

RESTORING CONNECTIONS

1. **Acknowledging a report of cut-off.** If the customer gives the number from which he was cut off or if you know it, acknowledge a report of cut-off by saying, for example, "I'm sorry. I'll try to get Beacon 5678 for you. One moment, please?" or "I'm sorry. Just a moment. I'll try to get them back."

If, however, the customer does not give the number from which he was cut off and you do not know it, try to obtain it, using a phrase such as one of the following examples.

"I'm sorry. What was the number, please?"

"I'm sorry, from what number, please?"

"I'm sorry. With what number were you talking, please?"

"I'm sorry. Do you know the number?"

If the customer insists upon regaining connection and does not know the number or if he gives a name or address, refer the case to your supervisor. If, however, your work permits, try to secure the name and address of the other party, obtain the number from Information, preferably using the same cord pair, and try to establish connection. In case you can not obtain the necessary number, suggest that he hang up for a few minutes so that the other party may call him.

SUPERVISOR:

a. If you can secure the name or address, ask the customer to wait and try to obtain the number from Information. If you obtain it, tell the operator to try to restore the connection, then give the number to the customer and tell him that you are trying to restore the connection.

If Information can not find a number for the name or address given, question the customer further, and if necessary, call Information again. If you are still unsuccessful in finding a suitable number, proceed as in "b."

b. If you can not secure the name or address, explain that you have no other means of determining from whom he was cut off and therefore you will not be able to restore the connection. Suggest that the other customer may try to reach him and that if he will hang up it will leave his line clear for the connection to be restored from the other end.

2. **Cut-off reported on a line or trunk signal, or calling party reports a cut-off when you supervise a half connection.** Determine the direction of the original call if you do not know it and it is necessary for charging purposes, by saying, "Did you call them?" and then proceed with the call.

a. **Local Multiple Connection.** Try to establish connection as on a new call.

(1) If the line is one of an underlined group and all lines are busy, give a busy report as in "b(3)(b)." If, however, you are locally directed to do so when a small group is involved, try to locate the call, as in "(2)."

(2) If the line is busy and is not one of an underlined group, using split cord operation determine the situation on the line by plugging in over the busy test as though you were a verifying operator. Challenge if you do not find conversation proceeding satisfactorily, and if it is the desired party, reestablish connection. If you find conversation proceeding satisfactorily, listen on the line of the customer reporting the cut-off before you give a busy report, to make sure that the connection has not been reestablished by another operator.

Note: On a cut-off type board, such as the No. 12 board, do not go in on a busy line but notify your supervisor.

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SUPERVISOR: Locate where the line is being held and ascertain its status from the operator at that position.

- (a) If conversation is proceeding satisfactorily, ascertain if the connection has been restored from the other end and if it has, tell the operator to disconnect. If, however, the line is busy on another call, tell the operator to give a busy report as in "b(3)(b)."
 - (b) If there is no conversation or if conversation apparently is not proceeding satisfactorily, tell the operator at that position to challenge and determine if there had been a cut-off. If the customer wishes to be reconnected, restore the connection but if the customer says that he was not cut off or that he does not wish the connection reestablished, tell the operator who reported the cut-off to report the fact as in "b(3)(c)."
 - (3) If the desired station is slow in answering, give a don't answer report as in "b(4)."
- b. Trunk Connection. Using split cord operation, try to establish the connection in the regular way for the trunking method involved but if you are to pass an oral order, prefix the word "cut-off," as for example, "**Cut-off 5678.**" Remain in on the connection or cut in as frequently as possible until an answer is received.
- (1) If a station answers, verify the number reached and if it is the desired number, establish connection and start conversation. If, however, it is the original calling station, explain that the called party says he was cut off and ask if the calling party wishes to continue the conversation, before you reestablish the connection. If he does not, proceed as in "(3)(c)."
 - (2) If you receive a busy signal, disconnect and proceed as follows.
 - (a) If you have access to "no test" trunks to the desired office, determine if they can be used to reach the called number.
 - [1] If so, use them to go in on the line as though you were a verifying operator and determine if the connection can be reestablished.
 - [2] If not, give a busy report, as in "(3)(b)."
 - (b) If you do not have access to "no test" trunks to the called office, determine whether the line is one of an associated line group if you can do so at your position.
 - [1] If you can determine that it is, give a busy report at once as in "(3)(b)."
 - [2] If it is not or if you can not determine the fact at your position, reach the verifying operator in the called office and proceed as in "(3)."
If, however, you recognize the called number as in a community dial office not equipped with means to verify, give a busy report at once as in "(3)(b)."
 - (3) If a supervisor or verifying operator answers, say, "**Cut-off Beacon 5678**" and remain in on the connection for a report. When you receive it, acknowledge and proceed as follows.
 - (a) If the distant operator says she will connect you with the desired number, wait for her to do so and then establish connection and start conversation.
Note: If the front supervisory signal remains lighted during conversation, ignore it.
 - (b) If the line is reported busy, disconnect from the trunk and proceed as follows.
 - [1] If the customer made the original call, say for example, "**The line is busy on another call**" or "**They have another call now,**" adding "**I'll call you in a few minutes.**" If he cancels the call, acknowledge and disconnect. Otherwise proceed as for completing a busy call.
 - [2] If the customer did not make the original call, give him the busy report as in "[1]" without promising to call him and disconnect when he hangs up. If, however, he asks you to call him, say for example, "**Yes, sir, I'll call you**" or "**All right, sir**" and proceed as for completing a busy call.

