

OBTAINING THE CALLING NUMBER OR STATION DESIGNATION

1. **Conditions under which you obtain the calling number.** Obtain the calling number or station designation under such conditions as the following if you do not know it.
 - a. When you are to write a charge ticket on the call except in those cases where the calling number is not required.
 - b. At any time before promising the calling party that you will call him.
 - c. When you are requested to ring the calling station.
 - d. When you need to know the calling number in order to pass it to another operator.
 - e. Where calls from more than one class of service are received over a common group of community dial trunks and there is no means of indicating the class of service of the calling station, obtain the calling number on all calls you are to try to complete.
2. **When to obtain the calling number or station designation.**
 - a. When you are establishing a connection, unless you are not permitted to use overlap recording, obtain the calling number at a time when it will interfere as little as possible with the advancement of the call. Be guided by the following statement as to the points in the establishing of the connection at which it may be best to obtain the number in those cases where it has not been volunteered by the customer.
 - (1) In cases such as the following, ask for the number as soon as you learn the nature of the call and before acknowledging.
 - (a) When you are to pass the number to Long Distance and the Long Distance trunks appear in your out trunk multiple.
 - (b) On a reverting call, when you are to charge the call or when you are to reach the called station over a trunk rather than by ringing back.
 - (c) When you are to charge for a call to a special bureau such as the Time Bureau, trunks to which appear in your out trunk multiple.
 - (2) Local Multiple Connections. As you make connection, before ringing.
 - (3) Call Circuit or Key Indicator Trunk Connections. While you are taking up the trunk assigned.
 - (4) Other Connections. As soon as you complete your work of advancing the call such as dialing the last digit, operating the start key, or passing the order to the terminating operator.
 - b. When you are establishing a connection if you are not permitted to use overlap recording, ask for the calling number as soon as you learn it will be required and before establishing connection.
 - c. When you encounter a trunks busy condition, ask for the calling number while waiting for a trunk to become available or before making another attempt to secure one.
 - d. When no connection is to be made at the time but you will require the calling number for subsequent work, ask for it before you tell the calling party that you will call him.
3. **Obtaining the calling number or station designation.**
 - a. When you must obtain the number from the calling party, say **"Your number, please?"** **"May I have your number?"** or **"What is your number, please?"** If the customer does not seem to understand your question, you may say for example, **"What is the number of the telephone you are using?"**

OBTAINING THE CALLING NUMBER OR STATION DESIGNATION—Continued

3. Continued

- (1) If an office name or numeral is needed and it is not given, say for example, "1234, what central office, please?" or "Is that 2-1234?"
- (2) If the calling party says that he can not read the calling number because of poor eyesight, insufficient light, etc., try to obtain the number by suggesting that he bring some one else to the telephone, or by asking him for the address or the location of the telephone, or ask him to use another telephone, depending on the nature of his remarks, and if you can not then obtain the number or the location of the telephone, proceed with the call. If, however, you have been directed not to question, proceed with the call at once when he first claims the difficulty. In any case, notify your supervisor.

On a Long Distance call, however, do not try further to obtain the number but proceed as in Section 105.

SUPERVISOR: If there is a charge ticket on the call, enter "Not given" in the calling number space and note on the back the reason for the calling number not appearing on the ticket. If an address has been given enter this also.

If it appears desirable as on a request to complete a delayed call, have the connection traced and when you obtain the calling number release the connection and enter the number on any ticket record being used on the call.

If it is evident that the booth lighting is faulty at a coin station or that the telephone number plate is missing or illegible, report the trouble.

- (3) If the called party answers before you obtain the calling number, continue your efforts to do so, splitting the connection if necessary.
- a. When you can obtain the line number from the number plate or the multiple jack, do so. In addition, if the call is from a jack per line party line, obtain the station designation from the calling party by asking for the letter or ring, proceeding in general as in "a."
 - c. After obtaining the station designation or number from the calling party, acknowledge it. Where you requested the station designation or number immediately after receiving the calling party's order, only one acknowledgment is necessary for both the calling and called numbers.
If the calling party voluntarily gives his station designation or number with his order, one acknowledgment is sufficient for both.

4. Calling party gives a number or station designation that you recognize as incorrect. If the calling party gives the letter of a nonworking station, gives a number not appearing on the number plate, gives a number that is obviously not correct, or gives an incorrect form of station designation, say, "What is your letter (number), please?"

- a. If the calling party then gives the number or letter of a working station on the line, acknowledge and proceed with the call.
- b. In offices where answering jack markings are provided to indicate nonworking stations if the calling party again gives the letter of a nonworking station, gives a number not appearing on the number plate, gives a number that is obviously not correct, or gives an incorrect station designation, refer the case to your supervisor.

SUPERVISOR: Ask the calling party if the letter or number is that of the telephone he is using.

- (1) If he then gives the letter or number of a working station on the line, notify the operator of the letter or number and tell her to proceed with the call.

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OBTAINING THE CALLING NUMBER OR STATION DESIGNATION - Continued

4. CALLING PARTY GIVES A NUMBER OR STATION DESIGNATION THAT YOU RECOGNIZE AS INCORRECT (Supplementing Paragraph 4 opposite)
- c. In a dial office, if the calling party gives a number in the coin-box series when the call is received over a flat and message rate special service trunk, gives a number not in the coin-box series when the call is received over a coin special service trunk, gives a number with an office name not appearing on the designation strip of the special service trunk group over which the call is received, or gives a number that is obviously not correct, say, "WHAT IS YOUR NUMBER, PLEASE?" or "WHAT IS THE NUMBER OF THE TELEPHONE YOU ARE USING?"
- (1) If the calling party then gives a number that appears to be correct, acknowledge and proceed with the call.
 - (2) If he still gives a number that appears to be incorrect, refer the case to your supervisor.
- SUPERVISOR: Ask the calling party if the number is that of the telephone he is using.
- (a) If he then gives a number that appears to be correct, notify the operator of the number and tell her to proceed with the call.
 - (b) If he still gives a number that appears to be incorrect, explain that it does not appear that the number he is giving could be his number. If he insists that the number he is giving is the right number, connect him with your chief operator, first explaining the case to her.
 - (c) As an exception to "(b)," if you recognize the number given as the number of a main P.B.X. served by another office with an auxiliary dial P.B.X. having dial trunks served by your office, explain to the calling party that he should place the call with his P.B.X. attendant.

OBTAINING THE CALLING NUMBER OR STATION DESIGNATION—Continued

4. Continued

- (2) If he still gives the letter of a nonworking station, check the answering jack marking with the multiple marking on the same line. If you can not check with the multiple marking, check with the intercepting or information records. If it appears that there is an error in the answering jack marking, proceed as in "(1)." If there appears to be no error in the answering jack marking, again verify the line number and station designation with the customer and if you still can not obtain a correct number, connect him with your chief operator, first explaining the case to her.
- (3) If he still gives a number not appearing on the number plate, plug into the multiple jack of the number he has given and if you are able to talk with him, indicating an error in the number plate marking, proceed as in "(1)." If, however, you can not plug into the multiple jack of the number he has given or if you are unable to talk with him after you have plugged in, explain that it does not appear that the number he is giving could be his number. If he still insists that the number he is giving is the right number, connect him with your chief operator, first explaining the case to her.
- (4) If he still gives an incorrect form of station designation, explain that there is no station with such a designation on the line. If he insists that the station designation he is giving is the right one, connect him with your chief operator, first explaining the case to her.