

TRAINING NOTES FOR

DIV. A, SEC. 11 - LESSON NO. 23

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

PARAGRAPH 1. BUSY CONDITIONS.

The delayed verification method described in Par. 1a(1) will be used in this Area. This practice provides that when the calling party doubts the accuracy of a busy report or states that he has been trying to reach the called number repeatedly, the operator will try to establish connection and if the called line is found busy she will give the busy report and will verify only if the calling party still doubts the condition. (The former Panel Practice provided that on a call to a dial number the operator would immediately verify the condition over a NO TEST trunk or reach a verifying operator and request verification. However, if the call was for a number in a manual office, the operator dialed the number in the usual manner. The former Manual and No. 11 Manual practices provided that on a call for a number in the local multiple or to a number in another manual office, the operator would try to establish connection again as on a new call. If the call was for a number in a dial office, the operator would reach the verifying operator and verify the condition.)

In verifying the busy condition on a line in the local multiple, the operator will proceed as follows: Line is not one of an underlined group. The operator may determine the condition on the line by momentarily plugging in over the busy test, using split cord operation. (Par. 1b(1).) If the line is found busy, the operator will give a busy report and if the calling party is not then satisfied, she will offer to call him when the line is available (Par. 1b(4)(b).) EXCEPTION: On a cut-off type board, such as the No. 12 board, do not plug in over a busy test. Notify your supervisor or proceed according to the supervisory instructions in par. 1b(1). (The former Manual and No. 11 Manual practices provided that if the calling party doubted the busy report, the operator would try the call again as on a new call, give a busy report if the line tested busy and then if the calling party insisted on being connected, the operator would refer the call to the supervisor. The former practices did not permit the operators to plug in over busy lines.) Line is one of an underline group. Make another attempt to reach the called number and if it is still busy, give a busy report. (Par. 1b(1).) New phrases are provided for giving the busy report, as for example, "They have several lines but all are busy just now," or "They have several lines but all are busy and I can't determine if they are actually in use." If the calling party is not satisfied with this report, offer to call him when the line is available. (Par. 1b(4)(b).) (The former Manual and No. 11 Manual practices provided that if the calling party doubted the accuracy of the busy report, the operator would try to establish connection again as on a new call. They also provided that if the calling party called another number and the second number was one of an underlined group, the operator would not indicate in any way that she knew that the called number was in the same group but proceeded as on a new call.)

The following may be of help when reviewing this new practice with the operators:

CUSTOMER: "Beacon 5678" (Assuming that Beacon 5678 is a number in the local multiple - not one of an underlined group.)

OPERATOR: "The line is busy."

CUSTOMER: Questions your report.

OPERATOR: "I'll try it again." Tests and finds line still busy:
"I'm sorry, the line is busy."

CUSTOMER: Doubts your report.

OPERATOR: "Just a moment, please?" Momentarily plugs in over busy test, using split cord operation, and hears conversation taking place.

"Yes, it is busy now."

CUSTOMER: Still not satisfied.

OPERATOR: "I'll be glad to keep trying and call you." If he accepts, proceed as for handling a delayed call.

NOTE: Operators should be cautioned not to plug in over busy lines unnecessarily. This would be a good time to review the notice regarding secrecy of communication which may be found in the front part of your local operating practice binder immediately following the title page.

PARAGRAPH 2. DON'T ANSWER CONDITIONS.

Provision is made for verifying a don't answer condition if, in the operator's opinion, circumstances warrant further investigation. The notation "ver da" should be entered in the "attempts-remarks" space of the ticket if you are to call the customer back.

PARAGRAPH 3. OUT OF ORDER CONDITION.

Provision is made for verifying an out of order condition where the operator gives the out of order report from a multiple marking and the customer doubts the report. (Par. 3a.) (The former practices did not cover this condition.)

Paragraph 3b provides a more definite procedure to be followed for verification of out of order conditions. A new phrase is supplied for giving a verification report on an out of order condition.