

## WRONG NUMBER CALLS

1. **Before the called station answers you discover that you have established connection to the wrong line.** Disconnect the front cord and establish connection as on a new call except as indicated for the following types of connections.

- a. **Key Indicator Trunk Connection.** If you discover that you have operated either a wrong office or numerical key, operate the correct office key, disconnecting from the trunk if you have plugged in, and proceed as on a new call.
- b. **Ringdown Trunk Connection.** Reach the distant operator and pass the correct number, prefixing the phrase "Wrong number" as, "**Wrong number, Beacon 5678.**"

2. **Before the called station answers you discover that you have rung a wrong party line station.** Disconnect the front cord and establish connection as on a new call except as indicated for the following types of connections. Supervise the connection for station answer and when it is received, verify the number reached and if it is the correct station start conversation if necessary. If it is a wrong station excuse the call as in Sec. 25, 21, and try to reach the correct station as on a new call.

- a. **Local Multiple Connection.** Ring the correct station. On a machine ringing board, such as the No. 11, however, first remove and reinsert the plug.
- b. **Ringdown Trunk Connection.** Reach the distant operator and pass the correct number as "**Wrong number, Beacon 5678-J.**"
- c. **Any Other Trunked Connection.** If the line is busy after you pass the correct number, disconnect from the trunk immediately, say, "**Just a moment,**" and then again establish connection as on a new call.

3. **Acknowledging a wrong number report.** In general, acknowledge a wrong number report by suitable expression of regret and an indication that you will try to correct the situation. The usual expression "I'm sorry" may be varied to "I beg your pardon" when the difficulty occurred on a connection which you established. When the report seems to be a routine notification on a special service trunk that the customer dialed a wrong number, this expression of regret is not necessary.

Typical phrases are "I'm sorry. I'll try it again," "I beg your pardon. Was that Beacon 5678? Just a moment?", "I'll try it for you. What number were you calling?," and "I'll take care of it." If, however, you see that you have established connection to the correct individual line or underlined group in the subscriber multiple, instead of acknowledging the report, say "**You are connected with that number.**"

If at any time the calling party indicates the name of the party he is calling and you know the correct number for that party, suggest it at once, as for example, "**The railroad station is Beacon 1234,**" emphasizing the part that was incorrect, but being careful not to call attention to his error pointedly or unpleasantly.

4. **Calling party reports reaching a wrong number when you answer a line or trunk signal.** Acknowledge the report and establish connection as on a new call.

- a. **Supervision Received from the Called Station.** Cut in when the station called answers to determine if the desired station is reached.
- b. **Supervision not Received from the Called Station.** Cut in frequently to determine if the desired station is reached.

**WRONG NUMBER CALLS—Continued**

5. **Calling party reports reaching a wrong number when you supervise an established connection.**  
Acknowledge the report.

a. **Local Multiple Connection.**

- (1) If you have established connection to a wrong line, disconnect the front cord and try to establish connection to the correct line, first excusing the call to the called party if he is on the line.
- (2) If you have established connection to the correct individual line or underlined group, say to the calling party, **"You are connected with Adams 5678."** Proceed in accordance with the calling party's reply, offering to ring the station again, suggesting as in "b(1)(a)" that he check the number, or offering to connect him to Information, as seems desirable.
- (3) If you have established connection to the correct jack per line party line or the correct station of a jack per station party line, ring the desired station if the party called has hung up, and supervise for the answer as in "4a or b." If, however, he is on the line, verify the number as in "b(1)."

b. **Trunked Connection.**

- (1) If the party called is on the line verify the number, saying, **"Is this Beacon 5678?"**
  - (a) If it is the correct number, inform the calling party of the fact by saying for example, **"You are connected with Beacon 5678"** or **"I have Beacon 5678 for you,"** start conversation, and remain cut in to be sure that conversation proceeds satisfactorily. If it does not, excuse the call to the called party and say to the calling party, **"That seems to be a wrong number for the party you wish. Can you check it in any way?"** Proceed in accordance with his reply, suggesting the directory as a means of checking the number, suggesting that you connect him to Information, or as a last resort explaining that you can not help him if he indicates that he does not know who the desired subscriber might be, by saying for example, **"I'm sorry. There's nothing I can do unless you can give me some idea of the name of the customer you wish to reach,"** **"I'm afraid I can't help you without some idea of the party you wish,"** or **"I'd like to help you but I can't do anything without the name."** If the calling party is not satisfied with any of these suggestions, refer the case to your supervisor.

**SUPERVISOR:** Secure the number from the calling party and check with the operator to see that she has the correct number and that she has established connection properly. If it appears advisable reach the called station, obtain identifying details regarding it, and report them to the calling party. Also, if the circumstances warrant, reach Information and try to obtain the right number.

If there is evidence of trouble, tell the calling party that you will report it and do so.

- (b) If it is not the correct number, excuse the call and when the party called hangs up proceed as on a new call but remain cut in to determine if the desired station is reached. If the same wrong number is reached a second time, tell the calling party there is some trouble on the call and promise to call him. On a call to a step-by-step office hold the connection until told to release it by your supervisor. Make a note of the numbers called and reached, and of the calling number, and notify your supervisor.

**SUPERVISOR:** Investigate and report any trouble found, such as crossed lines or wrong station bell ringing on a party line. Your investigation may include attempting to reach the called station through the verifying operator if you are locally directed to do so. On a call to a step-by-step office, have the connection traced while the operator holds it, and when a report is received, tell her to release the connection.
- (2) If the called party is not on the line, disconnect the front cord and establish connection as on a new call, except that if it is a ringdown trunk connection reach the distant operator and pass a wrong number order, as **"Wrong number, Beacon 5678."** Supervise for the answer of the called station as in "4a or b."

WRONG NUMBER CALLS - Continued

5. CALLING PARTY REPORTS REACHING A WRONG NUMBER WHEN YOU SUPERVISE AN ESTABLISHED CONNECTION. (Supplementing paragraphs 5a(2) and 5b(1)a, opposite.)

Do not offer to connect the customer to Information unless he indicates that he has no means of checking the number, states that he has already referred to the directory, states that he has no directory, indicates unwillingness to refer to the directory, or gives any reason for not being able to refer to the directory.

If you are to establish connection to Information and the Modified Information Practice is in effect in your exchange, briefly announce to Information the customer's reason for being unable to refer to the directory, as for example, "NO DIRECTORY," and cut out. However, where the urgency and nature of other work or the condition of the traffic demands your full attention, you may cut out of the connection without waiting for the answer of the Information operator.

**WRONG NUMBER CALLS—Continued**

**6. Calling party reports that he called a wrong number.** If the calling party indicates in any way that he called a number in error, acknowledge the report by saying, "I'll try to get Beacon 5678 for you. One moment, please?" or "All right, sir." If the party called in error is at the telephone, excuse the call after acknowledging the calling party's order. Establish connection as on a new call.

**7. Calling party reaches a second wrong number or it is apparent that the calling party has been connected with the number he called but it does not seem to be the number desired.** Try to reach the called station using split cord operation. In such cases exercise the utmost care to meet the called party when he answers and verify the station reached, proceeding as in "5b(1)."