

## TRAINING NOTES FOR

### INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

#### DIV. A, SEC. 14 - DOUBLE CONNECTIONS - LESSON NO. 16

##### PARAGRAPH 1 - CUSTOMER REPORTS A DOUBLE CONNECTION.

Slight changes have been made in the phrases to be used when receiving reports of double connections. If you receive the report on an established connection, acknowledge with the phrase such as "I'M SORRY. JUST A MOMENT." 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." (The former practice provided for saying, "I BEG YOUR PARDON. ONE MOMENT, PLEASE?" for the first condition and "I BEG YOUR PARDON. I WILL TRY TO GET THEM FOR YOU. ONE MOMENT, PLEASE?" for the second condition.)

##### PARAGRAPH 2 - LOCATING A DOUBLE CONNECTION DISCOVERED ON AN ESTABLISHED CONNECTION.

If a double connection is encountered on an established connection, split the connection and listen on each line, challenging if necessary, until the trouble has been located, using the following indications as guides:

- a. In a manual office, observe the line signal as you split the connection and 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 been cleared.

(In the former practice, the operator would attempt to clear the connection only if it was reported by the calling party when answering a line or trunk signal or where the operator supervised on an existing connection and the calling party reported that he had been put in on a busy line; otherwise, the operator would refer the case to the supervisor.)

##### PARAGRAPH 3. CLEARING A DOUBLE CONNECTION ON THE CALLING SIDE.

The operator will attempt to clear any double connection which she discovers, including those found on the calling line. (The former practice provided that the supervisor clear double connections found on the calling line.)

In dial offices, (not step-by-step), when the double connection is found to be on the calling side and an order has not been received, the operator will request all parties to hang up for a moment and then dial the operator again. (The former practice did not cover this condition.) If an order has been received, the operator will announce the called number, as for example, "WHO IS CALLING BEACON (BEACON 5678)?" and when a response is received the operator will say, "WILL THE OTHER PARTY HANG UP AND CALL A LITTLE LATER, PLEASE?" After the

"other" party hangs up, the operator will obtain the original calling number if she does not know it and ask the calling party to hang up, informing him that she will call him back. The operator will then establish connection as on a delayed call. (The former practice did not require that we request the original calling party to hang up and that the call be completed as a delayed call.)

In manual offices, when a double connection is found to be on the calling side, the operator will ask the "other" party to hang up for a few seconds and then make his call again. In making the request, the operator may say, for example, "WILL THE OTHER PARTY HANG UP AND CALL A LITTLE LATER, PLEASE?" When the other party hangs up, the operator will reestablish the connection.

PARAGRAPH 4 - CLEARING A DOUBLE CONNECTION ON THE CALLED SIDE.

Paragraph 4b provides that where the double connection is on the called line and the conversation is 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. (The former supervisor's practice provided for holding the called party while attempting to clear the line.)

PARAGRAPH 5 - CALLING PARTY REPORTS A SECOND DOUBLE CONNECTION ON AN ESTABLISHED CONNECTION.

Locate the double connection and hold the line or trunk on which it is found and then 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 connection as on a delayed call. (The former practice did not cover this condition.)