

DOUBLE CONNECTIONS

1. **Customer reports a double connection.** Acknowledge with a phrase such as "I'm sorry. Just a moment," and then try to locate the trouble and clear it.

If, however, you receive the report when you answer a line or trunk signal, say for example, "I'm sorry. I'll try it for you," or if the called number is not given, obtain it, and then establish connection as on a new call except that when the station answers, determine if the conversation starts satisfactorily.

2. **Locating a double connection discovered on an established connection.** Split the connection, then listen on each line, challenging if necessary, until you locate the trouble, using the following indications as guides.

- a. In a manual office, observe the line signal as you split the connection. If it does not light when you remove the plug from the answering jack, the trouble is on the calling line; otherwise it is on the called side of the connection.
- b. If you hear conversation or if two or more customers answer your challenge on either side of the connection, the trouble is on that side.
- c. If there is no conversation on either side of the connection, and you receive an answer to your challenge from the calling and called parties only, assume that the trouble has cleared.

3. **Clearing a double connection on the calling side.**

- a. **Step-by-Step Office not Arranged to Prevent Double Connection of Line Switches.** Make a note of the calling and called numbers of all parties, tell them you will call them back, and ask them to hang up. Disconnect and then establish connection for each party as on a delayed call.
- b. **Other Dial Offices.** If you have not received an order, tell all parties to hang up for a moment and then dial the operator again. Explain if necessary that this operation frees their lines. Disconnect as soon as they hang up.

If you have received an order, announce the called number, as for example, "Who is calling Beacon (Beacon 5678)?" When you receive a response say, "Will the other party hang up and call a little later, please?" As soon as he does so, obtain the original calling number if you do not know it, and tell the calling party to hang up and that you will call him back. Then establish connection as on a delayed call.

- c. **Manual Office.** Ask the other party to hang up for a few seconds and then make his call again. Then reestablish the connection.

4. **Clearing a double connection on the called side.**

- a. **Conversation Proceeding Satisfactorily When You Cut In.** Disconnect and try the call again using split cord operation. If the line is busy give the busy report to the calling party and proceed as for completing a delayed call, unless the calling party cancels the call.

Observe the following exceptions to this general practice.

- (1) On a connection involving step-by-step equipment, instead of disconnecting from the trunk in trouble, hold it until you receive a disconnect signal on it.
- (2) On a local multiple connection, give the busy report immediately.

DOUBLE CONNECTIONS—Continued

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b. **Conversation Apparently Unsatisfactory.** Determine if one of the parties is the one you are calling and if so tell him to hang up and that you will call him back. Ask anyone else you find on the connection to hang up and make his call again. Then proceed as in "a."

5. Calling party reports a second double connection on an established connection. Locate the double connection as in "2" and hold the line or trunk on which it is found. Obtain the calling and called numbers of all parties you find on the side of the connection that is in trouble, make a note of them, agree to call them back, and establish the connections as on a delayed call.