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- (c) If the report is that the other party has finished the conversation, disconnect from the trunk and tell your customer, as for example, **"The other party says he has finished."** Disconnect when he hangs up but if he wishes to resume conversation, acknowledge and proceed as on a new call.
- (d) If the line is reported as "O.K." or "P.B.X.", disconnect from the trunk and proceed as on a new call using split cord operation. If the station answers, verify the number reached and if it is the desired number, establish connection and start conversation. If you receive a busy signal, give a report as in "(b)."
- (e) If the line is reported as "seems to be in trouble" give a qualified trouble report, as for example, **"I'm sorry, there seems to be some trouble on that line,"** and add **"I'll report it,"** unless directed not to do so. If the customer questions your report on the grounds that he had been talking to the called number, explain that the appearance of trouble probably is due to the receiver being off the hook and offer to keep trying to secure the line for him. If he accepts, proceed as on a delayed call which you have agreed to try to complete.
- (f) If you receive a report of can't verify, proceed as in "(d)" but if the distant operator adds "but I'll try it," wait for her to establish connection, watching for a possible busy signal. If the line is busy, proceed as in "(b)."
- (4) If the desired station is slow in answering, give a don't answer report in a minute and proceed as follows.
 - (a) If the customer made the original call, add, **"I'll call you in about twenty minutes."** If he cancels the call, acknowledge and disconnect. Otherwise proceed as for completing a don't answer call.
 - (b) If the customer did not make the original call, do not promise to call him but disconnect when he hangs up. If, however, he asks you to call him, say for example, **"Yes, sir, I'll call you in about twenty minutes"** or **"All right. In about twenty minutes,"** and proceed as for completing a don't answer call.
- (5) If you give the cut-off order to a ringdown operator, if you receive a report from her, proceed as for the corresponding condition in "(3)."
- (6) If you are in an office in a city where the practice has been authorized for the terminating operator to connect you to the called line on a cut-off order even though it is busy and you find after passing the order that you have been connected and that the line seems to be busy, determine the situation on the line as in "a(2)."

3. Calling party reports a cut-off or indicates that he wishes the called station rung again when you supervise an established connection and the front supervisory signal is lighted.

- a. Local Multiple Connection. Ring the called station.
- b. Trunk Connection. Disconnect the front cord and try to establish the connection as in "2b."

4. Calling party reports a cut-off or indicates that he wishes the called station rung again when you supervise an established connection and the front supervisory signal is out.

- a. Local Multiple Connection. Say for example, **"You are connected with them but they have left the telephone."** If the calling party is not satisfied or asks you to ring again, proceed as follows.
 - (1) If the called number is not one of an underlined group, say, **"I'm sorry, I can't ring them when the receiver is off. They may return in a few moments."** If the calling party still is not satisfied or requests further action, refer the case to your supervisor.

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