

MISCELLANEOUS ORDERS AND REQUESTS

1. **Request for information regarding fires, sporting events, trains, etc.** Say, "I'm sorry, we do not have that information," unless the information requested has been provided, in which case proceed as locally directed.
2. **Request for a directory.** Say, "Will you speak to the business office (chief operator), please? I will connect you," and establish connection with the office or desk locally designated to receive such requests, proceeding as in Section 109. If, however, you are locally directed to do so, obtain the number, name, and address of the calling party and forward the request to your chief operator.
3. **Request to have a telephone taken out, installed, moved, or changed.** Say, "Will you speak to the business office, please? I will connect you," and proceed as in Section 109.
4. **Request by calling party for number or class of service of the calling line or trunk.**
 - a. On a manual line, refer to the lamp cap for the class of service and to the number plate or multiple jack for the line number, and give it out.
 - (1) If the line is an individual line, give the number appearing on the number plate or the number of the multiple jack.
 - (2) If the line is a jack per line party line, give the number appearing on the number plate or the number of the multiple jack and add, "Party line."
 - (3) If the line is a jack per station party line, give any station number appearing on the number plate and add, "Party line."
 - (4) If there is no number plate on the line in an office where number plates are used, say, "No number plate."
 - b. On a trunk, refer to the designation strip and lamp cap for the class of service, and to the designation strip for the trunk group and trunk number, and give it out.
5. **Inquiry as to your identity.**
 - a. If a customer asks if you are his operator, reply directly, "Yes, sir" or "No, sir," or if he asks, "Who are you?" or "Who is this?" say, "This is the Adams operator." If, however, the office name is not required with the number on local calls, say, "This is the central office operator."
 - b. If a customer requests your name or number, say, "My number is 4-5." If he then insists on obtaining your name refer the case to your supervisor. Where, however, your name has been requested after you have performed some service that causes the customer to comment favorably, you may, if you wish, give your name, saying for example, "This is Miss Jones."
SUPERVISOR: Explain that it is not customary to give out operators' names. Determine why the name is desired and use your judgment in deciding if it should be given.
6. **Request by the calling party to ring the bell at the calling station.** Proceed in general as on a reverting call in Sec. 111, 2 and 3 except as follows.
 - a. Do not charge for the call.

MISCELLANEOUS ORDERS AND REQUESTS—Continued

6. Continued

- b. If the calling party does not return to the telephone within thirty seconds, disconnect and take no further action. If he does return, give supplementary rings as requested.
- c. If you are in a manual jack per station party line office and the calling line has no number plate associated with it although most lines in the office do have, do not ring in the answering jack.

7. Called party requests the number or the name of the calling party.

- a. If the called party wishes to know the number of the calling station, give what information you have available, as in Sec. 25, 21 b(2). Be careful not to give numbers about which you are uncertain.
- b. If the called party requests the name of the calling party when informed as to the number calling or when you excuse an uncompleted call, say, "**I don't know the name.**" If, however, the calling party is on the line and does not reply, say, "**They wish to know who is calling,**" and give the report to the called party unless it is evident that he heard it.

If the called party then requests further information concerning the name or location which you do not have available, or expresses dissatisfaction, refer the case to your supervisor.

SUPERVISOR: Explain that such information is not readily available. If, however, the called party insists upon obtaining the information and the case appears to you to be an urgent one, if you know the number concerned, tell him that you will look up the information and call him. Consult the employee handling the numerical records, then reach the called party and report to him.

- 8. **Call from a left-in station.** If the call is for an official line or is an emergency call, proceed with the call. In any other case say, "**One moment, please?**" and establish connection to the business office or your supervisor as locally directed.

- 9. **Call from a fireman or policeman.** If specifically authorized to do so, establish connection without charge on any local call when the calling party indicates he is a fireman or policeman even though the call is not emergency. Ask for his badge number or name and title, as locally directed, before establishing connection if he does not volunteer the information. Ticket such calls if locally directed to do so, adding the code "FD" or "PD" as the case may be above the number in the calling number space and the badge number or name and title in the remarks space, and dispose of the ticket as locally directed.

If locally authorized to do so, you may accept calls by name from such officers for certain municipal, utility, and public agencies, such as the service departments of the gas, light, and water companies, the police headquarters, local hospitals, etc., even though an emergency is not explicitly claimed.

- 10. **Calling party indicates that he is calling a signal or unattended station.** Signal stations or unattended stations return supervision in the usual manner. If you are cut in on the line when the station answers, you will hear only a mechanical signal and a series of bells or gongs. Consider the initial signal as the station answer. Do not cut in again unless recalled by the calling party.

- 11. **Calling party asks you to keep out of the connection because he is going to send a picture.** Do not cut in after the called station answers unless recalled by the calling party. If you do not receive supervision from the called station, remain on the line for the station answer. Designate the connection to aid you in complying with the request.

- 12. **Request for a conference connection, for the conference operator, or for service on a toll credit card.** Refer the call to Long Distance as in Section 105.

May 1, 1940.

MISCELLANEOUS ORDERS AND REQUESTS

16. PLANT MAN ON ZERO TRUNK ANNOUNCES HIMSELF AND ASKS THE OPERATOR TO MEET HIM ON A LINE. Secure a no-test trunk, dial the number and proceed as directed by the Plant man.

17. INQUIRY OR INSTRUCTIONS REGARDING VOICE RECORDERS - If either party reports hearing an intermittent tone during conversation, explain that a telephone recorder may have been used, saying for example, "A tone, repeated at about 15 second intervals, indicates that a telephone recorder was (or 'is') used at the other station." If locally directed to do so, add "Such tones are explained in the front of your directory."

If a customer indicates that he does not want the other party to use a recorder and implies that he expects the Telephone Company to prevent such use, explain that the Company does not control the use anyone makes of recorders, but that he can ask the other party not to use it and that he can always know if one is being used by the tone signal, occurring about every 15 seconds.

MISCELLANEOUS ORDERS AND REQUESTS—Continued

13. Request for a ship or for information regarding ship service. Refer the call to Long Distance as in Section 105.

14. Request to have a call made collect or person-to-person to a point to which such service is not given. Say for example, "I'm sorry. I can't accept collect calls to local numbers" or "I'm sorry, person-to-person service is not given to that office from Adams," explaining if necessary that the tariffs do not provide for this service.

15. Miscellaneous requests. Refer special requests not specifically covered in this or other sections to the supervisor, the chief operator, or the manager as locally directed if you are uncertain as to whether the request can be met or if you can not satisfy the customer. A few illustrations of such requests follow.

Customer requests that his bell be rung at a certain time.

Customer requests that his bell not be rung during certain hours.

Customer requests transfer of his incoming calls.

SUPERVISOR: In general the practices in this division may be taken as a suitable guide to the scope of the company's services, but when the customer makes some unusual request not specifically covered in the practice, be governed by the general principles of trying to comply with such requests in so far as practicable, as stated in Gen. Div., Sec. 2, 4. Feel free to use your judgment in deciding the action warranted by the circumstances and if you are at all uncertain as to the action you have taken, discuss the matter with your chief operator.