

TRAINING NOTES FOR DIV. A, SEC. 15

(LESSON NO. 19)

OBTAINING BETTER CONNECTIONS

PARAGRAPH 2. LOCAL MULTIPLE CONNECTION

"Will you try it now, please?" is the phrase suggested for use when starting conversation. This phrase is also given in paragraph 3 for handling trunk connections. (The former practices provided for asking, "Will you try it again, please?")

PARAGRAPH 3. TRUNKED CONNECTION

If the connection proves satisfactory after the operator has reestablished the connection, the operator will report the trouble. (par. 3,a) (The former Panel and Manual practices provided that the supervisor report the trouble. The former No. 11 Manual practices on establishing local multiple connections and toll line connections provided that the supervisor report the trouble while the practices on establishing other types of connections did not provide for reporting the trouble.)

If the customers report that the connection is still unsatisfactory after it has been reestablished, the operator will repeat her attempts to secure a better connection once or twice if the size of the trunk group permits, using a different trunk each time. (par. 3b(2)) (The former Panel and Manual practices provided that the operator refer the call to the supervisor who made one attempt to establish the connection. The former No. 11 Manual practices on establishing local multiple connections and toll line connections provided the same procedure as that of the former Panel and Manual practices while the procedure for establishing other types of connections provided that the operator make one attempt to establish the connection and did not provide a practice to be followed if the connection was found unsatisfactory after establishing.)

If the customers are unable to continue their conversation after attempts have been made to reestablish the connection, the operator will inform the customers that she will investigate the trouble and will call them later. (par. 3b(2)(c)). (The former Panel and Manual practices provided that the supervisor inform the customers that she would investigate and report the trouble. The supervisor suggested that the customers try the call later. The former No. 11 Manual practice on establishing local multiple connections and toll line connections provided that the supervisor report the trouble and suggest that the customer try the call later, while the practices for establishing other types of calls did not cover this condition.)