

TRAINING NOTES FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

DIV. A, SEC. 13 - WRONG NUMBER CALLS - LESSON NO. 15

PARAGRAPH 1 - BEFORE THE CALLED STATION ANSWERS YOU DISCOVER THAT YOU HAVE ESTABLISHED CONNECTION TO THE WRONG LINE.

In handling a call over a ringdown trunk connection and discovering before the called station answers that you have established connection to the wrong line, reach the distant operator and pass the correct number prefixing the number by the phrase, "WRONG NUMBER," for example, "WRONG NUMBER, BEACON 5678." (The former practice provided for passing the correct number only.)

PARAGRAPH 2 - BEFORE THE CALLED STATION ANSWERS YOU DISCOVER THAT YOU HAVE RUNG A WRONG PARTY LINE STATION.

On a local multiple connection, if you discover that you have rung a wrong party line station, immediately ring the correct station and supervise the connection for station answer. When an answer is received, verify the number reached within hearing of the calling party. However, in No. 11 Manual offices, remove and reinsert the front plug in the jack before proceeding as outlined above. (The former Manual practice provided for using split cord operation.)

On a ringdown trunk connection, reach the distant operator, pass the correct number as "WRONG NUMBER, BEACON 5678-J" and supervise the connection for station answer. When an answer is received, verify the number reached within hearing of the calling party. (The former Manual and Panel practices provided for using split cord operation.)

On a trunk connection, other than ringdown, on which a wrong party line station has been passed, disconnect the front cord if it is up and then pass the correct number. Supervise the connection for station answer and when an answer is received, verify the number reached within hearing of the calling party. However, if the line is busy after you pass the correct number, disconnect from the trunk and immediately say, "JUST A MOMENT," and then again establish connection as on a new call. (The former Manual and Panel practices provided for using split cord operation. The former No. 11 Manual practice provided for using split cord operation on toll line connections only. None of our former practices provided for recalling the number in case the line was found busy.)

Reference is made to Sec. 25, 21. This provides that in excusing a call where the wrong station has answered, the operator will say for example, "YOU WERE CALLED BY MISTAKE. WILL YOU EXCUSE IT PLEASE?" This phrase is the same as the one provided in our present practice.

PARAGRAPH 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. When difficulties occur on connections which you have established, the usual phrase "I BEG YOUR PARDON," may be varied with some of the following new phrases, "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 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, emphasizing the part that was incorrect, but being careful not to call attention to his error pointedly or unpleasantly. (The former practice did not cover this condition.)

PARAGRAPH 5 - CALLING PARTY REPORTS REACHING A WRONG NUMBER WHEN YOU SUPERVISE AN ESTABLISHED CONNECTION.

If, when you supervise on an established connection, the calling party reports that he reached a wrong number and the called party is still on the line, verify the number reached within hearing of the calling party and if you find that connection is established to the correct number inform the calling party by saying, for example, "YOU ARE CONNECTED WITH BEACON 5678" or "I HAVE BEACON 5678 FOR YOU." (The former practice provided for using a split cord operation before verifying the number reached. Then if the operator found that connection had been established to the correct number she would report to the calling party, "YOU WERE CONNECTED WITH BEACON 5678. ARE YOU SURE YOU ARE CALLING THE RIGHT NUMBER?")

After verifying the number reached and after starting conversation, if you find that conversation is not proceeding satisfactorily, 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?" (The former practice did not provide for the use of this phrase.)

It is not desirable to offer to connect the calling party to Information unless he has no way of checking the number or for some reason he is unable or unwilling to refer to the directory. See Opposite Page 2. (The former practice provided for offering to connect the calling party to Information if he was uncertain of the number.)

Where the calling party has reached the number he called but it appears to be a wrong number for the party he wished to reach, the operator may use one of the following phrases if the calling party does not know who the desired subscriber might be: "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." (The former practice did not cover the above condition but provided for referring the calling party to Information if he was not certain of the number.)

On Opposite Page 2 reference is made to the Modified Information Practice. At the present time the Modified Information Practice is in effect in Seattle, Spokane, Tacoma, and Vancouver.

PARAGRAPH 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. If the party called in error is at the telephone, excuse the call after acknowledging the calling party's order and then establish connection as on a new call. (The former Manual and Panel practices provided for using split cord operation.)

PARAGRAPH 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 and in such cases exercise the utmost care to meet the called party when he answers and verify the station reached. (The former practice provided for referring the case to the supervisor.)