

TRAINING NOTES FOR DIV. A, SEC. 111

REVERTING CALLS

PARAGRAPH 2. CALL FOR ANOTHER STATION ON THE SAME PARTY LINE.

A number of minor changes have been made in the suggested phrases contained in this paragraph.

After ringing for two minutes, if the called party has not answered and the calling party is still on the line, the operator will give a don't answer report. (Paragraph 2c.) (The former panel practice provided for giving a don't answer report at the end of three minutes.)

PARAGRAPH 3. CALL FOR AN EXTENSION STATION.

If the calling party requests that a code ring be given in ringing an extension station, the operator will explain the reason for not granting the request. (The former practices provided for referring the request to the supervisor.)

PARAGRAPH 4. CALLING PARTY COMPLAINS THAT YOU DID NOT RING ANOTHER STATION ON HIS LINE AS HE REQUESTED.

This paragraph provides a practice for determining whether or not the called station is on the same line as that of the calling station. (The former practices did not cover this condition.)

PARAGRAPH 5. CALLING PARTY REQUESTS A REVERTING CALL CODE.

In this paragraph, a practice is provided for handling requests for reverting call codes. (The former practices did not cover this condition.)

PARAGRAPH 6. INTERCEPTED CALLS.

If the calling party is not on the line and the intercepting operator requests details which the operator is not able to give, the operator will reach the calling party if she knows his number and will connect him with the intercepting operator. (Paragraph 6c.) (The former manual practice provided that if the intercepting operator requested that the calling party be connected with her, the operator would connect the calling party with intercepting when he returned to the telephone. The former Panel and No. 11 Manual practices did not cover the condition.)