

## OBTAINING BETTER CONNECTIONS

1. **Acknowledging the request or report.** If either the calling or called party reports difficulty in hearing or requests a better connection, acknowledge the report or request by saying, for example, "I'll change the connection" or "Yes, sir," and then add, "Just a moment, please?"

2. **Local multiple connection.** Make a memorandum of the cord pair used and then change cords. Start conversation by saying "Will you try it now, please?" and cut out. Cut in in a few seconds to determine if further trouble is experienced, proceeding as in "3a or b."

3. **Trunked connection.** Split the connection and say to the called party, "Will you hang up, please, while I change the connection? I'll call you," first obtaining his number if necessary.

Make a memorandum of the cord pair and trunk used and disconnect from the trunk. Establish connection as on a new call, using the front cord of the pair on which you are holding the calling party.

If you receive the busy signal when you try to establish connection, do not give a busy report but disconnect from the trunk and make another attempt.

When the called station answers, start conversation if necessary, by saying "Will you try it now, please?" and cut out. Cut in in a few seconds to determine if further trouble is experienced.

a. If the connection is satisfactory, report the trouble giving your position number, the number of the trunk and cord pair first used, and the calling and called numbers.

b. If the connection is not satisfactory, proceed as follows.

(1) If the customers continue their conversation without further comment, report the trouble as in "a."

(2) If the customers do not continue their conversation but report that the connection is still unsatisfactory, repeat your attempt to secure a better connection once or twice if the size of the trunk group permits, using a different trunk each time. If the condition is still unsatisfactory, split the connection and tell the customer who requested the change that the connection has been changed and that you are unable to give him a better connection at the present time.

(a) If you experience no difficulty when talking with the customer who requested a better connection, explain that there apparently is trouble on the line of the other party and that it will be cared for as promptly as possible.

(b) If you have difficulty in hearing the customer who requested a better connection or in making yourself understood by him, explain that apparently there is trouble on his line and that it will be cared for as promptly as possible.

(c) If the customers desire to continue their conversation and it is possible for them to do so, restore the connection. Report the trouble as in "a," also indicating the side of the connection on which the trouble seems to be.

If it is impossible for the customers to continue their conversation because of the condition of one of the lines, tell them that you will investigate the trouble and will call them later. Report the trouble as in "a," also indicating the side of the connection on which the trouble seems to be. Prepare a delayed call ticket covering the situation and proceed in general as for a delayed call.