

TRAINING NOTES FOR

DIV. A, SEC. 12 - LESSON NO. 24

RESTORING CONNECTIONS

PARAGRAPH 1. ACKNOWLEDGING A REPORT OF CUT-OFF.

A few new phrases are suggested for acknowledging a report of cut-off when the calling party gives the numbers from which he was cut off. There are also minor changes in phrases for use when the customer does not give the number from which he was cut off.

The operator is given a greater amount of responsibility in restoring connections. If the customer does not know the number from which he was cut off, the operator may try to secure the name and address of the other party, obtain the number from Information, and attempt to establish the connection. The operator need not use split cord operation when attempting to secure the number from Information. If Information cannot supply the number, the operator will suggest to the customer that he hang up for a few minutes so that the other party may call him. If, however, the operator is too busy to call Information for the number, she should refer the call to the supervisor. (The former practices provided for referring the call to the supervisor for handling.)

PARAGRAPH 2. CUT-OFF REPORTED ON A LINE OR TRUNK SIGNAL, OR CALLING PARTY REPORTS A CUT-OFF WHEN YOU SUPERVISE A HALF CONNECTION.

When it is necessary to determine the direction of the original call, the operator will ask, "Did you call them?" (The former practices provided for asking, "Did they call you?")

When attempting to restore connection to a number in the local multiple other than to a line of an underlined group, the operator may use split cord operation and plug in over the busy test to determine the situation on the line. Par. 2a(2). However, on a cut-off type board such as the No. 12 board, the operator should not plug in over a busy test. (The former practice did not provide that the operator plug in over a busy test but provided that the operator make two or three attempts at ten-second intervals and then if the line was still busy, she notified her supervisor.)

When passing an oral order over a trunk connection the operator will prefix the words "cut-off" with the order, as, "Cut-off 5678," or "Cut-off Adams 5678." (The former Manual practice provided for passing the order over a call circuit as, "Adams cut-off 5678.")

When passing an order to a supervisor or verifying operator, the operator will pass the order as, "Cut-off Beacon 5678." Par. 2b(3). (The former practices provided for passing as, "Beacon 5678 cut-off for Adams.")

When the called party reports a cut-off to the operator originally handling the call, reestablishment of the connection is contingent on the calling party accepting a continuation of the call. Par. 2b(1). If the

calling party indicates that he has finished the conversation, the operator will report to the customer, "The other party says he has finished." Par. 2b(3)(c). (The former practices did not provide for asking the calling party if he wished to continue the conversation.)

Provision is made that if "no test" trunks are available to the desired office, the operator may use them in attempting to reestablish connection. Par. 2b(2)(a).

If the operator encounters a busy or don't answer condition and the customer reporting the cut-off did not make the original call, the operator will give the report without promising to call him back. Par. 2b(3)(b)(2) and Par. 2b(4)(b).

PARAGRAPH 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 few new phrases are provided for use in this paragraph.

PARAGRAPH 5. CALLING PARTY OR AN OPERATOR REPORTS A CUT-OFF OR ASKS THAT THE CALLING STATION BE RUNG BACK WHEN YOU SUPERVISE A HALF CONNECTION, OR AN ESTABLISHED CONNECTION AND THE BACK SUPERVISORY SIGNAL IS LIGHTED.

If the calling party is reached, the operator will announce the call by saying, for example, "Your Beacon party wishes to continue your conversation," or "On your call to Beacon, the party says he has not finished talking," and add, "Shall I connect you again?" (The former practices did not provide for asking the calling party's permission.)

Phrases are provided for use where the calling party does not agree to accept the call. Par. 5a(2).

PARAGRAPH 6. CALLED PARTY OR AN OPERATOR ON AN ESTABLISHED CONNECTION REPORTS A CUT-OFF OR ASKS THAT THE CALLING STATION BE RUNG BACK AND THE BACK SUPERVISORY SIGNAL IS OUT.

"You are connected with them (Adams 1234) but they have left the telephone," is a new phrase provided for use.