

## TIME OF DAY CALLS

Time of day service may be treated in one of several different ways, depending upon directions issued locally.

1. **General.** Where the only advertised time of day service is maintained by the telephone company, proceed at once in accordance with the method provided in "2" or "3." When there are two or more advertised services, a definite indication of the one desired must be secured from the customer as on telegram calls in Section 107, 4, and if he desires a commercial bureau but does not know its number he should be referred to Information to obtain it unless you know it. Where, however, the customer merely requests the time rather than connection to a time announcement service, and you are permitted to give out the time, give the time as in "3."

2. **Time announcement bureau provided.**

a. **Order Received by Telephone Number or by Name.**

- (1) If the calling party gives the time bureau number, acknowledge it and proceed as in "b."
- (2) If the calling party gives the special central office name of the time bureau number but not the correct digits of the number, say, "**Do you wish the time?**"
  - (a) If he wishes the time, say, "**The number is Time 5678. I will connect you**" and proceed as in "b."
  - (b) If he does not wish the time, say for example "**I am sorry. There is no such number.**" If he insists, refer the call to your supervisor.  
*SUPERVISOR:* Explain that there are no numbers used with that central office name except the one used for obtaining the time. Try to obtain the desired number from the calling party and, if necessary, refer him to Information.
- (3) If the calling party asks for the time of day, the time bureau, or how he can learn what time it is, say for example, "**I will give you Time 5678,**" "**The time bureau is Time 5678. I'll connect you,**" or "**The time bureau is Time 5678. Shall I connect you?**" If the calling party does not disconnect proceed as in "b."

b. **Establishing Connection to the Time Bureau.** If you have time bureau trunks, select an idle trunk, plug in, and cut out. If you do not have such trunks, establish connection in the regular way for the type of trunk to be used.

c. **Charging on Calls for the Time.** Proceed as locally directed.

d. **Back Supervisory Signal Lights.** Disconnect both cords.

e. **Front Supervisory Signal Fails to Go Out.** If the front supervisory signal does not go out in fifteen seconds after you have established connection, wait another fifteen seconds. If it is still lighted, report the condition to your supervisor, but if you know that the time announcement desk is not constantly occupied, wait longer as locally authorized.

*SUPERVISOR:* Try to determine the nature of the trouble and report it to the test desk. In the case of individual trunk trouble, however, report the trouble to repair service and arrange to have the trunk removed from service.

May 1, 1940.

**TIME OF DAY CALLS—Continued**

**2. Continued**

- f. Front Supervisory Signal Lights after About Fifteen Seconds. Disregard it.
- g. Delayed Calls. If all trunks are busy, cut out. Make another attempt in ten or fifteen seconds and if all trunks are still busy, report the condition to your supervisor.  
**SUPERVISOR:** Have the operator test again for an idle trunk and if all trunks are still busy, arrange to give the time locally.

**3. Time furnished by "A" operators.**

- a. If the calling party asks for the time of day or how he can learn what time it is, give the time, saying for example, "**The time is ten-thirty and one half**" or "**Twelve forty-four.**" Be guided by the following limits in giving the time unless local rules are set up.

**Read and give the time  
to the nearest—**

- (1) Electric time pieces on which you can read the seconds clearly
- (2) 1-A position clocks
- (3) Other cases

quarter minute  
half minute  
whole minute

- b. Charge for the call as locally directed.

**4. Time not furnished.** If the calling party asks for the time of day or how he can learn what time it is, explain that you do not give out the time, saying for example, "**I'm sorry. We do not give that service.**" If he still insists, refer the call to your supervisor. If, however, a commercial service is available, suggest it and if you know the number offer to connect him or if you do not know the number refer him to Information. If there are two or more such services, suggest that there are several, mentioning them if you know all of them, as on a telegram call, or referring him to Information.

**SUPERVISOR:** Explain that the telephone office is not organized to give time service properly. If you know of any local establishments that have provided such a service, proceed as locally directed in regard to suggesting those subscribers who give the service or referring the calling party to the classified directory. If, however, he still insists give him the time, qualifying it as being that shown by your office clock.