.** If you are permitted to use the "no test" trunks to reach the called line, using split cord operation, determine the condition on the called line as though you were a verifying operator in Division H, and give reports as in "(4)" based on the condition found.
 - (4) **You do not have Access to "No Test" Trunks to the Called Office.** Reach the verifying operator for the called office, using split cord operation unless directed not to do so. When she answers, request verification, saying for example, "**Beacon 5678, busy,**" wait for a report, and when it is received proceed in accordance with it as described below. If the calling party is not on the line, secure his line while waiting for the report as when completing a delayed call, and ring when you are ready to give a report.
- (a) **Line Reported "O.K.," "P.B.X.," or "Can't Verify."** Try again to reach the called station in the regular way. Watch closely for a busy signal or report, and if the line is busy, disconnect immediately and give a busy report as in "(b)," adding in the case of a P.B.X., "**They have several lines but all are busy and I can't determine if they are actually in use**" or "**They have several lines but all are busy just now.**"

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1. Continued

- (b) Line Reported Busy. Say for example, **"I'm sorry. The line is busy"** or **"Yes, it is busy now."** If the customer is not satisfied with this report, offer to call him when the line is available, as for example, **"I'll be glad to keep trying and call you,"** and if he accepts proceed as on a delayed call.
- (c) Line Reported Out of Order. Give a report such as **"I'm sorry, that line is out of order,"** and proceed as for a call to a line out of order in Section 8.
- (d) Line Reported as "Seems to be in Trouble." Give a qualified trouble report, such as **"I'm sorry, there seems to be some trouble on that line,"** adding **"I'll report it"** unless directed not to do so. Understand that if you received this report from another operator, she will report the trouble, otherwise do so yourself.
- (e) Don't Answer Condition Develops. Give a don't answer report in the regular way.
- (f) Called Number Found to be a Station on the Calling Line. Give the report to the customer, offer to establish connection, and proceed as for a reverting call.
- (g) Report of "Here's Your Party." Understand that the verifying operator has connected you with the called station and establish connection.

2. Don't answer condition. If in your opinion the circumstances as stated by the customer warrant further investigation of a don't answer condition, offer to check the condition, saying for example, **"Shall I check it for you?"** or **"I'll be glad to check the line."** If he accepts, ask if he will wait or if you should call him, obtaining his number if necessary, and prepare a delayed call ticket showing the notation "ver da."

a. Reach the verifying operator or other employee locally designated for the called office, using split cord operation unless directed not to do so. When you receive an answer, request verification, saying for example, **"Beacon 5678, don't answer."** If the calling party is not on the line, secure his line as when completing a delayed call.

Cut in as frequently as other work permits, to receive a report. If the verifying operator advises that she will call you, give her your office name and position number and disconnect.

b. When you receive the report, proceed as follows.

- (1) Line Reported "O.K." Try to reach the called station in the regular way, first securing the calling line. After one minute if the called station still does not answer, give a don't answer report to the customer and if he is not satisfied, offer to call him when the line is available, as for example, **"I'll be glad to try it later and call you,"** and if he accepts proceed as on a delayed call.
- (2) "No Such Number" Reported. Give this report and proceed, in general, as when the customer seems to be calling a wrong number in Sec. 3, 2e.
- (3) Line Reported Out of Order. Give this report, adding that it has been reported, and proceed as for an out of order call in Section 8.
- (4) Station Reported Intercepted. Proceed as follows and after the call is disposed of, report the details of the occurrence to your supervisor.
If a definite statement of the status of the station is secured, give the report to the customer.
If no specific statement as to the status of the station is secured, disconnect, reach the intercepting operator in the called office, wait for an answer, obtain a report on the called number, and give it to the customer.
SUPERVISOR: Reach the "B" supervisor in the called manual office or the intercepting operator in a dial office and report the details of the occurrence to her for investigation.
- (5) Report Received "Can't Verify." If the verifying operator does not add that she will try it for you, disconnect and try to establish connection as in "(1)."

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3. **Out of order condition.** In general, when the customer asks you to verify an out of order report or doubts the correctness of such a report, proceed as follows.
 - a. If you gave the report from the multiple marking, reach the trouble operator or other employee locally designated and ask for a verification of the condition. If the report is confirmed, inform the customer as in "b."
 - b. In all other cases, call the number in the regular way, supervise closely for an answer, and when it is received ask for verification of the report. If it is confirmed give the verification to the customer, saying for example, "I'm sorry. **That line is out of order**" or "**Yes, our repair service says Beacon 5678 is out of order.**" If the customer is not satisfied with the report and the information you obtained indicates that the line will be available later in the day, offer to call him at that time.
If you receive a busy signal, disconnect immediately, reach the verifying operator in the called office, and ask for a verification of the out of order condition.