

## REVERTING CALLS

1. **Call for a number in the same office.** If the calling party has indicated that the desired station is on his line, proceed as in "2." Otherwise proceed as follows.
  - a. **Dial Office.** If you recognize from the number or discover when verifying that the calling and called parties are on the same line, proceed as in "2."
  - b. **Manual Office.** If the call is from a party line, be alert to recognize a reverting call.
    - (1) **Local Multiple Connection.** When testing a party line if you find it busy, determine if the calling station is on the same line by referring to the number plate.  
If the calling station is not on the same line, proceed as on a call for a busy line.  
If the calling station is on the same line, proceed as in "2."
    - (2) **Trunked Connection.** Except on calls given without a station designation in jack per line party line offices, examine the number plate before selecting a trunk or passing the order, to determine if the called station is on the calling line. If it is on the calling line, proceed as in "2."
2. **Call for another station on the same party line.** Acknowledge the order, first obtaining the number or station designation of the called station if necessary. If the calling party does not hang up after you acknowledge his order, say for example, **"Will you hang up, please, while I ring?"** adding if you think it necessary **"- - - and then return to the telephone."** If, however, he has not indicated that he knows the called station is on his line, when you discover the fact, say for example, **"Adams 1234-M is on your line,"** before asking him to hang up.
  - a. As soon as the calling party has hung up, disconnect the back cord and try to reach the called station using a front cord. Designate the connection to remind you that the single cord represents a reverting call.
    - (1) **Local Multiple Connection.** Plug into the multiple jack and ring the called station.
    - (2) **Trunked Connection.** Proceed in the regular way for the type of trunk involved, except that in a manual office with quadrant markings on the answering jacks, if the called station is not affected by quadrant marking, plug into the answering jack and ring the called station.
  - b. When the supervisory signal goes out, cut in at intervals to determine if conversation has started.
    - (1) If conversation has started, cut out and continue to hold the line. If the call is to be registered proceed as in Sec. 72, 3.
    - (2) If conversation does not start within a reasonable period, ascertain which party is on the line by saying, **"Is this Adams 1234-M?"** giving the called number, or **"Did they answer?"**
      - (a) If the calling party is on the line, say, **"Will you hang up, please, while I ring again?"** After the calling party has hung up, proceed as follows.
        - [1] **Where You Rang Directly in a Jack at Your Position.** Ring the called station again.
        - [2] **Trunked Connection.** Disconnect and try to reach the called station as on a new call, except that if you are in a jack per line party line office and remember the calling answering jack, disconnect from the trunk and ring the called station in the answering jack.
      - (b) If the called party is on the line, say, **"I have a call for you. One moment, please?"** If the calling party does not return to the telephone within a reasonable period and the called party has not hung up, say to the called party, **"Another party on your line called you but has not returned to the telephone."** Disconnect as soon as the called party hangs up.

May 1, 1940.

**REVERTING CALLS—Continued**

**2. Continued**

- c. Repeat at intervals, if necessary, the procedure in "b" until conversation begins, the call is abandoned or canceled, or until the expiration of two minutes from the first ring. In the latter case give a don't answer report if the calling party is on the line.

**Note:** Office Equipped with Checking Multiple. If you are locally directed to do so, obtain the calling number and check the called number to see if it is on the same line as the calling station. If you do not hear the checking tone, establish connection to the called number, using the front cord of the pair on which you are holding the calling party. If, however, the calling party hangs up before the called station answers, cut in when the supervisory signal goes out. If an intercepting operator has answered, proceed as in "6b." If a customer has answered, announce the call, reach the calling party, and try to establish connection.

**3. Call for an extension station.** Proceed as in "2" except as follows.

- a. If you do not know the calling number or station designation required to handle the call, obtain it before the calling party hangs up.
- b. On a call from a jack per line party line, you may ring in the answering jack in all cases.
- c. In a dial office where use of the ringback keys is permitted, hold the calling line and ring the called station in the special service trunk jack. In a step-by-step office of the line switch type, do not attempt to ring back in this way when the line may be message rate.
- d. If the calling party requests that a code ring be given in ringing an extension station, explain that code rings can not be used for the purpose of signaling an extension station.
- e. When you answer a trunk or line signal if you find that a station is trying to reach an extension station and you are not required to ring, hold the line on a front cord, designating the single cord as a completed reverting call, cut out, and take no action until you receive a supervisory signal.

**4. Calling party complains that you did not ring another station on his line as he requested.** Explain that that number may not be on his line any longer. Obtain the called number if you do not know it, ask the calling party to hold the line, and try to reach the called number as on a regular connection. Supervise the connection closely and if the line is busy, ask the calling party for his number, reach the repair desk, determine if the calling and called numbers are on the same line, and proceed according to the report. If an intercepting operator answers, pass the called number, permitting the calling party to overhear, and proceed according to the report.

**Note:** If your office is equipped with checking multiple, a check of the called number terminal may be used instead of the attempt to reach the number.

**5. Calling party requests a reverting call code. (Dial office)** If the calling party gives the number of another station on his line and asks you for the code to use to reach that number, follow whichever of the following conditions applies.

- a. When no codes are employed, explain that you will complete such calls for him.
- b. When codes are listed on your bulletin or you know them, give him the proper code.
- c. When you know that codes are available but can not give the proper one from your position information, obtain the calling and called numbers, secure the necessary information, and give it to him.

May 1, 1940.

**REVERTING CALLS—Continued**

**6. Intercepted calls.**

- a. **Local Multiple Connection.** If the called station is affected by multiple marking, do not ask the calling party to hang up but give the intercept report, or establish connection to the intercepting operator, first saying, "**One moment, please?**" If the calling party hangs up without receiving the report, supervise the connection, obtain the report, and give it to him when he returns to the telephone.
- b. **Trunked Connection.** If an intercepting operator answers, obtain from her the status of the called station.
  - (1) **Dial Office.** Disconnect from the intercepting trunk and take no further action. If, however, you know the calling number, reach the calling party and give him the report.
  - (2) **Manual Office.** As soon as you realize the call has been intercepted, plug into the answering jack of the calling line with an idle front cord and hold the calling line to prevent its being taken by another operator. Give the report to the calling party when he returns to the telephone.
- c. If the calling party is not on the line and the intercepting operator requests details which you are not able to furnish, reach the calling party if you know his number and connect him with the intercepting operator.